

# All Background Screening Companies Are Not Alike

... Here's What  
You Need To

Know To Protect Your  
Company And Make  
Better Hiring  
Decisions

**PERSONNELPROFILES**  
employment screening



*A division of Merchants Information Solutions, Inc.*

*Background Screening with Higher Standards.™*

# Why What You Don't Know About Background Screening...

▶ According to the U.S. Small Business Administration, every \$1 invested in employment screening generates \$5 to \$16, resulting from improved productivity, safer working environment, reduced absenteeism, lower turnover, lower insurance premiums, and decreased employer liability.

Why invest with anyone but the best employment screening service you can find?

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Your company's critical pre-employment background screening choices are an important part of your company's HR policies—especially when you consider the risk that missing, incomplete, or incorrect information on background reports might prevent you from knowing critical information, such as a violent criminal past, or a bad driving record, which may pose undue risk, liability, and massive expense to your company, your employees, and customers.

Personnel Profiles is one of the industry's leading and most well-established providers of pre-employment and background screening services to thousands of companies nationwide. For nearly ten years, we've led our field by providing quality background products and timely service and attention to detail for thousands of companies of all sizes.

## Our Quality Control is Your Assurance Of The Highest Quality in Your Company's Background Screening Program

What makes Personnel Profiles truly unique from every background screening company in our field is the high level of quality control and review we integrate into our screening processes. For example, every manually-searched background report we

perform is hand-inspected by a licensed private investigator for accuracy, integrity, and compliance with Federal, state, and industry standards.

Unlike many background screening companies, we perform daily spot-checks of our nationwide criminal records data sources to assure accurate research on these critical records—a costly and time-consuming effort.

These extra quality control steps are your assurance that best efforts were made to obtain the most complete background information available for your pre-employment screening tasks.

For over ten years, we've led the industry in performing the highest quality employment screening search services for our clients, nationwide. As a founding member of the National Association of Professional Background Screeners (NAPBS), our executives were the first to help establish national standards for the background screening industry.

## Bad Hiring Decisions Can Be Very Expensive

The risk and expense of a bad hiring decision that could have been avoided by getting more accurate, complete, or documented background screening information makes your choice of a background screening provider a mission-critical decision for your company.

Doesn't it just make sense to go with the best background screening provider you can find? That's Personnel Profiles.

## What Our Clients Say:

*"We've worked with Personnel Profiles on thousands of background checks since 1999. We appreciate the high quality of their background check services, and the prompt, personalized attention we receive."*

Shawn Mandel  
National Safety Manager  
Allied Waste, Inc.

*"Personnel Profiles has given us an excellent tool to use for screening our candidates. We've received great service, and we like the flexibility of having the service available online."*

Janice Horton  
Human Resources  
Kohler Co.

Get A **FREE** White Paper "How to Avoid the Ten Biggest Dangers of Faulty Background Screening"...



To Get Your FREE White Paper Link Now To:

[www.personnelprofiles.com/gen](http://www.personnelprofiles.com/gen)

or call: 1-877-225-2591

# ...Increases Your Risk and Potential Liability From Bad Hiring Decisions



## How The Critical Differences In Our Background Screening Approach Make A Critical Difference To Your Company

As one of the first companies to provide online background screening services to the corporate market, here are the essential differences in our background screening services, compared to others in our field...

### Hand Inspection by Licensed Private Investigators:

Unlike other screening companies, every manually-produced background check we perform for our clients is inspected by a licensed private investigator for accuracy, integrity, and compliance with Federal, state, and industry standards. This gives you the assurance that every manual background check you order from us is

reviewed by an expert who, by experience and training, knows what to look for, and knows when more follow-up information is needed to bring a background check up to due-diligence standards;

**Persistent Employment Reference Checks:** Where larger screening companies limit the number of times they contact an applicant's previous employers, we make the extra effort to contact previous employers, providing you with full, documented, and unedited details on reference contacts, to provide you with the essential file information you need to protect your company from possible downstream legal liability;

**Single Point of Contact:** When you work with us, your account and field offices are assigned to a specific Personnel Profiles account representative, so you receive the personalized attention and service that aren't matched by the large background screening companies, who do not assign a specific representative to your account. When you need rush service on a background check, need a problem solved in a hurry, or have a

special question related to your employment screening needs, having a single point of contact at our company means you'll always know who to call, and that you'll always get a prompt response;

### Custom Screening Formats and Reports:

We can work with your company to develop customized screening products and services to provide you with the level and amount of reporting information that is appropriate to every hiring level in your company. We can add, delete, combine or modify any number of reporting sources to give you a customized report format for every hiring level in your company. This helps you reduce your background screening costs by limiting unnecessary search sources for many positions, while still giving you the assurance and risk reduction you require in your company's hiring decisions.

*"We have been working with Personnel Profiles from the inception of our background check program, and they have been key in the continued success of the program—which covers over 2500 employees, working in 90 locations in 13 major metropolitan areas within 7 states. I have never been less than satisfied with their service levels or approach to meeting our needs, regardless of what those needs are."*

Brandie Anslow  
Director, Human Resources  
DriveTime

*"Personnel Profiles' online service is very easy to use and the responses are timely. Your customer service is absolutely outstanding and we appreciate the quick and accurate response to our questions. It has made our hiring process much easier. Thank you."*

Beth Coulombe Director of Human Resources  
Wendy's of Colorado Springs, Inc.

*"We have been very pleased with the attention to detail and the exceptional service we have received from Personnel Profiles."*

Hal Davis  
Director, Risk Management  
WillStaff Crystal, Inc.

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## Search Types

### Instant Searches

**Instant SSN Address History Search:** reveals the addresses associated with a Social Security Number.

**Instant Criminal Index Searches:** are compiled from court files or independent databases (please read description on our website). Each state includes different information and is updated at different times.

