

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 a current employer, missing SSN for spouse or co-habitant, fingerprint cards, information for relatives and failing to provide Selective Service registration information or legal exemption.

Applicants and security officers can help expedite the clearance process by ensuring the submitting company is listed as the subject's current employer, all other forms are completed accurately, 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 96% 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 social security number of spouse or adult co-habitant	Provide the SSN of spouse if marital status reflects married or for an adult co-habitant if in a spouse like relationship.
3	Missing relatives information	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, and 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.

4	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.
5	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.
6	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.
7	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).
8	Incomplete explanation of employment record	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.
9	Missing personal reference information	Provide the 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).
10	Missing explanation of drug usage	Applicant must provide explanation about the use or misuse of illegal or prescription drugs.

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	Certification / Release forms information illegible or missing	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 not meeting date requirements	OPM will not accept forms older than 120 days from the date of the applicant's signature. Use the date format mm/dd/yyyy.
4	Discrepancy of place and date of birth information	Place and date of birth must be accurate and consistent with other forms. Use the date format mm/dd/yyyy.
5	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).
6	Discrepancy of e-QIP Request ID Number	Pages printed from e-QIP contain the Request ID Number. Ensure the Request ID Number on the questionnaire and certificate /release forms match before submitting to OPM. The Request ID number <u>cannot</u> be hand written.
7	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.
8	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.

9	Missing education 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.
10	Missing residence information	Applicant must provide the complete address of all residences for the past 7 years or 10 years for SSBI.