gO Score Evidence, Evaluation and Correction Policy

Version 1.9 · In force since 2026-11-16

Text SHA-256 fingerprint: 4e6ed4d305c6475b4074049e98c12e2fb46507ec22f621a2c993db99dc84f889
https://goscore-app.com/go-score/en/legal/evidence/v/1.9

Part of: gO Score Terms of Use (Section 1.4). Methodology version described: the one stated on each Score and Report; as of the date of this version, GO-SCORE-SELLO-COMPRADOR v1, GO-SCORE-SELLO-PRODUCTOR v1, GO-SCORE-SELLO-TRANSPORTISTA v1 and GO-SCORE-SERVICE-NETWORK v1 for the calculation, and GO-SCORE-INFORME-2026-v1 for Reports.

1. Purpose

This Policy explains how gO Score verifies information, how it calculates the Score, Verification Levels and Badges, what limits that evaluation has, and how any person or Organization can ask for information about them to be corrected. It is written so a User understands what they see, without disclosing details that would allow the evaluation to be manipulated.

2. Principles

1. Evaluation is earned with evidence, not bought with money. No Plan, Credit or payment improves a Score, grants a Verification Level or Badge, or removes legitimate information.
2. Every verification is traceable. Each verified data point states what was checked, against which source or criterion, and on what date.
3. What is known is distinguished from what is claimed. In Reports, each material statement cites its source; in My gO Score, each dimension shows its status. Each fact in a Report states the scope of its evidence (Section 3).
4. Nothing is public by default. The Score, documents and Reports have audiences defined by their owner.
5. A Score is not a guarantee. It does not guarantee solvency, payment, profitability, financing or absence of fraud, and it is not a credit score.
6. Everyone evaluated can seek correction. With or without an account, with human review.

3. Information types and labels

Label · Meaning · Example

Verified fact · Checked against an identified source or criterion on a specific date. · Organization's existence confirmed against an official registry, with the query date.

Declared · Provided by the Evaluated Subject and not checked by gO Score. · Production capacity declared by the Organization.

Inference / estimate · Generated by the Platform or JORIX from other data; may be inaccurate. · Estimated annual volume derived from declared acreage.

Third-party allegation · Statement by another User about the Evaluated Subject, not verified. · Late-delivery report submitted by a Counterparty.

Under review / disputed · Subject of a correction request or a reply by the Evaluated Subject. · Allegation answered by the Evaluated Subject, pending resolution.

Insufficient information · No elements to calculate or assert. · Score not available.

On the Platform, today: in Reports, each material statement carries a numbered citation to its

source, identified in "Sources and traceability"; each fact also carries the scope of its evidence: verified at source, declared by the company, provided but not corroborated, secondary source, indication, inference, contradictory, not verified or failed query. In My gO Score, each dimension shows its status: measured, preliminary, no data, pending evidence, disputed or not applicable. The table's categories group those states.

4. File Coverage, verification states and Levels

4.1 File Coverage (E0–E4). The Platform describes how much of an Organization's File has sufficient evidence through coverage states. They are descriptive states, not memberships, awards or judgments about business quality; a missing document is shown as "Pending," "Not provided," "Not applicable" or "Not verified," and is never translated into fraud, non-payment, zero or high risk.

State · What it evidences · What it enables

E0 · Profile created · Verified email; declared trade or legal name; country, activity and products; user and Organization linked. · Exploring, completing the File and using features that do not require confirmed corporate identity.

E1 · Business identity confirmed · Registration or formation (or equivalent official source); matching tax ID and legal name; address corroborated or declared with a clear state; authorized person with authority to manage the profile. · Verifiable profile, document requests, basic passport and formal administration of the Organization.

E2 · Operation documented · Sites and facilities; products, presentations, markets and declared capacity; applicable licenses, insurance and certifications with scope and validity; authorized operational people and areas. · Operational passport, compatible opportunities and comparisons with visible coverage.

E3 · Commercial history corroborated · References with verified identity and authority; operations, deliveries, quality, claims and payments authorized and reconciled, with sample, period, dispute and outcome. · Performance indicators and commercial references where the methodology has sufficient evidence.

E4 · Private financial file · Financial statements or other approved evidence; aging of balances; authorized bank or trade references; current tax compliance provided voluntarily or required by a specific purpose. · Deeper analysis for authorized audiences. Nothing in E4 is public by default and no Plan requires financial information to use unrelated features.

Visible states of each piece of evidence are: declared, provided, corroborated, rejected, expired, superseded or in dispute. Each document type has its own validity rule (articles of incorporation do not "expire," they are checked for amendments; a certificate has an end date; a tax-compliance opinion is valid as of its cut-off date).

4.2 Descriptive markers. In addition to coverage, the Platform may display independent states: identity confirmed; tax identifier corroborated; representation confirmed; operation documented; licenses or certifications in force for the stated scope; references corroborated; financial information provided (private); tax compliance provided or verified as of a given date (private or specific audience); and File coverage (Basic, Partial, Solid or Broad, accompanied by fields and sample). We do not use expressions such as "certified by gO Score," "no risk," "healthy finances" or "tax compliant."