**Instant National Criminal Index Searches:** all of our instant criminal records consisting of over 200 million records in 50 states simultaneously. Data contained in this search can come from statewide repositories, local county information, department of corrections, sex offender registries and Administration of Courts records.

**Instant Multi-State Sex Offender Search:** Details in the report usually include: identifiers, registered address, aliases, case numbers, charge(s), conviction details, and period of incarceration.

### Criminal Records Searches (1-3 days average)

**County Criminal Search:** Results will return felony and misdemeanor records for a 7 year period in the specified county. Disposition may include jail time, fines, and probation information.

**County Civil Search:** Results provide information about: divorce, product liability suits, violations of civil rights, judgments, nonpayment of goods and other similar cases.

**Statewide Criminal Search:** Searches through government agencies such as the department of public safety or the office of court administration. Results can include arrest information, convictions, and sentencing details.

**Federal Criminal or Civil Search:** Search of U.S. District courts for criminal or civil records.

## Verifications

**Past Employment Verification:** The information obtained by the interviewer may include but is not limited to: dates of employment, title, eligibility for rehire and reason for leaving.

**Past Employment Verification (Department of Transportation Compliant):** Verifies previous employers in compliance with Federal Motor Carrier Safety Admin rules under sec. 391.23 Qualifications of Drivers. Verifies employment history, drug and alcohol history and accidents & incidents. Additional information obtained: reason for leaving & eligibility for rehire, dates of employment, title, and performance.

**Education Verification:** Confirmation of applicant's highest level of education. We will verify dates of attendance, major areas of study and degree earned.

**Reference Verification:** Important for affirming applicants claims of dependability, integrity and character through contact with business and personal references.

**Professional License Verification:** Verifies validity, dates and professional standing.

**MedCheck:** Searches for sanctioned and debarred individuals. It reports on more than 50 types of healthcare professions and organizations ranging from physicians to home health agencies and ambulatory services. Records are compiled from over 800 state and federal resources, such as the OIG and FDA.

**Office of Inspector General Check:** Searches for names of excluded individuals and entities with the Health and Human Services Office of the Inspector General.

**Social Validation:** Validates year and state of issuance.

**Workers Compensation:** Statewide search which may provide the injury description, injury date, filing date, weekly compensation rate, and the compensation time frame (Not available in all states).

## FCRA Compliant Searches (additional signup documents required)

**Driving Records:** Covers driving records in all fifty states. Reports may include records of: driving while intoxicated, revoked license, accidents, and minor traffic violations. State fees apply.

**Credit Report:** Obtained through Trans Union Credit Bureau.

## FCRA Compliance Services

**Background Check Notification:** Sends a notification letter to the applicant by mail. Letter contains copy of background report and notice of rights under the Fair Credit Reporting Act, contact information for dispute.

**Adverse Action Letter:** Sends an adverse action letter to the applicant by mail. Letter contains notice of adverse action due to content of background report, copy of background report and notice of rights under the Fair Credit Reporting Act.

## Other Search Types

Personnel Profiles offers several other search types not listed on this price sheet. Please contact our sales department for additional services or to request custom search types.

1. Additional Fees charged by courts, previous employers, educational institutions and state DMV or Worker's Compensation offices may apply.

2. "AKA" or "Also Known As" searches must be searched separately by county court clerks. For this reason, AKA searches are charged as a second search. Any additional court fees are charged as well.

## Software System Feature List

### Instant Access

- Auto-signup feature provides immediate access to non-FCRA screening products

### Instinctive Ordering

- Previews costs and turnaround times before orders are placed; including expected court fees.
- Add additional searches or a package to a completed or pending report - no need to re-enter a request.
- Draft Feature--incomplete orders are automatically held in draft for later access.

### Instant Reports

Access to several instant report types, including:

- SSN Address History
- Driving History
- Credit Reports
- Sex Offender
- Instant Criminal Index

### Flexible Result Viewing

Choose from a range of viewing options, including:

- Individual Search Report - for

viewing and printing individual search items.

- Compiled Report - for viewing an entire report
- Email - send a completed report to the applicant from within the system
- Fax - send a completed report by fax from our system

### Flexible Invoicing and Payment Options

- Master Account/Location Billing
- Reference/Department subtotalling
- Payment by credit card, online check or company check
- Real-time access to current monthly spend
- Direct access to current and previous invoices

### Self Administration

Provides online access to modify account settings, including:

- Personal profile
- Results delivery
- Passwords
- Additional users
- Multi-user security settings
- Accounting preferences
- Company profile

### Advanced User Notification

Built in "dual notification" keeps a copy of your report at the website and also notifies you by:

- Fax
- Email
- Email status update

Get updates as individual searches are completed, or once the entire report is completed.

### Built-in Applicant Notification

Automatically send a completed report to the applicant via email or fax when placing an order.

### FCRA Letter Compliance

Pre-adverse and adverse action letters can be sent to the applicant at the click of a button. Notification includes notification letter, summary of rights and copy of background check.

### User-friendly Interface

Intuitive interface enables users to quickly assess the overall status of the background check program and drill down into problem areas:

- Quickly identify problem applicants

with a glance

- Intuitive notification for updated reports
- Visually see requests for additional information
- Move completed reports into archived folder to reduce clutter. Archived reports remain completely accessible - no more calling to review older reports

### Online Pricing Information

Online View special pricing, court fees and package pricing

### Screening Statistics

Up-to-the-minute statistics, including:

- Number of applicants screened
- Average price per applicant
- Average searches per applicant
- Total searches performed
- Average price per search
- Percentage of applicants with criminal records
- Average turnaround time
- Total monthly balances
- Detailed breakdown by search type and packages