

DEFENSE SECURITY SERVICE

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Most common reasons security clearance requests are rejected by the Defense Industrial Security Clearance Office (DISCO) and the Office of Personnel Management (OPM).

The most common causes of rejection include submission of application packages with incomplete information, e.g., subject not including the company submitting the investigation request as the current employer, missing fingerprint cards, no identifying information for relatives born abroad and failing to provide Selective Service registration information or legal exemption.

Individual applicants and security officers can help expedite the clearance process by ensuring the submitting company is listed as the subject's current employer, and ensuring all other forms are completed accurately; by familiarizing themselves with the appearance of a [properly rolled set of fingerprints](#) and when possible, by listing references located in the United States who can verify overseas activities.

TABLE A: Top Defense Industrial Security Clearance Office (DISCO) Rejection Reasons

The following issues account for 92% of investigation requests rejected by DISCO:

#	Issue	Corrective Action
1	Missing employment information	List all employment; include the company which is submitting the clearance request as current employer. Applicant should list all full-time work, paid or unpaid, consulting/contracting work, all military service duty locations, temporary military duty locations (TDY) over 90 days, self-employment, other paid work, and all periods of unemployment.
2	Missing information on relatives born abroad (U.S. citizen/national)	You must provide information for any person within the categories of relatives required to be listed, living or deceased, including full name, date of birth, place of birth (city, state or country), present residence and citizenship. Do not provide information on relatives that are NOT in one of the categories listed: Mother, Father, Stepmother, Stepfather, Foster parent, Child, Step child, Brother, Sister, Stepbrother, Stepsister, Half-brother, Half-sister, Father-in-law, Mother-in-law, Guardian. For any relatives who are U.S. citizens or nationals and were born outside the United States, information regarding proof of citizenship, including document identification numbers, from any or all of the following documents, must be provided: U.S. Passport (if the subject has been issued a passport); "Consular Report of Birth Abroad of a Citizen of the United States of America" (FS-240); Citizenship Certificate.

3	Missing Selective Service registration information	A male applicant born after December 31, 1959 who has not registered for Selective Service must fully explain the reasons for not having registered, with reference to any applicable legal exemption(s). Persons can verify their Selective Service registration and obtain their registration information online from the Selective Service System at the web site http://www.sss.gov or telephonically at 1-847-688-6888.
4	Incomplete information concerning debts or bankruptcy	Disclose all financial obligations which are delinquent, and all information pertaining to bankruptcy. Include dates, amounts, account numbers, and name of the organization to which debt is/was owed.
5	Missing social security number for adult co-habitant	Provide complete information for each field. If cohabitant is a U.S. citizen born outside the United States, provide complete proof of citizenship information, including document identification numbers.
6	Missing information on current spouse	Provide complete information for each field. If spouse is a U.S. citizen born outside the United States, provide complete proof of citizenship information, including document identification numbers.
7	Missing education reference information	Provide complete name and address of the school and a person who has knowledge of the applicant. If the most recent degree falls outside the scope of the investigation (7 or 10 years), provide information regardless of how long ago the degree was obtained.
8	Missing employment reference information	If unemployed or self-employed, applicant must identify and provide contact information for a person who can verify the unemployment or self-employment (may use spouse, parents or siblings as the verifying reference).
9	Missing employment record information	Provide additional employment details such as being fired from a job; quitting after being told you would be fired; leaving a job by mutual agreement of unsatisfactory performance, and/or receiving written warnings; being officially reprimanded, suspended, or disciplined for misconduct in the workplace, such as a violation of security policy.
10	Missing personal reference information	Applicant must provide names of at least three individuals and include complete U.S. addresses and phone numbers. These are not to be relatives, spouses, former spouses, or anyone listed anywhere else on this form. Applicant will also need to include a work or home address using drop-down boxes as provided, as well as zip code and current phone number(s).

TABLE B: Top Office of Personnel Management (OPM) Rejection Reasons

The following issues account for 98% of investigation requests rejected by OPM:

#	Issue	Corrective Action
1	Fingerprint cards not submitted with the required timeframe	Fingerprint cards must be provided to OPM within 14 days of approval by DISCO. More details on when and how to submit fingerprint cards is available on the DSS website: http://www.dss.mil/disco/indus_disco_process_applicant.html#Fingerprint Cards .
2	Illegible or missing information on release forms	Provide complete information for each field and ensure there are no stray marks on the forms, ensure the top, bottom and sides of each document are present after scanning attachments. Type or legibly print the name, SSN, address and dates. Use the date format mm/dd/yyyy.
3	Certification / Release forms do not meet date	Use the date format mm/dd/yyyy. The forms cannot be older than 120 days.
4	Erroneous place of birth information	Provide City, County and State; or Country if born outside of the U.S.. Place of birth must be accurate and consistent with other forms.
5	Erroneous date of birth information	Date of birth must be accurate and consistent with other forms. Use the date format mm/dd/yyyy.
6	Request ID number on e-QIP does not match the number on the Certification and/or Release(s)	Pages printed from e-QIP contain the request ID of the questionnaire completed by the applicant and must match the investigation request ID being submitted to OPM. The Request ID number <u>cannot</u> be hand written.
7	Certification / Release forms not submitted	The personnel security investigation cannot proceed without a signed and current release form. Scan and attach the forms in JPAS. The Fair Credit Reporting Disclosure and Authorization form is required.
8	Missing references (character, residential, employment, or educational)	Applicant must provide names of at least three individuals and include complete U.S. addresses and phone numbers. These are not to be relatives, spouses, former spouses, or anyone listed anywhere else on this form. Applicant will also need to include a work or home address using drop-down boxes as provided, as well as zip code and current phone number(s). If unemployed or self-employed, applicant must identify and provide contact information for a person who can verify the unemployment or self-employment (may use spouse, parents or siblings as the verifying reference).

9	Incorrect social security number	The SSN must be entered accurately and must be consistent with other submitted forms.
10	Missing employment information	List all employment; include the company which is submitting the clearance request as current employer. Applicant should list all full-time work, paid or unpaid, consulting/contracting work, all military service duty locations, temporary military duty locations (TDY) over 90 days, self-employment, other paid work, and all periods of unemployment.