

TXShare

Your Public Sector Solutions Center

REQUEST FOR PROPOSALS
For
Background Check Services
RFP # 2025-028

Sealed proposals will be accepted until 2:00 PM CT, **December 27, 2024**, and then publicly opened and read aloud thereafter.

Accurate C&S Services Inc

Legal Name of Proposing Firm

Regina Jones

President

Contact Person for This Proposal

Title

(510) 394-3981

rjones@accuratescreens.com

Contact Person Telephone Number

Contact Person E-Mail Address

8105 Edgewater Dr, Suite 225

Oakland, CA

94621

Street Address of Principal Place of Business

City/State

Zip

Same as above

Mailing Address of Principal Place of Business

City/State

Zip

Regina Jones

President

Point of Contact for Contract Negotiations

Title

(510) 394-3981

rjones@accuratescreens.com

Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1 RJ #2 _____ #3 _____ #4 _____ #5 _____

NOTE: Any confidential/proprietary information must be clearly labeled as "confidential/proprietary". All proposals are subject to the Texas Public Information Act.

COVER SHEET

CHECKLIST

Please utilize this checklist to ensure that all required documents are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS “**NOT APPLICABLE**” AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

- ☒ Cover Sheet & Statement of Understanding
- ☒ Key Personnel
- ☒ References
- ☒ Project Related Experience and Qualifications
- ☒ Technical Proposal
- ☒ Attachment I: Instructions for Proposals Compliance and Submittal
- ☒ Attachment II: Certification of Offeror
- ☒ Attachment III: Certification Regarding Debarment
- ☒ Attachment IV: Restrictions on Lobbying
- ☒ Attachment V: Drug-Free Workplace Certification
- ☒ Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- ☒ Attachment VII: Certification of Fair Business Practices
- ☒ Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- ☒ Attachment IX: Historically Underutilized Businesses, Minority Or Women-Owned Or Disadvantaged Business Enterprises
- ☒ Attachment X: Federal and State of Texas Required Procurement Provisions
- ☒ Attachment XI: CIQ Form
- ☒ Exhibit 1: Categories Selected, Discounts for Pricing & Current Published Price List
- ☒ Exhibit 2: NOT APPLICABLE
- ☒ Exhibit 3: Service Area Designation Forms
- ☒ Exhibit 4: Questionnaire

Respondent recognizes that all proposals must be submitted electronically through **PUBLICPURCHASE.COM** by the RFP due date and time. All other forms of submissions will be deemed nonresponsive and will not be opened or considered.

Background Check Services

In Response to
Solicitation # 2025-028

Submitted to
**North Central Texas Council of Governments
(NCTCOG)**

Submitted by



8105 Edgewater Dr., Suite 225 / Oakland, CA 94621

Email: rjones@AccurateScreens.com / Phone: (510) 394-3981

This proposal includes data that shall not be disclosed outside the North Central Texas Council of Governments (NCTCOG) and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this Offeror as a result of—or in connection with—the submission of this data, the NCTCOG shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the NCTCOG's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all sheets.

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Tab A - Cover Page & Statement of Understanding

Accurate C&S Services, Inc. delivers compliant global background screening while adhering to all relevant regulations and best practices with respect data security, compliance, accountability and confidentiality.

TXShare requires background screenings to be carried and needs them to be completed rapidly and as error-free as possible given the implications of the results for applicants—and our clients.

Accurate C&S is fully capable of meeting these requirements. Our company is built on the dual promise of consistently accurate screening results and extremely rapid turnaround times (TATs). We are able to complete the vast majority of pre-employment screenings within 72 hours of receiving a request. For the bulk screenings—like a Social Security trace or a Federal Criminal screening—the TAT is approximately 1 HOUR.

Exact TATs are reliant on the nature of the screening or test being carried out. That being said, only a comprehensive international criminal search takes long than 72 hours (principally due to the fact that each country has its own laws regulating access of criminal records, not all countries are equally diligent with respect to record-keeping, and the ability to interpret search results in foreign countries often requires a certain amount of expertise). Accurate C&S TATs are outlined below:

Service	Average Turn Around Time
Social Security Trace	Immediate
National Criminal Database Search	Immediate
Criminal History	1 hour -3 business days
Federal Criminal Records	1 hour
Statewide Criminal Search	1 hour-2 business days
County Criminal Search	1 hour -3 business days
County Civil Search	1 hour -3 business days
Employment Verification	1-3 business days
Education Verification	1-2 business days
Professional Reference Check	2 business days
Motor Vehicle Records	1 hour - 1 business day
Health and Human Services Child Abuse Registry Check	Immediate – 1 hour
Health and Human Services Adult Abuse Registry Check	Immediate – 1 hour
Sex Offender Registries	Immediate – 1 hour
Credit Reports	Immediate – 1 hour
Professional License Verification	Immediate – 1 hour
National Security Watch List (OFAC)	Immediate – 1 hour

Military Verification	1 hour
I-9 Verification	1-3 business days

Accurate C&S puts prioritizes data security more highly than turnaround time. We respect the fact that personal data is—and must remain—inviolable, regardless of circumstances. We rely on our configurable online and mobile SOC II Type 2 compliant software portal to help ensure that all personal data remains private.

Our services work best when they are ongoing and evolve as the needs of both the client and the employees themselves evolve. Thus, after the hiring process is complete, we are perfectly positioned to deliver services for employees with whom we already have a relationship. Post-hire, we offer a comprehensive set of background screening solutions that include continuous arrest monitoring, license monitoring, and legally defensible social media monitoring, among many other forms of screening and testing.

Accurate C&S makes use of an online portal to provide background screening services.

Tab B - Key Personnel

Accurate is proud to maintain a roster of incredibly talented individuals. Our leadership team is made up of industry pioneers, visionaries, and highly skilled practitioners.

Our certified verification specialists and criminal researchers have a minimum of ten (10) years of experience performing these services and have worked for many of the larger firms in the industry. On average, they've been on board with Accurate for 4 years. Our ability to maintain the highest level of customer services is what we believe separates us from our competitors. Additionally, we understand the importance of being available and responsive and as an organization, we strive and actually rate our employees through evaluations on the level of customer service maintained. Our systems track the length or time it takes our customer success team to respond to email, phone and chat inquiries. As such, because evaluations are based on these measures, our employees strive to maintain a high level of customer service.

All of our researchers and verification specialists are FCRA certified and many have advanced FCRA certifications.

REGINA JONES, BSN, RN,

President

Regina has over sixteen (16) years of experience in workplace testing and screening. Our combined staff experience exceeds more than twenty-five (25) years of experience. Regina's experience ranges from clinical nursing, medical research to business.

Regina Jones, BSN, RN will manage our relationship with your organization throughout the contract term.

Our directors/managers will oversee the work performed by our criminal records specialists and verification specialists and screeners. They will help ensure that we meet or exceed your turnaround expectations, all FCRA and global regulatory guidance and best practices are complied. Our criminal records specialists and verification specialists and screeners will support all verifications that require follow-up and interpersonal communication for completion. We value and have always valued partnering with larger firms as a way to ensure scalability and efficiency. Similar to larger corporations that purchase smaller firms, we simply develop strategic partnerships with such firms to expand our product offerings and improve our efficiency.

EGENIA SANTORA, MBA

Verifications Manager

Since 2019, Egenia has been the go-to expert on all things verifications and criminal research. Results-driven, experienced processor with a professional demeanor, excellent communication and interpersonal skills, Egenia maintains FCRA certification and is known to consistently and quick gain product knowledge and exceeding customer expectations. Egenia has over a decade of experience working with firms such as Accurate Background in Irvine, CA among others. Responsibilities include quality assurance coaching, operating procedures development, ensuring SLAs and turn around times are maintained. Managing and training including mentoring specialists and verifiers. Egenia has over 15 years of experience in the screening industry.

MAURIECIA FINLEY, MBA

Criminal Research Manager

Since 2022, Maurecia has been the expert on criminal research. Coming from a background as a field researcher responsible for researching public records indexes, communicating and working well with court personnel and members of the public. Her experience with knowing court systems, county specific requirements and understanding accuracy is paramount above all, she proactively communicates all court changes to the team, manage and provide best practice guidelines to staff and maintains our company criminal research policies and procedures. She holds FCRA certifications. She ensures her staff provides consistent courthouse updates, e.g., structure updates, process changes and/or fee changes. Quality and turn around times standards set by our clients are carefully managed and ensured by the level of her expertise. Mauriecia is responsible for alerting and updating company on all quality and trending issues including ordering and fulfillment responsibilities to ensure we consistently meet our client's service level agreements (SLA). Mauriecia has over 8 years of experience in the screening industry.

DEREK HINTON, BA

Compliance Expert Consultant

Since 2018, Derek has been the expert consultant for Accurate Screens. Derek is the expert in all things compliance. Derek is the author of Criminal Researcher Handbook which is the go-to handbook and reference guide for most of the background screening industry. As such, Derek's 25 years in employment screening, compliance and recruiting, ensures our organization and staff maintains strict compliance with required local, federal, state, and global compliance standards and requirements. As a consultant, Mr. Hinton expertise in accreditation standards have assisted hundreds of firms with obtaining PBSA accreditation.

LARRY HENRY-ATTORNEY AT LAW

Attorney

Since 2020, Larry Henry is the foremost authority on the Fair Credit Reporting Act (FCRA). The statutory framework aimed at consumer reporting agencies such as Accurate Screens, to provide accurate information in credit reports and background screenings. These laws are forever changing. Accurate utilizes Mr. Henry's expertise when required and needed, including speaking directly with our clients related to FCRA. Larry is equipped to handle all areas of compliance, legislation and litigation with consumer laws. Additionally, Larry Henry is one of the founding members of our professional organization, the Professional Background Screeners Association (PBSA). His publication, the CRAHelpDesk.com is the publication most industry CRAs utilize to stay abreast of ever changing laws and regulations. Larry has over 30 years of experience in the screening industry.

PATRICIA CHAN

Customer Service Manager

Since 2019, Patricia Chan has been responsible for ensuring our clients and applicants are receiving the highest level of customer service. Her responsibilities include reviewing metrics, maintaining SLAs, ensuring our clients and applicants receive responses promptly from our service team members. She consistently evaluates customer satisfaction through services and scheduling meetings directly with clients and looks for ways to improve our service. She understands Accurate Screens differentiators rely heavily on the high level of service we provide our clients. She works closely with our Escalation team to resolve issues when they arise ensuring the escalation team also promptly responds. Patricia has over 8 years of experience in the screening industry.

NOEL HERNANDEZ

Account Manager

Since 2023, Mr. Hernandez has been responsible for managing client accounts and will be assigned to manage this account. His responsibility is to ensure client's needs and SLAs are consistently met. Responding promptly and swiftly to customer suggestions, complaints and additional services that may be required. He regularly meets with clients in an effort to consistently improve our services. Noel has over 2 years of experience in the screening industry.

Tab C - References

DELAWARE TRANSIT CORPORATION (DART)

Address: 900 Public Safety Blvd
Dover, DE 19901

Contact person: Natasha O. Griffith, HR Manager
Phone Number: 302.760.2854
Email Address: Natasha.Griffith@delaware.gov

Years Serviced: 2023 - current
Length of Contract: 3 years
Dollar Value: \$253,858

Accurate provides full service national background screening with this transit agency including ensuring all appropriate disclosures and MVR agreements are automatically sent to applicants based on their state residences. We also provide compliance assistance and education in the areas of adverse events processes and procedures. We hold our client's hands and are available by phone from 8am EST to 8pm EST because we believe customer service is paramount.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen's reporting guidelines.

CITY OF SURPRISE

Address: 16000 N Civic Center Plaza
Surprise AZ 85374

Contact person: Joesette Frausto, Director of HR
Phone Number: 623.222.3548
Email Address: joesette.frausto@surpriseaz.gov

Years Serviced: 2023 - current
Length of Contract:
Dollar Value: \$175,000

Accurate conducts full-service background checks including criminal, person identity, social media, occupational health checks, education and employment verifications for this client. We rely on our experienced staff to maintain consistent clear lines through email, phone and chat with candidates. Our clients have a dedicated account manager that can assist and provide changes or updates based on client requirements, typically, same day changes.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen's reporting guidelines.

K3 INNOVATIONS

Address: 101 Morgan Lane, Suite 206
Plainsboro, NJ 08536

Contact person: Ilene Brooks, Director of Talent Acquisition
Phone Number: 732.790.0923
Email Address: ilene.brooks@k3-innovations.com

Years Serviced: October 2023 - current
Length of Contract: 3 Years
Dollar Value: \$150,000

Accurate conducts full-service background checks including criminal, person identity, social media, occupational health checks, education and employment verifications for this client. We rely on our experienced staff to maintain consistent clear lines through email, phone and chat with candidates. Our clients have a dedicated account manager that can assist and provide changes or updates based on client requirements, typically, same day changes.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen's reporting guidelines.

VASTEK INC

Address: 1230 Columbia St. Ste 1180
San Diego, CA 92101

Contact person: Yash Sharma, HR Representative
Phone Number: 858.900.6236
Email: yash.sharma@vastekgroup.com
Service Date: January 2023 – ongoing

Years Serviced: 2023 - current

Length of Contract:
Dollar Value: \$178,000

Accurate conducts full-service background checks including criminal, person identity, social media, occupational health checks, education and employment verifications for this client. We rely on our experienced staff to maintain consistent clear lines through email, phone and chat with candidates. Our clients have a dedicated account manager that can assist and provide changes or updates based on client requirements, typically, same day changes.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen’s reporting guidelines.

PENNSYLVANIA LIQUOR CONTROL BOARD (PLCB)

Address: 410 Northwest Office Building
Harrisburg, PA 17124

Contact person: Amanda Piro, Division Chief
Phone Number: 717.738.0104
Email Address: ampiro@pa.gov

Years Serviced: 2023 - current
Length of Contract:
Dollar Value: \$180,000

Accurate conducts full-service background checks including criminal, person identity, verifications for this client. We rely on our experienced staff to maintain consistent clear lines through email, phone and chat with candidates. Our clients have a dedicated account manager that can assist and provide changes or updates based on client requirements, typically, same day changes.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen’s reporting guidelines.

LOUISVILLE METROPOLITAN SEWER DISTRICT

Address: 700 W. Liberty Street
Louisville, KY 40203

Contact person: Shante Thaxton, Manager
Phone Number: 502.540.6325
Email Address: shante.thaxton@louisvillemsd.org

Years Serviced: 2024 – Present

Length of Contract:**Dollar Value:** \$75,000

Accurate conducts full-service background checks including criminal, person identity, verifications for this client. We rely on our experienced staff to maintain consistent clear lines through email, phone and chat with candidates. Our clients have a dedicated account manager that can assist and provide changes or updates based on client requirements, typically, same day changes.