4.3 gO Levels. When an Organization has sufficient evidence and passes the applicable gates, the engine grants a Level: gO Partner, gO Preferred, gO Gold or gO Elite. The current score ranges are: Partner 60–74, Preferred 75–84, Gold 85–91 and Elite 92–100. Each Level requires, in addition to the range, further conditions (for example, no critical blockers and, for Elite, annual revalidation and current documents). For gO Elite, an expired mandatory document prevents the Level. When eligibility is under review, the Platform says so without asserting the

Level.

An identity or document verification is not an official certification, an opinion on solvency, or a guarantee that the Organization will meet its obligations. Third-party documents (certifications, licenses) keep their issuer, scope and validity; gO Score does not appropriate the certification.

5. Badges and displayed certifications

A Badge or marker reflects fulfillment of one specific, verifiable criterion with its evidence, verification date and validity; it lapses when the evidence is no longer current. A certificate valid for one site or product is not projected onto another. Today the Platform grants no Badges: the Passport shows identity, granted Level, status and the certifications provided with their scope and validity, and never the numeric score. If Badges are enabled, each will follow the rules of this Section.

6. Score

6.1 What it measures. The gO Score is a 0 to 100 indicator ("gO Points") summarizing the quantity, quality, currency and consistency of evidence attributable to an Organization by role, scope and period, together with confirmed commercial relationships. It is accompanied by two separate measures: coverage (what share of expected fields has evidence; the unknown is left out, it does not count as zero) and confidence (quality and consistency of the evidence, not probability of payment). Credit, payment, quality, safety/compliance and performance are separate dimensions that are not averaged into a single figure. The numeric score is private to the owner; third parties see the Level, the passport and authorized references. It measures documentary and relational trust, not payment capacity.

6.2 What goes into the calculation (categories, no weights).

- Verification Level achieved and validity of verifications.
- Completeness and currency of the File.
- Consistency among declared, documented and public-source information.
- Confirmed commercial relationships and their tenure.
- Badges in force, once enabled (none are granted today; Section 5).
- Third-party allegations: they count only in the cases of 9.1 and 9.2.
- Public- or licensed-source information identified with sufficient confidence in the Evaluated Subject's identity.

6.3 What does not go in.

- Information from credit information companies or consumer reporting agencies.
- Categories protected by anti-discrimination laws (ethnic or national origin, sex or gender, age, religion, disability, social condition, opinions, sexual orientation, marital status or others).
- Plan purchased, Credits bought or any economic variable of the relationship with E&F.
- Information about individuals other than the owner of the evaluated business activity.

6.4 Date and version. The Score shows its calculation date and methodology version. A Score of a given date is not retroactively recalculated; Reports keep the value they had when issued.

6.5 Insufficient information. Where minimum evidence is lacking, the Platform shows "insufficient information" (or a research profile with coverage and findings, without an official gO Score) instead of a low value; an external company without a File does not receive an invented score. A low value means existing evidence is scarce, old or inconsistent, not that the

Organization is unreliable.

6.6 Age and updates. Verifications have a validity period. When it lapses, the data point becomes "expired" and its contribution to the Score decreases until renewed. The Organization sees in Evidence which documents are about to expire or have expired. External sources are re-queried at the frequency stated in each Report.

6.7 Methodology changes. When the methodology version changes in a way that may noticeably alter existing Scores, we will give notice before applying it under Section 19.2 of the Terms of Use, explain in general terms what changes, and keep visible the version used to calculate each Score and Report.

6.8 Individuals operating a business. Where the Evaluated Subject is an individual, the Score is limited to evidence about their business activity (registrations, permits, commercial relationships, activity documentation). No data about their personal life, personal credit, health, family or anything unrelated to the activity is included. Reports on individuals expressly state that they may not be used for consumer credit, insurance, employment or housing decisions.

7. Sources: coverage, age and identity

- Public sources: official commercial and tax registries of each country and, connected today, INEGI DENUE, GLEIF, FMCSA open data and the official OFAC and SAT lists (Articles 69 and 69-B of Mexico's Federal Tax Code); the public export of the USDA Organic INTEGRITY database (organic operations in Mexico, the United States and Canada) is loaded weekly into the Search catalog and is not queried live; for PACA, USDA's official releases (sanctions, restrictions, complaints, which are labeled as alleged, and lifted actions) are loaded weekly, while the PACA license registry is not machine-read and is checked manually or through a screenshot the Organization provides. Each data point shows the source and query date. A public record only supports its own fact: a PACA license, an LEI or an organic certificate does not demonstrate performance or solvency. Sources may have delays or errors beyond our control.
- Licensed sources: none contracted to date. When they exist, they will be subject to the provider's terms and we will not redistribute raw content.
- User-provided: labeled as declared or allegation until verified.
- Identity: before attributing external data to an Evaluated Subject, the Platform assesses match confidence (tax ID, name, address, activity). Records that match only by name are presented as candidates, not as data of the Evaluated Subject, and where names are similar the Platform asks for the tax ID (RFC or EIN) before linking information. A name-only match is not enough to attribute negative information.
- Missing data: the absence of a data point in a source is not interpreted as a negative fact.

