Exceptions to Background Instructions

Any contractor staff member who has a conviction listed on the Convictions Barring Vendor Staff from Performing Services for TWC list must not have any interactions with TWC-VR customers. TWC will consider an exception in some cases to offenses listed under subsection (b) of the list. Contractors are responsible for requesting an exception. To request an exception:

1. Email [VR.CBC.Exceptions@twc.texas.gov](mailto:VR.CBC.Exceptions@twc.texas.gov) to request an exception (**do not** include any information regarding the outcome of the criminal background check).
2. A member of the VR Criminal Background Checks (CBC) exceptions review team will contact you via an encrypted email to request the following:
   1. Background Checks Attestation and Release Form
   2. Copy of Criminal Background Check
3. The CBC review team will review the request and communicate the outcome of the review to you via email.

Note: The contractor is responsible to retain a copy of the exception. Any exception must be approved by the VR Director or designee before any interactions with VR customers.