We provide 7-year, 10-year or unlimited/variable searches of criminal records by going directly to the source—county courthouses and state courts or agencies. As a normal part of our search process, we use sources that provide results from multiple counties in a single search whenever available, including state law enforcement agencies, Administrative Offices of the Courts and similar state agencies. We automatically retrieve and investigate all records revealed by these sources. We will report all hits found that meet FCRA, state, customer and Accurate Screen's reporting guidelines.

SAN FRANCISCO POLICE DEPARTMENT (SFPD)

Address: 1245 3rd Street
San Francisco, CA 94158

Contact person: Sgt. Scott Kiesel, Manager

Phone Number: 415.837.7220

Email Address: scott.kiesel@sfgov.org

Years Serviced: 2009 – Present

Length of Contract:

Dollar Value: \$200,000

We provided onsite and after-hours screening and testing.

BAY AREA RAPID TRANSIT (BART)

Address: 2150 Webster St, 4th Floor
Oakland, CA 94612

Contact person: Reggie Smith, Manager of Substance Abuse Programs

Phone Number: 510.874.7444

Email Address: wsmith5@bart.gov

Years Serviced: 2024 – Present

Length of Contract:

Dollar Value:

DEPARTMENT OF ENERGY (DOE)

Address: Highway 60 & FM 2373
Amarillo, TX 79120

Contact person: Joshua Beeler

Phone Number: 865.241.7627**Email Address:** joshua.beeler@npo.doe.gov**Years Serviced:** 2012-2022**Length of Contract:** 10 years

We provided over 10,000 screening collections and testing at two (2) locations in TN and TX. We originally utilized RV mobile units and then utilized on-site personnel based in their high security facilities. We received "Exceptional" ratings regularly in all categories. The pandemic impacted our ability to maintain staffing at a point as because we performed breath alcohol testing, many were not willing to risk their health performing breath testing. However, we are well respected due to the phenomenal service we provided DOE.

Tab D - Project-Related Experience and Qualifications

5.2.1 PROVIDE A GENERAL EXPLANATION AND CHART WHICH SPECIFIES PROJECT LEADERSHIP AND REPORTING RESPONSIBILITIES, AND HOW THE TEAM WILL INTERFACE WITH CUSTOMER.

Proposed Account Management Structure

You will have a dedicated account manager dedicated to daily operations and long term success. Your dedicated account manager will serve as the main point of contact. They will be in charge of understanding your business needs, challenges, and objectives, and work proactively to address them. They will develop comprehensive account plans aligned with your goals and our offerings and track key performance metrics, such as client satisfaction scores, TATs and use data-driven insights to optimize account strategies and drive continuous improvement. They act as escalation points for any issues or concerns raised by clients, working closely with internal teams to address and resolve them promptly.

Our account managers come with over 15 years of experience in the background screening industry and they have a deep understanding of the background checks industry and have a proven track record of success in managing relationships. Your dedicated account manager will proactively focus on overall client satisfaction with the some of the responsibilities such as:

- Obsess over client satisfaction with the goal of ensuring 100% client satisfaction through building and maintaining an exceptional relationship with our client;
- Act as a consultant providing industry best practices and tips for process improvement and overall client success;
- Maintain regular contact and schedule regular meetings and follow-up per your requirements or our general standard;
- Take lead on all client-specific actions and keep both client and management up-to-date on pending as well as completed action items;
- Schedule weekly, monthly, quarterly and annual business reviews based on agreed upon cadence and provide statistical usage reports for all client meetings based on agreed reports;
- Swiftly respond to all escalations and problem tickets that are not resolved by phone or email.

Your account manager will ensure every email that is received via clientservices@accuratescreens.com is responded to no later than thirty minutes (30 minutes) to one (1) hour as our Customer Success Team will work in tandem with your dedicated account manager to promptly respond to emails and calls. Typically,

we respond 88% of the time within 15 minutes of receiving an email. Additionally, all phone calls are answered by a live representative who will know your account from the extensive notes within the portal. We setup all accounts inside our portal with client-specific requirements so that “at a glance”, our Customer Success representatives will know customer’s unique requirements. Our representative will always transfer you to your actual account team for specific questions that may not be revealed inside the portal. Our experience is that we receive most of our calls from the actual applicant who oftentimes see that their report has been complete. They then call us to determine when they may hear from their prospective employer. Our clients have the ability to send messages inside our portal that alerts our specialists immediately. Many of the messages our clients place directly through the portal can be answered immediately by our specialists and researchers as these messages are typically left inside a particular applicant’s file. This feature allows immediate responses thus reducing the need for phone calls or emails.

Our general team members will be comprised of a Global Privacy and Compliance Officer, Compliance Manager, Quality Assurance Manager (and their team), Customer Success Manager (and their team), and a dedicated, specific Customer Success Account Person for day-to-day inquiries. Multiple verification and criminal specialists shall assist these managers in completing your background screening checks.

If there is a need for a scope change, your Account Manager will schedule a call or simply speak with you to understand the change and/or you can simply submit the Scope Change document. Due to our agility and nimbleness, we are able to complete most scope changes immediately or within 24 hours. If programming is required, i.e. if required changes are needed within your HRIS connection, we will meet to discuss the required changes. However, if such changes are minor, they can typically be completed relatively quickly.

Regina Jones, BSN, RN shall always be available and will regularly reach out to your organization throughout the contract term to ensure exceptional customer service is maintained. Our directors/managers will oversee the work performed by our criminal records specialists and verification specialists and screeners. They will help ensure that we meet or exceed your turnaround expectations and that all FCRA and global regulatory guidance and best practices are complied. Our criminal records specialists and verification specialists and screeners will support all verifications that require follow-up and interpersonal communication for completion.

Customer Service/Support Capabilities

Accurate Screens has direct customer services lines that are picked up by live employees. The applicant will be able to select an option in an automated phone tree to connect with a live customer service representative. Accurate Services Inc is available during the working hours of 8am to 8pm ET, during this time we answer all phones calls. As per company policy, we respond to all phone calls and emails within an hour depending on the requirement of the information requested. Emails are prioritized and we have a daily review and respond accordingly based on urgency. Our customers are important to us; hence it is our goal to have them be satisfied after every communication. All our employees at Accurate Services have been keenly trained to be open-minded and to approach any escalation process with outmost respect and sensitivity. Our company observes major federal holidays. However, if there is an urgent need we have a staff member on-call for emergency situations.

We want to ensure you are able to access our specialists at all times. As such, our clients shall be provided a telephone number, dedicated account representative (Egenia Elam, MBA), and a client-specific email address to ensure prompt responses occur to any questions or issues you may have. We pride ourselves on our customer service and meet regularly with our clients, either in-person or remotely to review metrics such as Turn Around Times (TAT), Adverse Events, etc.

Additionally Accurate includes the following at no cost to the customer:

1. Regular meetings to discuss metrics, Turn around Times, Adverse Events, Trends, etc.
2. Additional research in County of Record databases following initial searches in our standard databases to reveal counties applicant has not reported and aliases not reported for a complete and accurate report
3. Sending pre-adverse and adverse action letters with automation minimizing bias based on your adjudicated criteria (depending on volume).
4. Access to senior level management personnel at all times
6. A company with a proven track record of compliance with no current or past litigation
7. A minimum of 12 hours of live customer service 8am EST – 8pm EST.
8. Regular newsletters providing insights and education
9. An organization with a retained employment attorney, respected in the industry, to ensure compliance is continuously maintained
10. PBSA Accreditation
11. Governed by a strict set of professional PBSA accreditation standards with specified requirements and measurements
12. Industry staff with extensive industry experience
13. Global Privacy & Compliance Officer
14. SOC 2 Type II compliance screening portal

Accurate Screens has direct customer services lines that are answered by live employees. The applicant will be able to select an option in an automated phone tree to be connected with a live customer service representative. Accurate Services Inc is available during the working hours of 8am to 8pm ET, during this time we answer all phones calls and, while we are small company, our phone wait time is typically no more than 2 minutes. As per company policy we respond to all phone calls and emails within an hour depending on the requirement of the information requested. Additionally, we have a dedicated chat line that allows you to speak with our team.

We create goals and measure our success rate against these goals. Bonuses are oftentimes provided when our goals are met which provides a great incentive that allows us to maintain a great customer service experience. All our employees at Accurate Services have been keenly trained to be open minded and to approach any escalation process with outmost respect and sensitivity. Our company observes major federal holidays. However, if there is an urgent need we have a staff member on-call after hours, 24/7.

Accurate Screens will designate a customer service representative contact during normal business hours to assist for the duration of the contract. Our general customer service team is highly trained and vetted and is available during our business hours to answer most of your general questions.

We also ensure you are kept abreast of up to the minute regulatory changes through our newsletters and Home Page portal. Our home page portal not only keeps you abreast or court changes and updates, we also alert you to pending or new laws and regulations that may impact you and us as a Consumer Reporting Agency (CRA).

Account Team Performance Management

Accurate C&S Services Inc has extremely detailed policies and procedures in place that cover both external vendor relationships and internal staff. For example, we test our with known hits on a random basis each day; we utilize extensive performance tracking across all functions of our organization, and

benchmark our performance to external measures wherever possible; we utilize audits extensively across many areas of our business, including security audits of our systems by outside experts; and we track all data accuracy errors that are revealed. Immediate action is taken if an error is found.

At Accurate, we pride ourselves on our advanced technology and our consultative approach to working with our clients. We listen and respond to our client's specific needs and requirements.

5.2.2 ANY GOODS OR SERVICES NOT OUTLINED IN THE SCOPE OF WORK THAT YOU WISH TO OFFER?

We would like to offer a full range of background screening and occupational health services. Please see our catalog for the list.

5.2.3 ANY MAJOR REQUIREMENTS THAT CANNOT BE MET BY YOUR FIRM?

There are no major requirements that Accurate cannot meet.

5.2.4 LIST THE BUSINESS LOCATION(S) OUT OF WHICH YOUR FIRM'S TEAM MEMBERS WILL WORK FROM. YOU ARE ENCOURAGED TO PROVIDE OPTIONS TO COVER MULTIPLE GEOGRAPHIC AREAS OUTSIDE OF DALLAS/FORT WORTH.

We have one location: 8105 Edgewater Drive, Suite 225, Oakland, CA 94621

5.2.5 PROVIDE AN OVERVIEW OF YOUR COMPANY INCLUDING ITS SIZE, YEARS IN BUSINESS, EXPERIENCE AND MAJOR CLIENTS.

Accurate C&S Services, Inc. aka Accurate Screens is a global background screening firm specializing in high tech, high touch solutions for quick hires. Since March 2006 and with coverage in over 190 countries, our mission is to provide compliant global background screening while adhering to governing regulations and best practice procedures for data security, compliance, accountability and confidentiality. Fast turnaround times (TATs), accuracy, extended hours, up to 24 hours, of live customer service and cost are critical for our clients. Accurate's turnaround times (TAT) of 12-70 hours, 24/7 chat-email feature and 12 hours of live customer service ensures exceptional applicant and client-centric services are maintained. Our employees are FCRA certified to ensure 100% compliance with state, federal and international background screening laws through built-in compliance via our configurable online and mobile SOC II Type 2 compliant software portal to ensure your data is secure. Accurate also manage drug and alcohol testing programs as a Third Party Administrator (TPA) for your DOT-regulated drivers including managing DOT driver qualification files. After-hire, we offer a comprehensive set of background screening solutions for continuous arrest monitoring, license monitoring, legally defensible social media monitoring, to name a few, which allows you to protect your brand, employees and reputation throughout an employee's tenure. Our other solutions include performing business and personal checks on potential business partners or vendors to protect your business interests.

Accurate Screens understand the key concerns for background screening are fast turnaround times (TATs), accuracy, customer service and cost and would love to discuss how we can positively impact your screening program by strengthening the integrity and security of its workforce through our services.

Accurate Screens utilizes a platform decision queue, which is an at-a-glance visual queue for our employees to quickly see and address issues or backlogs. To offer the greatest flexibility and ease-of-use, we set system wide default settings for each client and still create unique templates for any of our more hands-on clients. With the flexibility you need for creating any workflow and status settings, our system

allows us to take the actions needed to make the best screening decisions as quickly as possible to get your clients onboarded fast and accurately!

Submit search requests while on-the-go while using a smartphone device, track work-in-progress, and securely view, retrieve, and archive completed background checks, drug testing, and physical exam reports through Accurate's easy-to-use online service. Completed screening reports are automatically archived; therefore, reducing paperwork and enabling you to securely access them at any time. Automated adverse action tools simplify federal FCRA compliance.

Accurate Screens incorporates a cloud-based portal into the background screening process for our clients that our clients have access to the portal 24 hours a day, 7 days a week. Additionally, Accurate Screens has integrated with our data providers and public record researchers via API so that the data retrieval time is reduced with the automatic requests and electronic fulfillment of the orders. Our system has pre-formatted designs of the final report to ensure that the client receives a consistent report that is easy to understand and read. Additionally, due to the significant changes in many counties, i.e., identifiers redactions, clerk-assisted searches, etc., our operations department review different data furnishers TAT reports as our software platform.

We take time to understand our clients' needs, and then draw on our extensive industry knowledge and comprehensive services to devise intelligent business solutions that enable success. Our clients trust us to deliver comprehensive, accurate and relevant data. Accurate pride ourselves in delivering data in an easy-to-read format saving time from interpreting criminal background reports. Our screening reduces risk from problematic coverage gaps by identifying criminal records in locations where an applicant has not resided. Our unique approach helps identify potential risks, reduce liability and ensures compliance with the USA Patriot Act. The scope of our coverage is unparalleled-nearly 150 watch list data sources are scanned to provide as complete coverage as possible. Whether you require one search or ten thousand, we can meet your needs.

Accurate's testing protocols and procedures are in strict compliance with the Professional Background Screening Association guidance and best practices, specifically, PBSA's Accreditation standards that covers the following areas:

- ◆ Information Security
- ◆ Legal and Compliance
- ◆ Client Education
- ◆ Researcher and Data Standards
- ◆ Verification Services Standards
- ◆ Business Practices



Accurate Screens software platform XML Integrations-enables data access through popular background screening software platforms. Accurate's Application Programming Interface (API) universal development connector makes your integration with Applicant Tracking Systems (ATS) or Human Resources Information Systems (HRIS) seamless and that gives you the ability to develop a custom front-end experience. Our easy-to-use development portal gives you access to the entire API and is fully-documented and organized for efficient development.

