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**RICHARD CORDRAY**  
OHIO ATTORNEY GENERAL

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**POLICY FOR REQUESTING A RESULT TO BE MAILED AGAIN**

In the event that your agency does not receive the requested background check result, the following process needs to be followed:

The agency who is receiving the result needs to contact the Civilian Identification Dept. toll free at 877-224-0043 or by fax at 740-845-2633 and give the name and social security number or the name and transaction number for the result not received. Please note we will not resend a result if contacted by anyone other than the receiver.

If the result not received is an Ohio BCI result, we will send a copy of the original result up to 6 months from the date it was originally mailed. The result can only be mailed to the same address it was sent to originally. If we are contacted more than 6 months from the date the result was originally mailed then the individual must submit a request of copy form to our office and a fee of \$8 will apply for the result to be updated and mailed again. Since the result is being mailed to the same address that was originally requested, this procedure can be used for any reason fingerprinted.

If the result not received is a National FBI result we will mail a copy of the original result up to 1 year from the date it was originally mailed. The result can only be mailed to the same address it was sent to originally. We are not able to update FBI results, so it will be a re-print of the letter originally mailed and stamped copy.

This policy will go into effect July 1, 2009. We apologize for any inconvenience this policy will cause, however due to the volume of background checks we process it is up to each employer to keep track of their results and notify us if there is a problem. It is very important to BCI that we are consistent in handling requests and no waivers to this policy will be granted.

If you have any questions, please contact the Civilian Identification Dept. toll free at 877-224-0043.

Sincerely,  
The Civilian Identification Dept.

Revised 05/21/09



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**Ohio Bureau of Criminal Identification and Investigation**

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