



To: IdentoGO Trusted Partners  
Re: FBI Fee Change  
Date: December 15, 2018

Dear Trusted Partner:

Effective January 1, 2019, the FBI will be increasing their processing fee by \$1.25 for certain State program Non-Volunteer applicant groups, and by \$.50 for certain Volunteer applicant groups. In recent years, the FBI processing fee has declined, in a series of price reductions. However, the FBI is required to periodically assess their fee structure to insure they are covering the costs of operating the program, and this fee change represents an adjustment to maintain the viability of the program. The Fee Change was communicated to impacted State Agencies and User Groups late last summer, so agencies have had time to update their communication to applicants.

For our Partners who also offer Federal services, this fee change does not impact Federal applicant groups (Prev<sup>®</sup>, HazMat, or TWIC), as TSA has opted to absorb the FBI fee change within their existing fee structure.

Please communicate to your Enrollment Agents that the fees they collect should be the same as those displayed on their workstations or on their schedules, as this fee increase will not affect all programs or all States. Due to variations in how customer pricing is calculated, and when the customer booked their appointment, you may see applicants booked for the same submission type with different fees, during the early weeks of January. This is completely normal, and the customer should be charged what your schedule and workstation indicate. An Enrollment Agent Briefing will be distributed near the end of the calendar year.

Please discard any previous documentation that may list incorrect fee information and only use what is indicated on the workstations and schedules. All payment methods must be made out for the correct and exact amount.

To assist with this transition, we have included a few questions that may arise with your customers:

1. *Customer – Last week this cost \$1.25 less. Am I being over charged?*

*Enrollment Agent – Actually, the FBI has increased their fee for this particular service and we have adjusted the price charged to the customer.*

2. *Customer – I always make my check/money order for this amount.*

*Enrollment Agent – The FBI has changed their fee for this particular service and we have adjusted our price to the customer accordingly.*

Thank you again for your commitment to the company and the customers we serve together. We hope to make this transition as smooth as possible for you and our customers. We look forward to another successful year!

If you have any questions, please feel free to contact Customer Service Supervisor.

Regards,

Jennifer Koch, Partnerships