Accurate is a diverse firm with the following certifications:

- Disabled Owned Business Enterprise (DOBE)
- WBENC (Women Business Enterprise-WBE)
- Woman Owned Small Business (WOSB)
- NMSDC (Minority Business Enterprise - MBE)
- State of California (Small Disadvantaged Business Enterprise)
- Federal SBA HubZone

- Federal Government (Small Business)
- California Public Utilities Commission (CPUC) – MWBE

We are a global screening service provider with two (2) owned and operated offices located in San Francisco and Oakland, CA. Additionally, our international partner has staffing presence in London, England. International, Federal, state and local laws and regulations pertaining to background screening and workplace drug and alcohol testing are in constant transition. Accurate C&S Services monitors these changes through its affiliation with industry-specific, professional organizations such as:

- Professional Background Screeners Association (PBSA)
- National Drug and Alcohol Industry Association (NDASA)

Our leadership team is made up of industry pioneers, visionaries and highly-skilled practitioners. Regina Jones, BSN, RN, President, has over seventeen years of experience ranging from clinical nursing, clinical research to business and our team has approximately twenty-seven (27) years of combined experience in screening and testing. Ms. Jones' experience ranges from clinical nursing, medical research to business. Prior to starting this company, she worked in the biotech industry managing an opiate addiction clinical research trials. This provided her the basis for understanding the need for strong abidance to international, federal, state and local screening and testing laws.

5.2.6 DESCRIBE YOUR INVOICING PROCESS. PAYMENT TERMS? IS PAYMENT BY CREDIT CARD ACCEPTED?

eBilling

Accurate's eBilling process enables you to get invoices faster, archive electronic versions and analyze the invoice information easily. Our invoices are viewable through Adobe Acrobat Reader.

We provide detailed invoices that include summary information by candidate as well as complete detail by transaction, including candidate name, Social Security Number (note that this is masked), type of request, reference number, recruiter name and division. Invoices can be sorted by any appropriate data element. Accurate's flexible system can also be configured to split your transactions into multiple invoices per billing period based upon customer-specified parameters. Invoices are typically delivered on a monthly basis while basic volume usage reports can be accessed real-time throughout the month to estimate month-to-date activity.

To provide you with greater visibility of your historical invoices and to streamline your invoice management process, Accurate offers an online invoice delivery feature.

Accurate's standard payment terms are Net 30.

Payment

Accurate is able to accept Electronic Funds Transfers (EFT) and Automated Clearing House (ACH) payments. We also offer credit/P-card accounts and accepts Visa and MasterCard. If you are paying with a credit card/P-card, your agency will receive notification of the charge along with detailed information substantiating the charge (i.e., a receipt showing the charges posted to your credit card/P-card account).

5.2.7 INCLUDE A LIST OF NO MORE THAN FIVE (5) SIMILAR CONTRACTS AWARDED WITHIN THE LAST 5 YEARS.

1. Vizient Inc - Background Screening
<https://www.vizientinc.com/>
2. Pavilion through County of Orange – Background Screening
<https://www.withpavilion.com/>

5.2.8 IDENTIFY ANY CONTRACTS WITHIN THE PAST THREE YEARS THAT WERE TERMINATED DUE TO NON-PERFORMANCE.

We have not had any contracts terminated with the past three years due to non-performance.

5.2.9 STATE THE WARRANTY AND LENGTH OF SAME THAT MAY APPLY TO THE GOODS OR SERVICES YOU ARE PROPOSING.

Accuracy of Information

Accurate C&S Services Inc warrants that the information provided in its background screening reports is sourced from publicly available records, authorized databases, and verified data sources, as applicable. Every effort is made to ensure accuracy, but Accurate cannot guarantee the completeness, currentness, or total accuracy of all information due to potential errors or omissions in source data.

Compliance with Applicable Laws

Accurate warrants that its background screening processes comply with all applicable laws and regulations, including but not limited to the Fair Credit Reporting Act (FCRA), GDPR, or other relevant local or international data protection laws.

Limited Remedy

In the event of an error directly attributable to Accurate, the company's sole responsibility is to promptly investigate the matter and, if necessary, correct the report at no additional cost to the client.

No Guarantee of Outcome

Accurate does not warrant or guarantee specific outcomes or decisions based on the information provided in its reports. Decisions made using the provided information are solely the client's responsibility.

Exclusions

This warranty does not cover errors or omissions resulting from:

- Inaccurate or incomplete information provided by the client.
- Delays or restrictions caused by third-party data sources.
- Misinterpretation or misuse of the information provided in reports.

Limitation of Liability

Accurate limits its liability to the amount paid for the specific background screening report that is the subject of a claim. Under no circumstances will Accurate be liable for consequential, incidental, or indirect damages.

SERVICE LEVEL AGREEMENT

Accurate will partner with you to develop a mutually acceptable Service Level Agreement (SLA) that includes performance and turnaround time standards. Our SLAs are developed on a per-client basis. Separate SLAs can be developed for national and international services (per country) as requested by client(s). All performance standards are calculated based on conditions within Accurate's control; for example, the Public Records industry is exception intensive based on external institutions' requirements for processing information requests.

Our system is very transparent. Recruiters are notified via e-mail any time there is a delay for any reason. The e-mail also informs them of the reason for the delay, such as school closure. They then have the

ability to take action if we need something from them or their candidate. Because we document our work and reasons for delay online, our customers can see the work being done on every report.

Tab E – Technical Proposal

Exhibit 4 Questionnaire

Please answer the following questions using this questionnaire. You may add pages or attachments where necessary but please number them to correspond with the question you are answering.

5.1 Technical Specifications

5.1.1.1 COMPLIANCE EXPERTISE: EXPLAIN HOW YOUR COMPANY HAS A DEEP UNDERSTANDING OF FEDERAL, STATE, AND LOCAL REGULATIONS, INCLUDING THE FAIR CREDIT REPORTING ACT (FCRA) AND EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) GUIDELINES.

PBSA Membership and Annual Conferences

Accurate is a member of the Professional Background Screening Association (PBSA) formerly known as the National Association of Professional Background Screeners (NAPBS). We certify that we have adopted and comply with PBSA's Background Screening Agency Accreditation Program (BSAAP) accreditation standards.

To ensure we remain current and maintain the highest standard of best practices, we consistently attend PBSA's annual conferences, our Compliance Manager reviews and attends all monthly and quarterly webinars to stay abreast of recent regulatory changes.

Our Legal Department consultant is Larry Henry, one of the founding member of our professional organization, PBSA. We are very involved in industry associations and in developing best practices for our industry.

Membership Publications

Accurate quality control procedures include industry recognized and respected publications memberships. Compliance with the myriad of state laws is a complex subject that affects what can be reported. Add the continuous stream of ongoing changes mandated by state legislation. Accurate utilizes several electronic compliance reference guides that provides best practices, practical tips, ongoing notifications when state and federal laws change.

Additionally, these electronic resource guides assist with compliance by providing pros and cons for searching different record repositories and the information source for: (Where) The locations of criminal records – from both government agencies and vendors; (How) The ways criminal records can be directly accessed; and (Accuracy) The manner in which the accuracy and value of a criminal record varies by location.

Compliance with a myriad of state laws requires constant attention to adhere to the continuous stream of ongoing changes mandated by state legislation. This Register is an easy-to-use resource that is written in "Plain English." And this allows our researchers the assurance that we are providing our clients results based on current best practices, stated and federal laws, include FCRA.

These electronic guides and publications are authored by well-respected employment attorneys who specialize in the background screening industry. The guides inform our researchers and specialists of restrictions such as:

- ◆ Pros and cons for searching different record repositories

- ◆ Information source for the location of criminal records
- ◆ What is reportable
- ◆ Steps to take to maintain compliance with state laws
- ◆ Currency of records
- ◆ Use of arrest records and misdemeanors
- ◆ Use of credit reports
- ◆ Use of criminal record only after conditional offer of employment
- ◆ When information used on report must be relevant to job specific
- ◆ State specific forms or required wording that must be used
- ◆ Key municipal employment restrictions that are in place

PBSA Accreditation and Standards

Accurate currently abides by PBSA accreditation standards. Accreditation compliance is demonstrated through rigorous desk and on-site audit, all of which are completed by an independent third-party auditor.

Accurate's policies and manuals are in accordance with the accreditation standards. The policies and information includes:

- ◆ Policy and Procedure Manual
- ◆ Employee Handbook
- ◆ User Agreements
- ◆ Job Descriptions and Affidavits
- ◆ Employee Instruction Manual
- ◆ Information Security Policies
- ◆ Consumer Privacy Policy
- ◆ Client Verification Forms
- ◆ Vendor Agreements
- ◆ Disclosure and Authorization Forms
- ◆ Adverse Action Letters
- ◆ Other Required Documents and Forms

State/Counties/Municipalities-Specific Disclosure Forms

Prior to running a background check, employers must provide the applicant with the proper disclosure and consent forms. The Fair Credit Reporting Act (FCRA) requires the disclosure and consent to a background check be a stand-alone document, separate from the actual employment application and includes:

- ◆ Clearly state that the information obtained will be used in the decision making process
- ◆ Section for the applicant to provide their personal information (Full Name, SSN, DOB, Address History, Driver License Number, etc.)
- ◆ Include a copy of their "Summary of Rights Under the FCRA"
- ◆ Have the applicant sign and date the authorization form (and keep a copy of the signed consent on file.)

Accurate assists our clients by providing sample Consent and Disclosure Forms, as well as a complimentary online portal (branded with your logo) for directing your applicants to complete their consent online

Our policy is to provide our clients, in writing, with information regarding general verification business practices.

Specifically, prior to providing verification services, our clients are provided information regarding

- 1) product descriptions,
- 2) statement of work documents,
- 3) written agreements, and/or detail provided in the verification itself.

Disclosed information regarding general verification business practices includes but is not limited to:

- 1) number of attempts to verify information,
- 2) what constitutes an “attempt,”
- 3) fees charged by the employer or service provider, and
- 4) standard question formats.

Our policy is to inform and provide our clients of disclosure and authorization legal requirements by way of our User Agreement, signed by the client.

During their initial training, we discuss and provide a sample Disclosure and Authorization to the client that contains state-specific requirements, we update the sample Disclosure and Authorization as needed, and advise clients for their use in discussion with their legal counsel.

The User Agreement is checked to ensure no modifications have been made by the client. If modifications have been made, the agreement is forwarded to the Compliance Manager for review and client will not be granted ordering or receiving privileges until approval, but under no circumstances will any changes omitting a Disclosure and Authorization be approved.

The User Agreement is retained by us in hard copy or electronic format and retained for the duration of providing consumer reports to the client. If we cease to do business with the client, we retain the executed agreement for a period of not less than 7 years after the termination of their access to consumer reports.

User Agreement Legal Responsibilities Language

1. Services to be Provided by Accurate C&S Services
 - a. Upon request and relying upon Client’s representation that it has a legitimate purpose for information. Accurate C&S Services will provide background checks, verifications, and other consumer reports to the Client when available. Accurate C&S Services will only furnish a report for a permissible purpose under the Fair Credit Reporting Act, 15 U.S.C. §1681 et. seq. (“FCRA”) and no other purpose.
 - b. Periodically, and upon request, Accurate C&S Services will provide to Client copies of certifications, consumer consents, notices and summary of rights under the FCRA as well as other forms which Accurate C&S Services finds helpful in meeting its obligations under the FCRA, and other applicable laws. Client acknowledges receipts of the Consumer Financial Protection Bureau Notice of Consumers’ Rights and Notice to Users (Separate Document).
2. Representation of Client when ordering reports:
 - a. Client represents that it is an existing business with the legitimate need for verification and reports offered Accurate C&S Services. The nature of Client’s business is: _____. Client specifically represents those reports will only be obtained for its own one time use and it is the end user of the reports. It will not further distribute, sell, give or trade such information with any third party. Notwithstanding the above, Client may share a report, except credit, for joint use as described in Section 2 D below. Client will request and use reports for the following permissible purpose only; employment by hire or contract.
 - b. Client represents that prior to requesting a report for employment purposes, it will:

1. Provide disclosures to the individual who is the subject of the report that a consumer report or, in applicable, an investigative consumer report, may be obtained;
 2. Obtain written consent and authorization of the individual allowing the obtaining of the consumer report. Client agrees that submission of an order is a certification that it has obtained the consent of the consumer.
 3. Provide to the individual a summary of the individual's right required under the ("FCRA") and any applicable state law.
3. However, if applicant uses Accurate C&S Services' online application process, Client's above certification will be fulfilled by use of this process.
- c. Client further certifies that it will:
 - i. Not utilize any information in violation of any federal or state equal employment opportunity laws or regulation.
 2. Not order any criminal record information prior to the time permitted by applicable law, ordinance, or regulation commonly referred to as "ban-the-box" restrictions.
 3. Provide a reasonable amount of time prior to taking adverse employment action against the individual who is the subject of the report, when such action will be based in whole or in part upon the information contained in the report furnished by Accurate C&S Services, the Client will, except as otherwise provided by law, advise the subject of the intent to take adverse action and provide a copy of the report to the individual and a description, in writing, of the individual's rights under the FCRA.
 4. Provide after taking adverse action based in whole or in part upon information contained in a report furnished by Accurate C&S Services, the Client shall:
 - a. Provide notice of such action to the individual;
 - b. Provide the name, address, and telephone number of Accurate C&S Services;
 - c. Inform the individual that they are entitled to a free copy of the report and a right to dispute the record through Accurate C&S Services and that Accurate C&S Services is unable to provide the individual the specific reasons why the adverse action was taken by you.

Client understands that it must have a permissible purpose for ordering information and further agrees to comply with disclosure and authorization requirements to the consumer as required by the FCRA. We advise client that they have specific legal requirements in the use of consumer reports and that they should consult with their legal counsel regarding specific, legal responsibilities.

Client understands that we are not legal counsel and cannot provide legal advice. Client should work with counsel to develop an employment screening program specific to their needs. It is necessary for Client to work with counsel to ensure that client's policies and procedures related to the use of CRA-provided information are in compliance with applicable state and federal laws.

We may receive file disclosure requests from consumers during our business. These requests may take several forms:

- (A) in person, upon the appearance of the consumer at our place of business where disclosures are regularly provided, during normal business hours, and on reasonable notice;
- (B) by telephone, if the consumer has made a written request for disclosure by telephone;
- (C) by electronic means, i.e., email;
- (D) by mail
- (E) by any other means we deem reasonable

Regardless of the means by which the consumer requests the file, we first confirm the identity of the consumer.