8. Correction and dispute procedure

8.1 Who may request. Any Evaluated Subject (Organization or person), with or without an account, or their representative.

8.2 How. From My gO Score › Request a correction in the app or through the public form at https://goscore-app.com/go-score/en/correction. State: which data point is disputed, why (inaccurate, outdated, incomplete, belongs to someone else, obtained without right, outside gO Score's purpose) and, if available, supporting evidence.

8.3 Proportional identification. We request the identification elements needed according to the data's sensitivity: less to correct a contact detail, more to remove a document or reassign a

File.

8.4 What we do.

1. If you use the form, you instantly receive a reference number and a key to check its status.
2. A person reviews the request, the evidence provided and the original source; if needed, we re-query the source or ask for clarification.
3. We resolve with one of these decisions: correct, delete, complete, keep with a context note, or keep (explaining why).
4. The decision is recorded in writing, with reasons, on the follow-up page, which you check with your reference number and key.
5. If the requester disagrees, they may submit a new request with additional information and retain the rights granted by data-protection law.

8.5 Namesakes. If the data belongs to another Organization or person, we unlink it, review Reports issued and apply Section 10.

8.6 Impersonation. If someone created a Profile or provided Evidence posing as the Evaluated Subject, we transfer or delete the Profile as appropriate and suspend the responsible account. Affected Reports are rectified under Section 10: their verification page shows they were superseded; we do not email a notice to each external recipient.

8.7 False information provided by a User. It is removed, and the conduct is reflected in the responsible Organization's Verification Level per the Terms of Use.

9. Third-party allegations and commercial disputes

9.1 Allegation ≠ fact. A statement by one User about another (a "flag" tied to an operation) is labeled "third-party allegation" and is not included in the Score until verified under 9.2. An open claim does not lower anyone's score until a person closes the attribution of responsibility; no automated process turns an event into confirmed responsibility.

9.2 Verifying allegations. An allegation is considered verified only when: (a) the Evaluated Subject acknowledges it; (b) objective documentation supports it (for example, a contract and proof of breach) reviewed by a person; (c) a decision by an authority or independent third party confirms it; or (d) the Evaluated Subject does not respond within the period in 9.3; in that case what is recorded is the lack of response. An allegation backed only by admissible evidence is shown as "preliminary" and neither adds nor subtracts.

9.3 Right of reply. Before showing an allegation to any audience other than its author, we notify the Evaluated Subject and give them 48 to 120 hours, depending on the severity of the flag, to respond. The response is shown alongside the allegation to the same audience.

9.4 While under review. These are two different situations. (a) An unverified allegation and the Evaluated Subject's response are shown with the "under review" label; because the allegation is not included in the Score (9.1), its review does not change it. (b) If the Evaluated Subject appeals an outcome that is already part of the calculation, the record is marked "Under review" while it is resolved, and the Score and Level keep being calculated with current information. Depending on the type of evaluation, the disputed component may be left out of the calculation; leaving it out may raise or lower the Score and change the Level.

9.5 Removal cannot be bought. No one may pay to remove a verified allegation or legitimate information. An allegation is removed when shown to be false, when its author retracts it with reason, when it is outside the Platform's purpose, or when the law requires. Resolution of a dispute between the parties (for example, a later payment) is recorded as an update, not as

erasure of history, unless both parties request it and no retention obligation exists.

9.6 Limit. gO Score does not arbitrate the underlying commercial dispute.

10. Report rectification and recipient notice

Where a correction affects information contained in Reports or Verification Links issued in the previous 90 days:

- Verification Links automatically show the corrected status.
- When the corrected version of a Report is issued, the verification page of the previous Report states "Superseded by a newer version," so anyone who checks it knows. Today we do not email a notice to each external Link recipient.
- We cannot recover downloaded or printed copies; the recipient is bound by the Terms of Use not to reuse information they know has been corrected.

11. Manipulation prevention and conflicts of interest

11.1 Manipulation. We detect and sanction: duplicate accounts, simulated relationships between linked Organizations, altered Evidence, reciprocal confirmations without substance, and any pattern aimed at inflating or sinking a Score. Measures range from voiding the evidence to terminating the account. We do not describe detection methods so as not to facilitate evasion.

11.2 E&F staff. Staff reviewing corrections do not evaluate Organizations with which they have a personal or economic relationship and must declare it.

11.3 Organizations linked to E&F. Where E&F, a group company or a gO ecosystem product (for example, the marketplace) has commercial relationships with an evaluated Organization, that Organization is evaluated with the same methodology and without preferential manual intervention.

11.4 Separation between Plan and reputation. Billing and evaluation systems are independent: the Score engine does not receive the Organization's Plan, Credits, spending or gO Score membership status as a variable.

12. What this Policy is not

- Not an official certification or government seal.
- Not a credit score or credit report.
- Not a substitute for each User's own due diligence.
- It does not disclose the weight of each component or the manipulation-detection rules. It does publish the score range of each Level (Section 4.3).

13. Contact

Corrections and disputes: form at https://goscore-app.com/go-score/en/correction. Questions about this Policy: soporte@goscore-app.com.