

Dispute Request via the Web

You have the right to dispute incomplete or inaccurate information. If you feel that ISP/Promesa has reported information on you that maybe in incomplete or inaccurate you are welcome follow the link below to request a dispute reinvestigation.

[Dispute Request Link](#)

Steps Required for Dispute Request Link

1. You will need to provide ISP/Promesa details on the information you feel is incomplete or inaccurate so that the information can be reinvestigated.
2. You MUST complete all the required fields. Required fields are indicated by pink data fields.
3. You will be asked to review and digitally sign the ReInvestigation Authorization Form.
4. You will need to submit the order.
5. Review the Confirmation Screen and save the new order number for future reference. The dispute request will not be sent to ISP/Promesa until you see this screen.

An ISP/Promesa representative will follow up with you within 5 business days to confirm receipt of the dispute request.

If you have any questions or would rather file a dispute in another manner please contact ISP Customer Service.

- Email: CustomerService@integratedscreening.com
- Toll Free: 800-474-4420 option 1