When we make a file disclosure to a consumer, we add the consumer to our listing/record of file disclosures. The record we create on each consumer contains:

- the identification information of the consumer,
- the date of the response,
- an overview of the information provided
- the method of disclosure (mail, in-person, etc.)

We maintain the consumer disclosure record for a minimum of 6 months.

5.1.1.2 ACCURACY AND THOROUGHNESS: EXPLAIN HOW YOUR COMPANY PROVIDES ACCURATE AND COMPREHENSIVE REPORTS. THIS INCLUDES VERIFYING EMPLOYMENT HISTORY, EDUCATION, CRIMINAL RECORDS, AND OTHER RELEVANT CHECKS.

Quality Control

Our reason for being is providing accurate and quality information across all of our work product. Accurate has developed a specific quality policy and process. In summary, our quality control policy states that quality is central to all that we do at HireRight.

To this end, we have a multi-faceted approach to ensure accuracy and quality in the information we provide. Our core policies and procedures to ensure accuracy and quality are identified in the following sections.

We focus on many dimensions of quality in delivering our services, including the following:

- Accuracy of information—in all information we report
- Timeliness—in report turnaround and issue resolution
- Consistency—in our processes and in adhering to customer guidelines
- Reliability and security—in our systems and processes
- Professionalism—in our interactions with customers, applicants and information sources

There are two general areas that are critical areas of emphasis. They are emphasized for two reasons:

1. They can have a critical impact on the consumer's employment, and
2. The work product itself can be more subjective, prone to error or complicated. In the case of public records, there is also more regulatory requirements and potential for liability.

The two general areas that we emphasize are verifications and criminal records.

Once we have verified that the information we received in our auditing procedures detailed in our Policy and Procedure 4.6, we ensure that on those audited records the information actually sent to the client matched unless they did not meet our quality protocol as described below.

We audit the information sent to the client to ensure it was compliant with law and our quality standards.

We quantify and analyze any quality lapses found in any of the above 3 areas. The supervisor of the area in which the quality lapse was found will conduct an analysis of what happened and why it happened.

Upon completion of the analysis of the nature and cause of the lapse, the supervisor will implement appropriate corrective actions which may include one or more of the following:

- ◆ Re-education of the employee or vendor
- ◆ Increased auditing of employee or vendor
- ◆ Disciplinary action against employee or vendor
- ◆ Termination of employee or vendor

Accurate has a dedicated Quality Assurance (QA) team that is responsible for checking a percentage of all search results for accuracy and quality. The Verified Rate is an industry-wide datapoint used to track the effectiveness of a background screening provider's ability or inability to verify data in a background check.

The QA team is also responsible for re-verifying any incorrect information found and enacting an action plan to communicate the re-verified results and ensure that any issues that caused the incorrect information are resolved.

We utilize a matrix and our Quality Assurance Manager is the list individual to review all "hits". We follow PBSA accreditation standards and always confirm criminal cases via the source, i.e., at the county level, e.g. Our checklist is available for review.

- o Criminal Records:
- o Database Criminal Records

We do not report potentially adverse public record information from databases or other sources that do not have the most complete and up-to-date information until and unless that information has been verified with the jurisdiction or venue that maintains the official record for that jurisdiction.

In effect, we use databases as pointer file. If the database returns potential adverse public record information, we order a record from the jurisdiction/venue that maintains the current, official record. This information is the most complete and up-to-date. When this contemporaneous criminal record is received, that information is reported to the client.

We have and follow reasonable procedures to assure maximum possible accuracy when determining the identity of a consumer who is the subject of a report. To do this we require:

1. Matching a minimum of two identifiers where one identifier is first name + middle name/middle initial where available + last name (or reasonable derivative thereof); AND the second identifier is:
 - month of birth + day of birth + year of birth,
 - SSN,
 - driver's license number,
 - passport or country identification number,
 - current or previous addresses, or
 - multiple partial identifiers;
2. OR Any reasonable procedures that are demonstrably as effective as those described in 1.

It is rare that we deviate from the primary criteria outlined in "1" above. Our policy and procedure for considering option 2 above ("any reasonable procedures that demonstrably as effective as those described in 1") requires supervisor approval.

Procedures used to confirm identity will vary by case but may include, but are not limited to contacting the source of the information to see if there are other identifiers not in the official record, considering gender, race and other factors such as a mismatching last name (this may be a better identifier for males than females due to maiden name changes) etc.

However, in general, our overarching policy is to “prove it or remove it,” and not report potentially adverse information unless we can back our reporting with maximum possible confidence of accuracy from our employee and their supervisor.

Criminal records are of particular concern and emphasis in our work product because they may contain public record information likely to have an adverse effect on consumer.

- Employees who process public records are trained on time limits that may apply to the reporting of potentially adverse information, both at the federal and state level. In fact, every criminal record “hit” (i.e., it contains some type of activity) is reviewed. We ensure that the time requirements, state reporting requirements and other federal and state laws allow us to legally provide the report.
- To ensure accuracy, completeness and currency, employees are trained on our policy that we do not report public record information unless that information has been verified with the jurisdiction or venue that maintains the official record for that jurisdiction.
- Employees are trained on our identification protocols to ensure identification accuracy. We vet any public record researchers prior to use
- We audit our researchers by salting requests to ensure accuracy and quality. We have an individual who understands court terminology and various jurisdictional court differences—as well as what can and cannot be reported.

Our QA standards cover both external vendor relationships and internal staff. All elements of our staff’s work are subject to strict quality control procedures including data entry, field-based court researchers, verbal verifications, adjudication, and customer service. All internal research and QA processes are documented in a manner consistent with industry standards to ensure consistency throughout the organization.

Employee Training, Monitoring and Expert Assistance

Our foremost quality and accuracy policy is our policy and procedure to thoroughly train our employees prior to their assuming their job duties. We provide training and education materials (for example our Verifications Employee Instruction Manual) but person-to-person on-the-job training is our primary method. New employees are closely monitored during their initial employment and encouraged to seek assistance when needed.

All researchers go through a thorough 2-week training program prior to initiating work. Additionally, researchers are given trust levels within our system based on their experience and error rates to carefully manage quality and provide further training where necessary. Each new employee has 100% of their work sent to Quality Control to ensure that all standards are met. Trust levels are set as follows:

- First month: 0% (100% double-checked)
- Second month: 50% (50% double-checked)
- Third month and ongoing: 75% (25% double-checked)

Modifications to the above described trust levels are made based on errors and ongoing quality review.

Once the training period has successfully been completed, all researchers are subject to random reverifications to monitor the quality of their work. The percentage being re-verified may fluctuate depending on the volume being processed by the individual, any errors found through QA, or for other reasons. Errors are addressed with corrective action. Errors are tracked and additional training is provided when necessary. Repeated errors will result in the termination of internal staff. Dishonesty in reporting verification results will not be tolerated and will result in immediate termination.

Additionally, for education and employment verifications, HireRight has a Six Sigma process that double verifies any Unable to Verify sub-requests. This ensures that if the main set of researchers could not

follow through in verification, a second team will strategize and work these sub-requests to further verify any difficult areas of research. It also ensures the accuracy of the research as these are worked twice.

We audit our work product for quality analysis and apply any corrective actions, including additional or modified training.

We also have a supervisor who monitors quality and accuracy in our work product and is an expert in the job who can provide assistance as needed.

Automated Reporting Systems, Public Record Researchers, Verification Suppliers, Driving Records, Credit Reports and Other Products Audits

Our policy is to audit all work to ensure the quality of their work.

The frequency of audit is dependent on the volume of searches performed. Our procedure is to audit .25 of reports performed by a vendor, but not more than once per month (for our high-volume researchers) or less than once per year (for our lowest volume researchers). If we add a new automated reporting supplier or there are modifications made to existing systems, we audit more extensively.

For each researcher audit, we log; A) Date of test, B) Unique identifier such as order number or subject name plus last four digits of SSN, C) Results returned, D) Whether results were as expected, and E) Any remedial actions taken.

We retain monitoring records for a minimum of one year along with documenting the quantity, nature, causes and corrective actions taken for any quality lapses identified.

Adjudication

To ensure that the Accurate staff accurately adjudicates our customers reports based on each customer's guidelines, a random sample of adjudicated reports are reviewed each day by the quality department.

Performance Tracking

We utilize extensive performance tracking across all functions of our organization and benchmark our performance to external measures wherever possible. Among our tracking mechanisms are our quarterly customer satisfaction survey, which is administered by a third party and includes all customers, and our Customer Relationship Management (CRM) application, which is used to track all incoming customer issues and requests. In addition to these tools, we have a very extensive set of metrics in place to measure our performance across all aspects of our organization.

We firmly believe that to ensure customer satisfaction and develop relevant products and services that address customer needs, we need to work in a highly collaborative fashion with our customers.

Error Handling

Accurate has very strict internal quality controls to maintain the highest levels of data accuracy. As part of our controls, we track all data accuracy errors that are revealed. Data accuracy errors are found by internal audits, notification by our researchers, notification by our customers, or notification by the consumer to whom the report relates. All errors are recorded in an Error Log and submitted to the department manager for review on a monthly basis to help identify potential process flaws and to maintain a history on each individual.

At the time an error is found, immediate action is taken. The reason for the error is brought to the department manager, who will notify the customer and take proper action. The researcher is evaluated and, if it is the first error, the researcher is placed on probation and the trust level is adjusted accordingly. However, if the researcher has demonstrated a pattern of incidents, the relationship will be terminated. In addition, all verification researchers have their compensation tied directly to quality measures, including accuracy. Their compensation is adjusted up or down on a bi-monthly basis based on quality results.

Verifications

Types of Information Collected

Personally Identifying Information (PII) is collected solely for the permissible purpose of employment screening for employer clients (End users) who certify that purpose to Accurate. PII is only procured after an unambiguous Disclosure has been provided to and an Authorization form has been signed by the Report Subject. All Report Subjects under the age of 18 follow a specific process requiring parental consent to continue with the background check process. Other than age, Accurate acts the same for all applicants regardless of the selections made of the system.

All information collected by Accurate is utilized for the sole purpose of compiling a consumer report (background check), on a Report Subject when requested by our employer client. Information is used for this sole purpose. **Accurate does not sell or provide the data we collect for any other purpose therefore our systems are not equipped with an opt out.** Personal data is collected directly from the consumer or the employer client and includes but is not limited to:

TYPE	PURPOSE
NAME	For identification purposes for all services performed
DATE OF BIRTH (DOB)	Primarily utilized for criminal records research – The DOB is truncated on Accurate’s final report
SOCIAL SECURITY NUMBERS (SSN)	For U.S. consumers, Accurate utilizes the SSN to access credit bureau information, access employment and education records, and very occasionally for criminal record research – the SSN is truncated on Accurate’s final report
ADDRESS HISTORY	Consumer addresses are utilized to determine jurisdictions for criminal record research in addition to providing the consumer with a copy of their report and to determine the appropriate regulatory standard for reporting information
DRIVER’S LICENSE NUMBER (DL)	The DL number is utilized to access Driving Records (MVR) from the appropriate state DMV – The DL Number is truncated on Accurate’s final report
EMPLOYMENT HISTORY	Used to perform verifications of employment
EDUCATION HISTORY	Used to perform verification of education
PROFESSIONAL LICENSE NUMBERS	Used to perform verification of a Professional License

Multiple Aliases

When collecting information for the candidate, we also ask for any known aliases. We may cross-reference the aliases with the provided identification documents to confirm their legitimacy. When we conduct the SSN trace, it returns known aliases and we conduct county, state, and federal criminal record checks and verifications under the primary name and aliases.

Verification of Identity

When providing verification of academic, employment, reference or other checks which are not public, our policy is to verify accuracy with procedures to insure the identity of the subject of the search, the identity of the provider and completeness and accuracy of the data itself.

Specifically, on each verification, we obtain confirmation of identity through verification of SSN, full name, and/or date of birth and we obtain confirmation of information source name, address, and contact information.

Procedural Disclosures Verifications

Our policy is to provide our clients, in writing, with information regarding general verification business practices.

Specifically, prior to providing verification services, our clients are provided information regarding

- ◆ 1) product descriptions,
- ◆ 2) statement of work documents,
- ◆ 3) written agreements, and/or detail provided in the verification itself.

Disclosed information regarding general verification business practices includes but is not limited to:

- ◆ 1) number of attempts to verify information,
- ◆ 2) what constitutes an “attempt,”
- ◆ 3) fees charged by the employer or service provider, and
- ◆ 4) standard question formats.

Verification Attempts Documentation

Our policy for every verification is to record the attempts made and results of each attempt. This information will be available in the screening report. Specifically, we record the:

- ◆ date and time of contact or attempted contact,
- ◆ the method of contact (such as phone number dialed, fax number used, email address used, address to which information was mailed, etc.),
- ◆ the name and title of contact, results of attempt, and the employee who made the attempt or obtained information.

Authorized Recipient

When requesting verification by phone, fax, email or mail, our policy is to confirm our verification request is directed to an authorized recipient. We do not depend solely on the information provided by the consumer. Specifically, we confirm the method used by information source to provide verification information, confirm that the company/institution name and address matches that provided by consumer, and obtain the name and title of person to whom request will be sent.

While various procedures are used as needed, our typical procedure is to look up the company on the web and review any information regarding reference checks and the company name and address. We then call the company (using the number given on the company site) and confirm the method we will use and verify the name and title of the person at the company to whom the request will be sent and verify they are authorized.

Email Verifications

Accurate offers a seamless, natively integrated, and electronically delivered verification request emailed to employers, landlords or references. We use emails for five verification search types: Reference verification, Employment verification, Personal Reference verification, Professional Reference verification and Residence verification.

The questions that the verifier answers are based on the questions configured in the product based on our client’s request. Client questions that may pose compliance issues are discussed with the client to ensure compliance is maintained. The Exhibit below identifies some examples of questions that clients have selected.

Exhibit. Examples of Verifier Questions

Education	◆ Start Date	◆ Graduated (Yes/No)
	◆ End Date	◆ Degree
	◆ Graduation Date	
Employment	◆ Job Title	◆ Reason for Leaving
	◆ Start Date	◆ Rehire Eligibility
	◆ End Date	◆ Compensation (Exclude in California and New York)
Professional Reference	◆ What was your relationship with HIM/HER?	
	◆ What were HIS/HER main job duties or responsibilities at your organization?	
	◆ Did HE/SHE supervise others? If so, how would his/her direct reports describe his/her management style?	
	◆ How would HIS/HER co-workers describe him / her?	
	◆ How did HE/SHE deal with conflict?	
	◆ What are HIS/HER strengths?	
	◆ In what area(s) can HE/SHE continue to improve?	
	◆ Is there anything else that you would like to share about #[Subject First Name] #[Subject's Last Name] with a potential employer	

If no response is obtained from the email, our verification specialists will place a phone call to obtain answers. If a voicemail message is received, the verifier leaves a message informing the verifier of the email and note the name of the person verification is requested.

Number of attempts

We pride ourselves on going over and beyond our competitors. We make two (2) attempts in the morning and afternoon, Monday – Friday. We don't close out our verifications until all options are exhausted, typically after 7-9 days for verifications that require extended research. Most verifications are closed within 24-72 hours. We pride ourselves on doing what it takes to provide the service our clients expect.

SSN Trace

A SSN trace verifies the authenticity of the Social Security Number provided by the applicant. This involves confirming that the number is valid and accurately matches the applicant's identity details, such as name, date of birth, and address history. During the SSN trace process, any aliases or variations of the individual's name associated with the SSN are identified. This helps ensure that all potential records and information related to the individual are thoroughly examined during subsequent background checks.

Once the SSN is authenticated, Accurate uses it to compile a comprehensive history of the individual's residential addresses. This information is obtained from various data sources, including credit bureaus, public records, and other databases.

Employment Verifications

Accurate Screens has a two-prong approach to performing employment verifications. Our approach significantly decreases the turn-around time due to instantaneous results with initial verification steps such as the Work Number being used. Approximately 12-15% of employers utilize the Work Number solely for employment verifications.

- ◆ **Work Number:** Verifications began with utilizing Equifax's automated Work Number® database service which delivers results within seconds. It is a fast, secure, unbiased and consumer-friendly way to get a third-party verification. The Work Number® database contains employment records from tens of thousands of employers nationwide, both large and small, as well as, private and public sector employers. The information provided comes directly from employers and includes basic job information including: employer name and address, headquarters location, job title (when available), employment status, most recent hire date, and length of time with the employer.

- ◆ **Email and Manual Calls:** If your applicant's employment data isn't instantly available via the Work Number, our system can be setup to automatically send an email and manual combination verification process, in tandem, can be immediately initiated and completed by our dedicated team of verification specialists. Our in-house research department verifies applications by contacting the employer via fax, telephone or e-mail. Our team can quickly connect with the right resources and perform fast and fully documented verifications on your behalf—a complete solution for all your verification needs.

When performing verifications, our policy prohibits contacting a consumer's current employer directly unless authorized by client and/or consumer. Specifically, our procedure is to only contact a consumer's current employer if explicit authorization is provided within the Disclosure/Authorization signed by consumer and/or there is a specific directive provided by the client following receipt of authorization from consumer.

We pride ourselves on going over and beyond our competitors. We make two (2) attempts in the morning and afternoon, Monday – Friday. We don't close out our verifications until all options are exhausted, typically after 7-9 days for verifications that require extended research. Most verifications are closed within 24-72 hours. We pride ourselves on doing what it takes to provide the service our clients expect.

Academic/Education Verifications

Accurate bases verifications on the requirements of our client. Clients may request only the highest degree be verified, verify all degrees earned, GPA, honors, etc. Additionally, verification of high school diploma and GED can occur.

When performing educational verifications, our policy is to reasonably ensure the accreditation status of post-secondary academic institutions and to inform the client when any academic institution submitted for verification is not accredited by an accrediting body recognized by the U.S. Department of Education, CHEA, similar U.S. body, or comparable global body, if reasonably available, for academic institutions outside the U.S.

We do this by checking to see if the accrediting body is recognized by the U.S. Department of Education, CHEA, similar U.S. body, or comparable global body, if reasonably available, for academic institutions outside the U.S.

In the screening industry, it is recognized that there is an industry that provides diplomas on an intensive and profit-making basis, like a factory that is not based on proper academic assessment.

If through our validation procedures, we discover the institution or accrediting body is not recognized we advise the client by noting this on the report. When advising the client, we state that we are unable to verify the legitimacy of (or presence of) an accrediting body.

Our verification specialists are trained per our policies and procedures to determine whether the post-secondary academic institution is accredited by an accrediting body.

After the above research is completed, we began the Education Verification by:

1. **Email and Manual Calls:** Our verification specialists will immediately initiate the education verification based on the information the applicant provided. Our team can quickly connect with the right resources and perform fast and fully documented verifications on your behalf—a complete solution for all your verification needs.

We pride ourselves on going over and beyond our competitors. We make two (2) attempts in the morning and afternoon, Monday – Friday. We don't close out our verifications until all options are exhausted, typically after 7-9 days for verifications that require extended research. Most verifications are closed within 24-72 hours. We pride ourselves on doing what it takes to provide the service our clients expect.

2. **Outsourced Verification Services:** Accurate generally employs verification specialists to conduct, review and finalize verifications. When needed, we may also utilize the services of a fully vetted and industry recognized verifications service leader to conduct verifications services. When these services are outsourced, we require a signed agreement from any outsourced verification service utilized. The agreement must be signed by an authorized representative of the verifications firm prior to the firm performing any verification on behalf of us. The agreement is required to contain the following stipulations:
- a. the requirement to conduct all verifications in full compliance with applicable law and regulation,
 - b. scope of services provided,
 - c. methods used to obtain information,
 - d. time frame for communication and completion of requests,
 - e. methodology for confirming identity of subject of verification,
 - f. confidentiality requirements,
 - g. reinvestigation requirements,
 - h. documented "attempts to verify" per Clause 5.4,
 - i. background check requirements and acceptable results for provider's employees, and
 - j. signed non-disclosure agreements from provider's employees. In particular, our agreements emphasize confidentiality requirements including:
 - i. the legal requirement to treat all consumer information as confidential,
 - ii. secure data transmission, and
 - iii. secure and timely disposal of confidential information.

Military Records

Military record verifications involve confirming an individual's military service history, including dates of service, rank, awards, and other relevant details. This process typically requires the individual's authorization and involves submitting a request to the appropriate military branch. The verification is usually conducted through the military's personnel records office or an online verification system. Once verified, documentation such as a DD Form 214 is obtained to confirm the individual's service. The results are then reported to the requesting entity, ensuring they have accurate information for their decision-making process.

Professional Certification and License

Professional certification and license verification is a crucial part of background screening. Here's a brief overview of the process. The individual provides consent allowing the background screening provider to verify their professional certifications and licenses. Details such as the individual's name, date of birth, Social Security number, and specific certifications or licenses to be verified are collected. The background screening provider contacts the relevant certification bodies, licensing boards, or regulatory agencies associated with the certifications or licenses in question. The certification bodies or licensing boards confirm the individual's credentials, including the status of their certifications or licenses, any disciplinary actions, expiration dates, and other relevant information. Upon verification, the background screening provider obtains documentation or a verification letter from the certification bodies or licensing boards as proof of the individual's credentials. The results of the verification are reported after 100% human QA checks are performed for accuracy.

I-9 Verification

I-9 verification ensure compliance with federal regulations by helping employers verify the identity and employment eligibility of their workforce. We streamline the process by electronically managing Form I-9 completion, securely storing documents, and conducting E-Verify checks where required. Our services reduce the risk of penalties, enhance accuracy, and ensure adherence to ever-evolving compliance standards, giving employers peace of mind.

Criminal Checks

Accurate Screens criminal records checks have been designed to stand out among the crowd. Through a combination of our proprietary databases, third-party databases, in-house researchers, and on-the-ground researchers, we've established streamlined processes to help us deliver affordable results with speed and accuracy.

- Federal, state, and country criminal search options
- Criminal and arrest record monitoring services
- Customizable package options

Multi-jurisdictional criminal history record checks

This identifies whether a candidate has a criminal history in the jurisdiction corresponding to their address history. We identify identifies potential felony and misdemeanor criminal history records by searching county court records in the requested jurisdiction(s).

Federal Criminal Records

We check convictions in Federal jurisdictions of residence, education, and employment for the past seven years using current name and any/all previous names/aliases provided.

Nationwide Criminal Database

This is powerful, quick result multi-jurisdictional search of hundreds of millions of state and county criminal records. It returns all felony and misdemeanor convictions for the past seven years, using current name and any/all previous names/aliases provided. This database is compiled from county courthouses, Department of Corrections (DOC), and Administration of the Court (AOC), and is bundled with our Global Security Watch List and Sex Offender Records database sources. This search is an effective tool for discovering additional jurisdictions where criminal offenses may have occurred outside of an applicant's indicated residential and employment address history. This criminal database can be searched using the National Criminal Database, or refining the scope down to the State Criminal Database.

Statewide Criminal Search

A statewide search may yield information from multiple counties in a given state that report into repository, useful for discovering crimes outside of the immediate area in which the subject lives or works. Not all counties in every state report to statewide repositories and some counties are inconsistent in their reporting.

County Criminal Search

This checks for all felony and misdemeanor convictions (charged and pending trial) in all counties of residence, education and employment for the past seven years using current name and any/all previous names/aliases provided.

Searches farther than seven years will incur additional fees.

Searches are conducted via electronic databases when available. Some county searches must be conducted physically at the county courthouse as they do not have an electronic database.

County Civil Court Records Search – Upper & Lower Court

We can conduct a county court search to determine if a civil court record exists for the past 7 years. A Civil Upper and Lower search is a county level search of both the Upper and Lower civil court. The results will include: suits, liens and judgments (not divorce) that are found on the county courts general civil index. Each state has a threshold in the dollar amount that determines if it is handled by the Upper or Lower court.

Federal Civil Court Record Search

We can conduct a federal or state court search to determine if a civil court record exists for the past 7 years. The results will include: suits, liens and judgments (not divorce) that are found on the courts general civil index.

Deeper dive service into convictions/infractions

When the initial search shows an offense of any type, we ensure the resulting identification information matches that was ordered. We take a look at the infraction to determine if it is reportable, in the jurisdiction. This may be based on the time of the offense or even the nature of the offense in certain locales. We also make sure there are no duplicates of the same offense.

Sex Offender Registry

A Sex Offender search looks for results or potential matches from the National Sex Offender (NSO) Database which consists of all U.S. states (50 plus D.C. (1), tribal (70), and territory (4)) reported sex offender data and provides the identities and locations of known sex offenders. Both historical and current records are returned.

We can perform verifications on the possible matches found during the search to determine true matches. Both clear and match results will be returned. All match results will include unaltered data from the primary source.

We can also provide continuous monitoring. We continue to gather data from all of our sources on a daily basis, and any new possible matches will be verified and returned.

OIG/EPLS Excluded Parties Screening

OIG/EPLS Excluded Parties Screening, also known as the Office of Inspector General (OIG) and Excluded Parties List System (EPLS) screening, is a crucial process for companies, particularly in regulated industries such as healthcare, finance, and government contracting. This screening ensures that individuals or entities with a history of fraudulent or abusive behavior are not engaged in business activities that involve federal programs or funding.

We verify names, addresses, Social Security numbers, and other identifying information against records from the OIG and EPLS/SAM databases.

Office of Inspector General (OIG) Database: The OIG maintains a list of individuals and entities excluded from participation in federal healthcare programs such as Medicare and Medicaid due to convictions for program-related crimes, patient abuse or neglect, or other offenses.

Excluded Parties List System (EPLS): This system, previously used for federal procurement and non-procurement programs, has been replaced by the System for Award Management (SAM). However, the term "EPLS screening" is still commonly used to refer to the broader process of checking various exclusion lists.

Driving Records or Motor Vehicle Records (MVR)

A Motor Vehicle Record is a report of your driving history, as reported from your state Department of Motor Vehicles. Information on this report may include Drivers License information, point history, violations, convictions and license status on a driving record. Most states report driving records for the past three years, although some states may report five or more years of history.

We can pull reports from all 50 states, however some states may incur additional fees and certain states require additional forms to be signed by the applicant.

Credit Checks

The Credit History Check reviews the credit history of a candidate as reported by a US nationwide credit reporting agency. It provides information such as account status, accounts in collections and inquiries by third parties.

Social Media

Social media background checks can reveal information that is often tougher to find through traditional screening processes. Social media platforms will be observed to find out more about a potential hire.

Social Media Checks is an AI-Powered Cloud Platform that allows for legal defensible efficient and comprehensive analysis of candidates' public posts on social media. The social media report reveals behaviors such as hate speech, bullying, violence, harassment and more using our machine learning algorithms that analyze text and images for up to 7 years of history. Our reports are insightful and concise and conform to federal and state laws including FCRA and social media privacy laws. We always redact possible EEOC protected class information.

Professional and Personal Reference

We provide both employment and personal reference checks. Our reference check uses a set of standard open-ended questions to interview a candidate's former colleagues, coworkers, friends, family members, or neighbors and generate a report on their responses. We can also develop a custom list of questions. The reference information on the candidate provides greater insight into the individual's personal and professional background.

Child Abuse Registry Check

We search the applicable state registry (where available) to determine if an employee working with children or minors has been placed on a registry for abuse, neglect, exploitation or misappropriation of a child. If an individual has been placed on a registry, it is not necessarily an indication that they have been convicted of a crime. The database is queried for each new check.

Adult Abuse Registry Check

We search the applicable state registry (where available) to determine if a caregiver has been placed on a registry for abuse, neglect, exploitation or misappropriation of a vulnerable adult. If an individual has been placed on a registry, it is not necessarily an indication that they have been convicted of a crime. The database is queried for each new check.

Database Searches

We utilize several databases to complete background checks. Databases are aggregated collections of records such as abuse registry records or criminal records.

There are several limitations to using databases:

- Many databases do not have comprehensive coverage of all jurisdictions or regions. Some regions may not regularly update or share their records.
- Not all criminal records, employment histories, or educational records may be included in a database. Smaller courts, private employers, or unaccredited educational institutions may not report data.
- There can be significant delays between when an event occurs (such as an arrest or a change in employment status) and when it is recorded in a database.
- Older records may not be updated to reflect changes, such as expungements or pardons, leading to potentially misleading information.
- Databases often provide raw data without context, making it difficult to interpret the severity or relevance of a record without further investigation.

- Databases can contain errors due to human entry mistakes, technical issues, or inaccuracies in the original data sources.
- Individuals with common names or aliases might have multiple entries, causing confusion or incorrect matches.

We do not report potentially adverse public record information from databases or other sources that do not have the most complete and up-to-date information until and unless that information has been verified with the jurisdiction or venue that maintains the official record for that jurisdiction.

In effect, we use databases as pointer file. If the database returns potential adverse public record information, we order a record from the jurisdiction/venue that maintains the current, official record. This information is the most complete and up-to-date. When this contemporaneous criminal record is received, that information is reported to the client.

We have and follow reasonable procedures to assure maximum possible accuracy when determining the identity of a consumer who is the subject of a report. To do this we require:

1. Matching a minimum of two identifiers where one identifier is first name + middle name/middle initial where available + last name (or reasonable derivative thereof); AND the second identifier is:
 - month of birth + day of birth + year of birth,
 - SSN,
 - -driver's license number,
 - -passport or country identification number,
 - -current or previous addresses, or
 - -multiple partial identifiers;

2. OR Any reasonable procedures that are demonstrably as effective as those described in 1.

It is rare that we deviate from the primary criteria outlined in "1" above. Our policy and procedure for considering option 2 above ("any reasonable procedures that demonstrably as effective as those described in 1") requires supervisor approval.

Procedures used to confirm identity will vary by case but may include, but are not limited to contacting the source of the information to see if there are other identifiers not in the official record, considering gender, race and other factors such as a mismatching last name (this may be a better identifier for males than females due to maiden name changes) etc.

However, in general, our overarching policy is to "prove it or remove it," and not report potentially adverse information unless we can back our reporting with maximum possible confidence of accuracy from our employee and their supervisor.

Drug & Alcohol Testing

Accurate provides full service for drug and alcohol testing, including collection, lab testing, and Medical Review Officer (MRO). The test can be done via urine, hair, or saliva. We have various drug testing panels to tailor to our client's needs, ranging from a 5-panel (i.e. Amphetamines, Benzoylcegonine (cocaine), Cannabinoids, Opiates (Codeine, Morphine, Heroin), Phencyclidine) to a 10-panel (i.e. same as a 5-panel plus Barbiturates, Benzodiazepines, Propoxyphene, Methadone, and Methaqualone).

We are partnered with i3Screens for quick and easy drug testing and physicals nationwide. Candidates can make an appointment for the drug and/or alcohol test via the web portal and results are automatically uploaded at completion.

Unsuccessful Searches or Contacts

We record the details of the unsuccessful search or contact attempt, including the date, time, method of contact, and any response received (or lack thereof). We attempt to reach out again using an alternative method, such as phone, email, or mail, if the initial attempt was unsuccessful. We verify the accuracy of the information provided (e.g., name, contact details, address) to ensure there were no errors that could have led to the unsuccessful attempt. We use additional databases or resources to cross-check the information and attempt to locate the necessary records or contacts.

We inform the client of the unsuccessful search or contact attempt, detailing the steps taken and the reasons why the attempt was unsuccessful. We ensure that clients are aware of the potential for charges even in cases where the search or contact attempt is unsuccessful and we provide a detailed breakdown of costs, including any administrative fees, database access fees, or other expenses incurred during the process.

5.1.1.3 DATA SECURITY: EXPLAIN HOW YOUR COMPANY HAS ROBUST DATA PRIVACY AND SECURITY MEASURES TO PROTECT SENSITIVE INFORMATION.

Information Security Policy

We take security seriously day in and day out. That's why we are proud to be able to tell our clients that our background screening software provider are SOC 2 Type 2 and PCI DSS compliant to best protect their customer's private information. But we don't stop there.

Compliance standards such as SOC 2 and PCI DSS help us get as close as possible to complete data protection. And when we partner with a CRA software platform provider committed to the highest security standards, our clients are then provided an added layer of security, care, and dedication to protect their sensitive information.

Our software platform provider abides by five key component to maintain SOC 2 compliance for hosting and storing personal or financial information on the cloud:

- ◆ **Security** — Retain protection of information and systems from unwanted access through the use of authorization to ensure that all other four principles (availability, processing, confidentiality, and privacy) are unencumbered.
- ◆ **Availability** — Information and systems that are integral to daily operations are accessible and ready to use by authorized individuals.
- ◆ **Processing** — System processing in transactions is complete, accurate, timely, and authorized
- ◆ **Confidentiality** — Information denoted as confidential is handled and protected correctly.
- ◆ **Privacy** — Personal information is collected, used, retained, disclosed, and destroyed appropriately.

We have developed and maintain policies and procedures to ensure information security over broad areas within our environment. The following is an overview of our information security principles and areas of emphasis. Each of the following broad areas has multiple, detailed procedures for insuring information security.

These policies and procedures address:

- 1) key personnel, roles and responsibilities,
- 2) policy changes and modifications,
- 3) system configuration,
- 4) anti-virus: Sophos anti-virus and full PC scan daily / on file access scanning
- 5) firewall, and router configuration,
- 6) data and information classification,
- 7) encryption,

- 8) access control,
- 9) electronic data retention, storage, and disposal,
- 10) paper and hard data retention, storage, and disposal,
- 11) data device retention, storage, and disposal,
- 12) incident response,
- 13) physical security, and
- 14) security policy revision history.

Ethics, Compliance and Work Product Reporting

Our company is committed to the highest levels of ethical, compliance and work product standards.

We have procedures whereby our workers can anonymously, to the extent possible, report ethical, compliance, and work product concerns without fear of identification or retaliation based on such reporting.

If for any reason, an employee does not feel comfortable speaking with their supervisor regarding ethical, compliance or work product concerns, we have a process for them to report their concerns to another individual who is tasked to investigate the matter while maintaining the anonymity of the reporting worker to the extent possible. In addition to the anonymity, we guarantee they will not be subject to any retaliation or adverse action based on their reporting.

We designate an individual within our company to act as a liaison to workers who have ethical, compliance or work product concerns. This individual has been educated on the anonymity, prohibition of retaliation and necessity to investigate the matter requirements. They are also educated on how they may be contacted (in-person, phone or email). This individual understands that they have the authority to enlist help as needed in the investigation, while keeping the reasons for their investigation confidential. They understand their obligation to report back the results of their investigation to the worker and if deficiencies are, in fact revealed, their obligation to report such lapses to appropriate management so the issue can be rectified.

In the event our designated ethics, compliance, work product liaison is unavailable, or the worker does not feel comfortable reporting their concerns to the primary liaison, we have designated an alternative liaison—who is educated and responsible to the same degree as the primary liaison.

We educate all of our workers on the availability and facts of this policy and procedure in their initial training and it is also included in our Employee Handbook.

We take time to understand our clients' needs, and then draw on our extensive industry knowledge and comprehensive services to devise intelligent business solutions that enable success. Our clients trust us to deliver comprehensive, accurate and relevant data. Accurate pride ourselves in delivering data in an easy-to-read format, saving time from interpreting criminal background reports. Our screening reduces risk from problematic coverage gaps by identifying criminal records in locations where an applicant has not resided. Our unique approach helps identify potential risks, reduce liability, and ensures compliance with the USA Patriot Act. The scope of our coverage is unparalleled-nearly 150 watch list data sources are scanned to provide as complete coverage as possible.

5.1.1.4 INTEGRATION CAPABILITIES: EXPLAIN YOUR COMPANY'S ABILITY TO INTEGRATE WITH YOUR EXISTING APPLICANT TRACKING SYSTEMS (ATS) AND RECRUITMENT MANAGEMENT SYSTEMS CAN STREAMLINE THE HIRING PROCESS.

Accurate Screens software platform XML Integrations-enables data access through popular background screening software platforms. Accurate's Application Programming Interface (API) universal

development connector makes your integration with Applicant Tracking Systems (ATS) or Human Resources Information Systems (HRIS) seamless and that gives you the ability to develop a custom front-end experience.

Our easy-to-use development portal gives you access to the entire API and is fully-documented and organized for efficient development through an easy-to-use development portal to allow creation of a custom front-end or back-end application that securely allows:

- ◆ Background Checks Ordering
- ◆ Verifications
- ◆ Users, Customers and Client Management

The Exhibit below lists some of our current integrated ATS systems with our background checks platform.

Exhibit. Integrated ATS Systems



The implementation begins with a formal project kickoff that provides a high-level overview of the implementation plan, process, and objectives. This kickoff will also introduce the client and Accurate's integration team. We will provide a detailed project plan and timeline for implementation, including key milestones, deliverables, and deadlines.

The implementation project will include and detail:

- Defined roles and responsibilities
- Data Migration
- Configuration and Customization
- Integration Requirements
- Testing and Quality Assurance
- Training Plan
- Go live and Deployment
- Support and Maintenance
- Communication Plan
- Risk Management
- Change Management
- Documentation and Deliverables
- Acceptance Criteria

If custom work is required, Accurate shall produce a Statement of Work that includes a detailed list of tasks, the number of hours required to complete the tasks, hourly rate(s), and the total cost. This will be considered ancillary work requiring final approval and allowed under the Contract.

The import of historical ATS data is required and must be outlined and included in the project. The contractor must transition all open requisitions and current applications from the legacy system into the new system.

Depending upon the phase of the project, weekly or bi-weekly project meetings shall be scheduled to review any outstanding issues and change requests, as well as to discuss and address any risks. The contractor will coordinate these meetings with the Project Lead. A status report will be distributed by the contractor to all team members prior to these meetings.

5.1.1.5 TURNAROUND TIME: EXPLAIN HOW FAST AND RELIABLE TURNAROUND TIMES ARE ESSENTIAL TO KEEP YOUR HIRING PROCESS EFFICIENT.

Accurate understands the importance of speed to hire and prides itself on delivering quality results as quickly as possible. Turnaround time statistics are calculated as the elapsed time (business days) between when an order is submitted by the recruiter (or candidate) to our system and when the report (or report component) is complete.

For some searches, results may be returned the same day. The maximum turnaround time could be as long as a week or more in instances where a school is closed for the holidays or when we are relying on the candidate to provide proof of employment or education history.

The maximum turnaround time typically is determined by the verification policies that are mutually agreed upon with a client at the time of account implementation.

Accurate stays on top of up to the minute changes related to court-related delays, changes, etc. since these issues significantly impacts turn-around-times. We switch vendors based on this information when our research and weekly meetings reveal the vendors who have added additional runners, when clerk searches are required, etc.

As your CRA, we can our vendor's database by state then all jurisdictions in the state are revealed. We can also filter by the status of the courts on the top of the page. We focus on the color checks which

reveals color-coded status updates. Green checks reveal jurisdictions that are currently conducting search with little to no interruptions. Yellow checks caution for jurisdictions that are conducting searches, but may have some major delays. Red checks “X,” reveal jurisdictions that are not conducting searches at all.

There is an additional information column that has different information pertaining to the specific jurisdictions. It can include visitations to the courts, why the jurisdictions may be delayed, any requirements the jurisdiction may have, or comments that are important for you to know about the area.

We now have a column for “Clerk Search.” Yes means the court is completely clerk searched and cannot be completed without the clerk’s help. These jurisdictions get lists submitted every day to the clerk and get checked every day. Partially means that the PAT may have some missing information or the clerk will need to verify ID’s. No means the court has access to complete the search without the clerks help. Please note that any jurisdictions has the potential to change statuses from ‘Yes,’ ‘No,’ and ‘Partially,’ at any given time.

Anytime a change is made to the site, we will automatically send an email to the address you have set up to receive court updates with a note that the site has been updated and needs to be checked. This will include the link to the site. A red asterisk will be next to the jurisdiction(s) with the most recent changes for you to be able to quickly access the newest update.

Service	Average Turn Around Time
Social Security Trace	Immediate
National Criminal Database Search	Immediate
Criminal History	1 hour -3 business days
Federal Criminal Records	1 hour
Statewide Criminal Search	1 hour-2 business days
County Criminal Search	1 hour -3 business days
County Civil Search	1 hour -3 business days
Employment Verification	1-3 business days
Education Verification	1-2 business days
Professional Reference Check	2 business days
Motor Vehicle Records	1 hour - 1 business day
Health and Human Services Child Abuse Registry Check	Immediate – 1 hour
Health and Human Services Adult Abuse Registry Check	Immediate – 1 hour
Sex Offender Registries	Immediate – 1 hour
Credit Reports	Immediate – 1 hour
Professional License Verification	Immediate – 1 hour
National Security Watch List (OFAC)	Immediate – 1 hour

Military Verification	1 hour
I-9 Verification	1-3 business days

How we save you time

Our highly automated process reduces the amount of time associated with all background screening related activities.

During the pre-submission process, we save time by:

- Providing you with an integrated solution that removes duplicate data entry and reduces the time associated with multiple log-ins to multiple systems
- Offering you a way to move data entry activities to the candidate, using Applicant Center (the candidate enters all data and uploads their own documentation, completely eliminating the typical follow-up required by the recruiter to gather information); recruiters may distribute multiple candidate invitations simultaneously to further reduce data entry time
- Offering your candidates our completely mobile-enabled, Applicant Center, which allows candidates to view and respond to requests directly from their mobile device or tablet anytime, anywhere including taking a picture of required documents, uploading documentation, viewing and responding to requests, etc.
- Giving you the most streamlined order entry process that requires significantly fewer key strokes, thereby saving your recruiters even more time

Offering your candidates e-signature capabilities so that a hard copy fax form does not need to be sent, reducing time and storage costs associated with the consent process

- Offering package ordering so that your recruiters simply pick a pre-configured package and submit the request, eliminating the need to process a second order for a drug screen
- Providing an electronic Chain of Custody (eCOC) solution for drug screening, eliminating the tedious paper chain of custody process and providing your recruiters with the ability to track the drug screen progress from start to finish online

Accurate saves you time during the actual running of the background check screen (turnaround time) by:

- Using parallel processing, rather than staged processing, to return individual search requests simultaneously
- Providing a unique Change Tracker feature that automatically generates an email to the requestor if the candidate edits information originally supplied by the ATS integration, as well as providing a Change Tracker Report, which shows a side-by-side comparison.
- Providing all results in real time, saving your recruiters time so that they can make urgent decisions when needed
- Providing all results in real time through the ATS integration interface, which saves your recruiters time so that they can make urgent decisions when needed
- Documenting work-in progress comments and status updates to reports in real time, so your recruiters do not need to spend time inquiring or calling about status
- Streamlining the follow-up process using the systematic review of reports upon entry, resulting in fewer follow-up calls required for additional information (e.g., checking driver's license number layout and matching cities with appropriate states)

Accurate offers you tools to help you make your decision to hire / not hire faster by:

- Performing adjudication activities based on your requirements, removing the workload from your recruiting staff
- Providing a concise summary at the top of all background reports so that you can see immediately where a discrepancy lies rather than having to scan the entire report in detail
- Providing context-sensitive help for criminal dispositions, translating legal terminology into standard language, reducing the time, research and calls made by recruiters when unusual dispositions are returned
- Mailing and tracking adverse action letters for you through mail on your behalf or providing you with automated templates and auto-populated pre-adverse and adverse action letters online to help you maintain compliance

Together, these individual benefits add up to create significant time savings both for the recruiter and for your time to hire.

5.1.1.6 CUSTOMER SUPPORT: EXPLAIN HOW STRONG CUSTOMER SUPPORT CAN HELP ADDRESS ANY ISSUES OR QUESTIONS THAT ARISE DURING THE BACKGROUND CHECK PROCESS.

Accurate Screens has direct customer services lines that are picked up by live employees. The applicant will be able to select an option in an automated phone tree to be connected with a live customer service representative. Additionally, we have a dedicated chat line that allows you to speak with our team.

Accurate Services Inc is available during the working hours of 8am to 8pm ET, during this time we answer all phone calls and, while we are a small company, our phone wait time is typically no more than 2 minutes. As per company policy we respond to all phone calls and emails within an hour depending on the requirement of the information requested. Emails are prioritized and we have a daily review and respond accordingly based on urgency. Our customers are important to us; hence it is our goal to have them be satisfied after every communication. All our employees at Accurate Services have been keenly trained to be open minded and to approach any escalation process with utmost respect and sensitivity. Our company observes major federal holidays. However, if there is an urgent need we have a staff member on-call after hours, 24/7.

Accurate Screens will designate a customer service representative contact during normal business hours to assist for the duration of the contract. Our general customer service team is highly trained and vetted and is available during our business hours to answer most of your general questions.

Our average issues response time is 1 hour (i.e., critical issues that have been escalated to the Account Manager).

We want to ensure you are able to access our specialists at all times. As such, our clients shall be provided a telephone number, specific account representative and our client services email address to ensure prompt responses occur to any questions or issues you may have. We pride ourselves on our customer service and meet quarterly with our clients, either in-person or remotely to review metrics such as Turn Around Times (TAT), Adverse Events, etc.

Customer Success Manager

Accurate will assign a dedicated Customer Success Manager to your account. More importantly, our Manager will ensure every email that is received via customerservice@accuratescreens.com is responded to within one (1) hour. Typically, we respond 88% of the time within 15 minutes of receiving an email. Additionally, all phone calls are answered by a live representative who will know your account. We

cross-train all employees on accounts and the phone representative will always transfer you to your actual account team for specific questions.

If there is a need for a scope change, your Customer Success Manager will schedule a call or simply speak with you to understand the change. You will be asked to submit a Scope Change document and oftentimes, due to our agility and nimbleness, we are able to complete most scope changes immediately or within 24 hours. If programming is required, i.e. if required changes are needed within your HRIS connection, we will meet to discuss the required changes. However, if such changes are minor, they can typically be completed relatively quickly.

5.1.2 DESCRIBE THE PROPOSED METHODOLOGY TECHNOLOGY AND HOW IT WORKS (INCLUDING ANY HARDWARE/SOFTWARE).

Accurate Screen's Applicant Center is a user-friendly and mobile first web application that empowers candidates to submit information, manage their account and track the status of their background screen. Our Applicant Center uses a responsible web design, enabling candidates to conduct the entire screening process on any mobile device and at any location with Internet access. We also offer text message alerts for candidates. We understand that many people complete their daily actions on their mobile devices and have designed Applicant Center for a complete mobile experience. Candidates are able to complete all tasks on either a desktop or any mobile device of their choosing and have access to candidate resources such as videos, our chat function, and FAQs. Applicant Center provides candidates with greater transparency through our patented turnaround prediction technology.

Industry Leading Integration Expertise. We consider our integration capability to be a core competency. We have implemented more than 8,000 integrated screening solutions for our customers—far more than any other company in our industry.

System Technology Stack

The system is a web-based, software as a service, background screening platform. The services and components comprising the system are primarily written in Java based on the Spring enterprise application framework. The technology stack includes React JavaScript, Java, Java Cryptography Extension (JCE), Apache Tomcat, CentOS, Spring Data JPA, and AWS Aurora MySQL compatible database.

Users securely access the system over the Internet using HTTPS and a current version of Chrome, Firefox, Safari, Internet Explorer, or Microsoft Edge Internet browser.

Applicant/Address Ordering Instructions

Under the Product Scope of the Product set up page is ordering instructions that can be configured for Applicant Order Page and the Address Order Page. The applicant will see these during a QuickApp order as well as a processor who is doing a manual order. Place instructions here for any clear information that is to be collected on the applicant page and the address page.

Placing a background screening order is easy, and can be completed by you, so that Accurate can be as hands-off as possible, or by Accurate, if you ever need assistance.

Creating an order consists of choosing available options within that product, and either entering the applicant's information or gathering it directly via QuickApp.

Creating a New Order

Quick Summary

Placing a background screening order is easy. Creating an order consists of choosing which product is being ordered, choosing available options within that product, and either entering the applicant's information or gathering it directly via QuickApp.

Starting a new order

Navigate to the order section, select new order, select a product.

Selecting Which Searches to Run

Once a product is selected, the available searches that can be included will show. Ones that are set as required will not be able to be deselected, you can choose to deselect default and select optional.

The requestor for the order will need to be selected as well as if placing a QuickApp or next to place it manually.

Entering Applicant Information

Depending on how the order is being placed, a QuickApp link allows the applicant to fill out their personal information themselves, which is then automatically entered back into the report you are ordering.

If choose to click the [next] button instead of QuickApp, user will be asked to enter the applicant's information yourself. Fields with an asterisk are essential and must be filled out before moving to the next step. Depending on the product and options selected, you will be taken through multiple pages asking for the various information needed in order to process the searches requested.

Text Message Option

QuickApp has the option of sending the consumer a text message with the link to complete the background check, if it is enabled under Admin >> Clients >> Manage Client >> Preferences tab and General Preferences. The phone number field must be enabled to optional or required in the Admin >> Products >> Manage Required Fields to use this feature.

After the phone number is entered on the QuickApp applicant information page, the user must check the box certifying permission has been granted from the consumer to receive text messages. A text message is sent when the phone number is entered, and the text message certification check box is selected. Solely providing the phone number will not send a text message. The consumer will receive an email regardless if a text message is sent.

Note: Users should consult legal counsel regarding the consent requirements.

The consumer can opt out at any time by replying Stop. The text message will come from 385-217-8580.

FYI: A reminder email is sent every 24 hours up to the number of active days set up in the QuickApp configuration. If you send order via text, they will get the reminder update through text message and email (by default).

Submitting an Order

Once the applicant's information is filled out, users will be taken to the Order Summary page, where you will see a detailed preview of the order before it is completed. This page will allow a visual of the charges for each search and the estimated total of the entire order. You can go back to edit any section of the report.

Lastly, users can also include notes with the order to offer any additional information, instructions, or requests about the order or applicant, such as a jurisdiction that might be valuable to search because of something the applicant said that might not otherwise be obvious, a request for it to be expedited, etc.

Once everything is correct, click Complete Order to submit it.

Batch Ordering

Batch ordering allows users to place multiple orders at once for a list of applicants. This can help users simplify the ordering process for a large list of applicants.

Creating your CSV Spreadsheet

A .CSV spreadsheet is required to place a batch order. The following three things are required in the spreadsheet:

- Product name
- Screening (search names individually or default for all that are set as default or required as search setting option)
- First/last name of the applicant

Placing a Batch Order

Go to the main navigation under Order >> Batch Order icon. Select the batch order icon. Select the client and then click the browse button to upload already created CSV file. Users will be prompted with a message to confirm the batch order upload.

Note: The batch is now processed through a queue. There is no need to wait for it to process and complete. The user will get an email when the batch process is complete, it will go to the requestors email address. If there are errors, you will use the attached CSV in the email, correct the errors and resubmit.

That batch status page. After a batch is imported, an email is sent alerting the user of the .CSV being submitted and when it's complete. Users can now go to Order > Batch Order > View Summary. This will show Pending batches and Completed batches. In the completed section and results, it will show a red alert triangle if there is an error. You can then download the CSV with the error/s and re-import. If there is no error, just select Show Results and it will show the files and OK message.

Result: When the file is processed users will either get a successful message or an error message. If there is an error, it will notify what needs to be fixed.

Note: The orders that are placed in a batch order, process immediately. If any results come through with missing or duplicate information, those will be sent to your XML ready queue in the orders tab.

Applicant Experience

We believe that if you give applicants the keys, they'll drive the entire background screening process. Accurate's fully integrated applicant portal reaches applicants where they live: on their phones.

Accurate's applicant portal was designed with two things in mind for hiring managers and applicants: speed and transparency. Our advanced applicant portal allows individuals to complete their background checks on their computers or cell phones, streamlining the entire screening process from start to finish. CRAs use our cutting-edge platform and API to integrate with third-party providers and create a customized screening process that applicants can complete on a single device.

Applicants begin the screening process by clicking on a link you send via text or email, attach relevant documents using their camera phones, and agree to the background check with an electronic wet signature. After that, they can log back in with verification, check the status of the screen, and provide any additional information or documentation that is needed.

Our easy-to-use mobile platform lets companies in the background screening industry get more efficient, cost-effective results. Large consumer reporting agencies (and CRAs looking to grow larger) rely on Accurate for the enterprise background check software they need to attract more business. By using our

all-in-one platform, CRAs can spend less time reaching out to HR departments and more time going after new business.

The portal empowers the applicant and cuts down on your time doing data entry and answering phone calls. It even gives you an efficient and robust process to handle your pre-adverse and adverse action notices.

Speed and transparency are critical factors in background checks, and the applicant portal can help you improve both. Spend less time reaching out to third-party providers with an all-inclusive platform that simplifies the screening process for applicants, their potential employers, and the CRAs with whom they work.

Applicant Portal

The Applicant Portal is a portal for applicants to track the status of their reports. They can see what searches are pending, communicate via messaging, and upload any required documentation that is needed. It provides an opening line of communication with the applicant that is available 24/7. We receive messages instantaneous which allows us to respond to the candidate promptly.

Process

Employer Initiates Screening

Employers submit the applicant's preliminary information through a quick, secure system. A single order or multiple orders at once for a list of applicants. This can help users simplify the ordering process for a large list of applicants.

Applicant Receives Immediate Email Notification

Instructions, expectations, and link to complete the "quick" application. Applicants select the link in the body of the email.

1st Email To Applicant : "Questionnaire Notification"

Applicants enter information for background screening, signs authorization(s), and upload confidential documents, all through our secure portal.

JURISDICTION

The reason we ask for the city and state so we can ask for the appropriate disclosures

Confirmation

After all the required information is completed, it provides the applicant with a confirmation notice. The confirmation includes their file number, Accurate's contact information (phone, fax, & mailing address), a copy of their authorization forms, and a link to return the applicant portal.

Confirmation

Attention: Your application is not yet complete. Please read to the bottom of this page for the section on Additional Information.

Thank you for completing your online background questionnaire. Your confirmation number is **1312**. You may be asked for it if you need to contact Delaware Transit Corporation (DART) at some future time. If you would like to print a copy of your Authorization or your Confirmation, please click on the appropriate button. If you have any questions regarding your consumer report, please contact our Consumer Report Agency (CRA), Accurate C&S Services Inc. (Accurate Screens).

Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773

[Print Authorization](#)

[Print Confirmation](#)

Additional Information

Your PIN is the last 4 digits of your SSN or the user PIN you used when completing the authorization.

To stay up to date on the status of your application we have provided you an applicant portal.

Based on the information you provided you must complete one or more additional forms. You can access the forms and instructions through the applicant portal.

Important: Please save your file number and PIN. Access to the applicant portal requires both. Your file number may have been provided to you as a reference number or a confirmation number. Linking from this page will sign you in automatically, but your file number and PIN will be required for all future access.


[Applicant Portal](#)

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DOCUMENT UPLOAD NOTIFICATION

It also allows for document uploads

CRA users can now request documents from the applicant after the order is placed. The applicant has access to the Document Portal via a hyperlink, Documents “need your attention” appears for easy access. Retrieving and uploading the required documents is completed on the Document Portal.

 **ACCURATE SCREENS**
SCREENING FOR A SAFER WORKPLACE

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Welcome

Welcome to Accurate C&S Services Inc. (Accurate Screens)'s applicant portal.

Applicant Name TEST TEST	Ref/File Number 1312	File Created On April 10th, 2023
-----------------------------	-------------------------	-------------------------------------

Screening Information

 [0 Unread Messages](#)

 **3 Required Documents**

Report Status is Complete

Completed

SSN TRACE SSN TRACE	State Criminal Court Search GEORGIA (TEST, TEST J.)
Federal Criminal Records Search GEORGIA NORTHERN (TEST, TEST J.)	Nationwide Sex Offender Search GEORGIA (TEST, TEST J.)
Employment Verification BLAND & ASSOCIATES	Instant Driving Records Georgia

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Customer Support

ph: 877-773-0773

December 27,
2024

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page of this proposal.

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TEST TEST #1312

Test

Required Forms and Documents

1. Drivers License - Front Image Upload

To complete your background check questionnaire, you are required to submit the front image of your drivers license. Please upload the front image of your valid drivers license below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
http://AccurateScreens.com

Thank you,

Your Company's Information

Max file size: 5MB

Upload

2. Drivers License - Back Image Upload

To complete your background check questionnaire, you are required to submit the back image of your drivers license. Please upload the back image of your valid drivers license below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
http://AccurateScreens.com

Thank you,

Your Company's Information

Max file size: 5MB

Upload

3. Social Security Number Card Upload

To complete your background check questionnaire, you are required to submit the a copy of your Social Security Number (SSN) card. Please upload the SSN card image below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
http://AccurateScreens.com

Thank you,

Your Company's Information

Max file size: 5MB

Upload

Assurance

Upon completion, a confirmation is emailed providing a dedicated status link and file number. If any information is required, the candidate will be notified immediately. Accurate Screens remove any uncertainties!!!

Daily Reminder Emails:

If Applicant does not complete all the required sections or upload all required documents, they receive daily reminder emails. No email or text reminders will be sent between 11pm and 6am MT. Reminder emails will be only be sent at 6am MT.

Screenshots


TEST COMPANY Background Questionnaire Notification



TEST COMPANY <automation@instascreen.net>
To: Testing



Mon 4/17/2023 4:04 PM

 If there are problems with how this message is displayed, click here to view it in a web browser.

Hello and Welcome, JOHNSON!

Accurate C&S Services, Inc. dba Accurate Screens (a consumer reporting agency) has been contracted to initiate a background investigation as part of your application process.

What to expect

- Based on your location, we will need your disclosure and authorization to begin this process and you will be provided your rights under applicable laws, which govern collection, use and disclosure of personal information and screening for employment, contract work or volunteer purposes.
- The information you provide is confidential and will only be disclosed to the recipients listed on the authorization form. You are encouraged to carefully read the information provided about your rights under the Fair Credit Reporting Act.
- You may be asked for associated documents related to the information that you provide.
- To speed up the process and prepare you for this process, you may be asked to provide information that may include:
- 7 Years of address history and previous names used
- Employment- details about current and previous employers including a legitimate email address, supervisor or HR name. If you were working for a temporary agency, please provide the temporary agency contact information rather than the company you were placed with.
- Your potential employer Requires at Least two (2) employers that can be contacted. Please provide at least two (2) employers that can be contacted.
- Education- schools you have graduated from, along with dates and any other name used
- Reference- names and contact information. Providing an email address for your references will significantly increase the completion of your background check
- Credentials- type of credential and relevant dates

Click here to begin: [Click here to begin](#)

Please allow about 10-15 minutes to complete the background screening process.

Thank you!

Accurate C&S Services, Inc. (Accurate Screens)
VOE@AccurateScreens.com

877-773-0773

Welcome!

Are you ready to begin the background check process?

Once you start, you will complete the following steps:

- Provide consent to the electronic background check process and forms.
- Review and complete the necessary disclosures and authorization forms to give your consent to the background check.
- NOTE: Please have available the last 7 years of address history; Employer Name, Employer Contact Email & Phone number (if known); Professional Reference(s) Name, Professional Reference Email and Phone Number(s) (if known)
- Fill out the background application.
- Submit your information.

Do not click the back button on the web browser during this process. You will have the opportunity to edit the information you provide before submitting your questionnaire.

[Continue](#)

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ESIGN Act Disclosure and Consent

Pursuant to the Electronic Signatures in Global and National Commerce Act ("ESIGN Act") and the Uniform Electronic Transaction Act (UETA) the following ESIGN Act Disclosure and Consent explains how the background screening process will be conducted electronically by Accurate C&S Services Inc. (Accurate Screens) ("CRA"). After reviewing this Disclosure and Consent you can agree to proceed electronically by selecting the "I agree" checkbox and clicking the Continue button below. If you do not wish to proceed electronically, select "I do NOT agree" and click the Continue button to receive further instructions.

Electronic Delivery of Disclosures, Notices and Letters

- By operating in an electronic environment you agree to receive, access, sign, and submit documents necessary to complete the background screening process and investigation electronically.
- You consent to the use of electronic records and signatures in connection with your background investigation through Accurate C&S Services Inc. (Accurate Screens) and therefore you will receive any federal and state disclosures including, but not limited to, the disclosure and authorization, state law notices and disclosures, and any adverse action letters, electronically.
- You may choose to not use electronic records and may instead choose to have the documents necessary to complete your background investigation provided on paper or in non-electronic form; as well as the receipt of any disclosures, notices, and letters in non-electronic form. Doing so will delay completion of your background investigation and a fee may apply. [insert any fees fee if someone doesn't want to proceed electronically] To complete the background screening process in non-electronic form please contact Accurate C&S Services Inc. (Accurate Screens) at Phone: 877-773-0773, Fax: 877-773-0773 for further instructions.
- If, after consenting to the use of electronic records you would like to obtain a paper copy of any electronic record(s) please contact Accurate C&S Services Inc. (Accurate Screens) at Phone: 877-773-0773, Fax: 877-773-0773. A fee may apply.

Hardware and Software Requirements to Access and Retain Electronic Information

In order to access and retain electronic records you must have (i) a personal computer or other device which is capable of accessing the Internet. You will need a current and updated internet web browser. Versions of Chrome, Firefox, Safari, and Microsoft Edge browsers released within the last two years are supported; and (ii) you must have software which permits you to receive and access Portable Document Format or "PDF" files, such as a current or recent version of Adobe Acrobat Reader."

Updating Contact Information and Withdrawal of Electronic Acceptance

- You may always update your contact information by contacting Accurate C&S Services Inc. (Accurate Screens) at Phone: 877-773-0773, Fax: 877-773-0773.
- If you choose to proceed with the use of electronic records please note that you may withdraw your consent to the records being provided or made available in an electronic form at a later time by contacting Accurate C&S Services Inc. (Accurate Screens), at Phone: 877-773-0773, Fax: 877-773-0773.

Consent to Electronic Records

Do you agree to conduct the background screening process electronically through Accurate C&S Services Inc. (Accurate Screens)?

-
- ☒ I, (type full name), consent to transacting electronically, including receiving legally required notices electronically. I understand that Accurate C&S Services Inc. (Accurate Screens) uses computer technology to ensure that my signed documents are not altered after submission. I agree to allow Accurate C&S Services Inc. (Accurate Screens) to validate my signed documents in this way.
-
- ☐ I, (type full name), do not wish to electronically sign my documents. Rather, I prefer to print out and sign paper versions of the documents and return them by mail or in person to the Company. I understand this may delay the selection process with the Company.
-

Continue

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APPLICABLE JURISDICTIONS

Please provide the following information.

I certify that I am an individual seeking prospective or continued employment to work in:

Employment state *

California ▼

Employment county *

Alameda ▼

I certify that I am a resident of:

Residence state *

California ▼

Residence county *

Alameda ▼

Continue

**NOTICE REGARDING BACKGROUND CHECKS
PER CALIFORNIA LAW**

TEST COMPANY, (the "Company") will obtain an investigative consumer report, as that term is defined under California law, about you for employment purposes. These purposes may include hiring, promotion, retention or reassignment. The report(s) may contain information about your character, general reputation, personal characteristics, and mode of living.

The nature and scope of the investigation may include information related to criminal information or history, social security verification, motor vehicle records ("driving records"), social media, and verification of your education or employment history, and the reports will be used for a background check for employment purposes.

The investigation will be conducted by Accurate C&S Services Inc. (Accurate Screens), Phone: 877-773-0773, Fax: 877-773-0773, 8105 Edgewater Dr., 225, Oakland, CA 94621. Information about Accurate C&S Services Inc. (Accurate Screens) privacy practices can be viewed at <http://AccurateScreens.com>.

AUTHORIZATION

By signing below, I hereby authorize the obtaining of investigative consumer reports by the Company at any time after receipt of this authorization.

I understand that the scope of my authorization is not limited to the present and, if I am hired, will continue throughout the course of my employment and allow the Company to conduct future screenings for retention, promotion, or reassignment, as permitted by law and unless revoked by me in writing. NOTE: We recommend you consult with legal counsel regarding the permissibility and use of "evergreen consent" language when requesting investigative consumer reports under California's Investigative Consumer Reporting Agencies Act (CA Civ. Code § 1786.16(a)(2)).

☐ Check the box if you would like to receive a copy of the investigative consumer report, free of charge, if one is obtained by the Company.

California Residents or Employees - this summary of the provisions of California Civil Code § 1786.22 is being provided to you pursuant to state law.

Your employer intends to obtain information about you from an investigative consumer reporting agency (ICRA), as defined under California law, for employment purposes. Under California law you are entitled to visually inspect all files maintained about you by an ICRA, such as Accurate C&S Services Inc. (Accurate Screens), 8105 Edgewater Dr., 225, Oakland, CA 94621, Phone: 877-773-0773, Fax: 877-773-0773, upon request and presentation of proper identification during normal business hours and on reasonable notice as follows:

- **In person.** You may request a copy of your file. The ICRA may charge you for the actual copying costs associated with providing you with a copy of your file.
- **By telephone.** A summary of all information contained in the ICRA's file about you will be provided to you via telephone, if you have made a written request for telephone disclosure, and the toll charge, if any, for the telephone call is prepaid by or charged directly to you.
- **By certified mail.** You may make a written request for copies to be sent to a specified addressee. ICRA's complying with requests for certified mailings shall not be liable for disclosures to third parties caused by mishandling of mail after such mailings leave the ICRA.

"Proper identification" includes documents such as a valid driver's license, social security account number, military identification card, and credit cards. Only if you cannot identify yourself with such information may the ICRA require additional information concerning your employment and personal or family history in order to verify your identity.

The ICRA will provide trained personnel to explain any information furnished to you and will provide a written explanation of any coded information contained in files maintained on you. This written explanation will be provided whenever a file is provided to you for visual inspection.

You may be accompanied by one other person of your choosing, who must furnish reasonable identification. An ICRA may require you to furnish a written statement granting permission to the ICRA to discuss your file in such person's presence.

Residentes de los Empleados en California - esta muestra del sumario de los derechos bajo la ley del Estado de California en el código civil § 1786.22 es para que usted entienda sus derechos.

Su empleador va a conseguir información sobre usted de una agencia de reporte del consumidor, bajo las leyes del Estado de California, para uso en su empleo. Bajo las leyes del Estado de California, Usted tiene derecho, presentando previamente la identificación correcta (*), a que un investigador de la Agencia de Reporte del Consumidor ("CRA") le suministre la información que está en su archivo y esto se hace de la siguiente manera:

- **En persona.** La inspección visual de su archivo se hace en persona, durante horas hábiles y se debe solicitar, presentando en un período razonable, una notificación previa a su visita. Usted puede venir acompañado de la persona a usted desee, la cual debe presentar identificación personal válida. El CRA puede pedirle por escrito permiso para que el CRA pueda discutir su archivo en presencia de dicho acompañante.
- **Por teléfono.** Si desea obtener la información del sumario vía telefónica y usted la ha requerido por escrito y acompañada de la identificación correcta, el costo de la llamada estará bajo su responsabilidad, ya sea que esta sea prepagada o que se le cargue a usted directamente.
- **Por correo certificado.** Si usted pide por escrito que le envíen una copia por correo, a la dirección que usted indique, usted debe presentar previamente la identificación correcta y esta le será enviada por correo certificado. Si el CRA accede a dicho requerimiento de envío por correo certificado, el CRA no se hace responsable por la revelación de la información a terceras personas, causado por el mal manejo del correo después de que este haya salido de las instalaciones del CRA.

El CRA no le cobrará más de lo que actualmente se cobra por dar una copia de su archivo personal. El CRA cuenta con personal entrenado para explicar cualquier información que se suministre. El CRA explicará por escrito cualquier información codificada contenida en sus archivos personales.

Si usted elige la inspección visual del archivo bajo la opción 1 arriba mencionada, esta explicación por escrito se proveerá cuando el archivo le sea entregado.

(*) El término de IDENTIFICACIÓN CORRECTA, significa generalmente que la identificación suministrada se considera suficiente y veraz para reconocer a una persona. Tal información incluye documentos tales como la Licencia de Conducir, Número del Seguro Social, Tarjeta Militar y Tarjetas de Crédito.

Solamente, si el consumidor no se puede identificar correctamente con alguna de las opciones anteriores, entonces el investigador del CRA pedirá información adicional relacionada con su empleo o su historia personal o familiar para verificar su identidad.

☐ Marque esta casilla si desea recibir una copia de un informe de investigación del consumidor sin cargo si la Compañía obtiene uno siempre que tenga derecho a recibir dicha copia según la ley de California.

Acknowledgment

- ☒ I acknowledge receipt of the CALIFORNIA NOTICE AND AUTHORIZATION FOR INVESTIGATIVE CONSUMER REPORTS and certify that I have read and understand this document.

[Continue](#)

DISCLOSURE REGARDING BACKGROUND INVESTIGATION

TEST COMPANY, the "Company," may obtain information about you from a third party consumer reporting agency for employment purposes. Thus, you may be the subject of a "consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living. These reports may contain information regarding your criminal history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history (including income), or other background checks.

You have the right, upon written request made within a reasonable time, to request whether a consumer report has been run about you and to request a copy of your report. These searches will be conducted by Accurate C&S Services Inc. (Accurate Screens), Phone: 877-773-0773, Fax: 877-773-0773, <http://AccurateScreens.com>. To the extent permitted by law, the Company may obtain consumer reports from any outside organization throughout the course of your employment.

[End of DISCLOSURE REGARDING BACKGROUND INVESTIGATION]

Acknowledgment

- ☒ I acknowledge receipt of the Consumer Report (CR) Disclosure and certify that I have read and understand this document.

Continue

DISCLOSURE FOR INVESTIGATIVE CONSUMER REPORT

TEST COMPANY, Company, may request an investigative consumer report about you from a third party consumer reporting agency, in connection with your employment or application for employment. An "investigative consumer report" is a background report that includes information from personal interviews (except in California, where that term includes background reports with or without information obtained from personal interviews). The most common form of an investigative consumer report in connection with your employment is a reference check through personal interviews with sources such as your former employers and associates, and other information sources. The investigative consumer report may contain information concerning your character, general reputation, personal characteristics, mode of living, or income verification. You may request more information about the nature and scope of an investigative consumer report, if any, by contacting the Company.

If adverse action is taken resulting from information obtained, in whole or in part, from an investigative consumer report from a consumer reporting agency, you will have the option to receive a copy of the report from Accurate C&S Services Inc. (Accurate Screens), 8105 Edgewater Dr., 225, Oakland, CA 94621, <http://AccurateScreens.com>. Accurate C&S Services Inc. (Accurate Screens) can be contacted at <http://AccurateScreens.com> or by phone/fax at Phone: 877-773-0773, Fax: 877-773-0773.

[End of DISCLOSURE FOR INVESTIGATIVE CONSUMER REPORT]

Acknowledgment

- ☒ I acknowledge receipt of the Investigative Consumer Report (ICR) Disclosure and certify that I have read and understand this document.

Continue

Para información en español, visite www.consumerfinance.gov/learnmore o escriba a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check-writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment - or to take another adverse action against you - must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your "file disclosure"). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
 - a person has taken adverse action against you because of information in your credit report;
 - you are the victim of identity theft and place a fraud alert in your file;
 - your file contains inaccurate information as a result of fraud;
 - you are on public assistance;
 - you are unemployed but expect to apply for employment within 60 days.In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.consumerfinance.gov/learnmore for additional information.
- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See www.consumerfinance.gov/learnmore for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete, or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need - usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.consumerfinance.gov/learnmore.
- **You may limit "pre-screened" offers of credit and insurance you get based on information in your credit report.** Unsolicited "pre-screened" offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the list these offers are based on. You may opt out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).
- The following FCRA right applies with respect to nationwide consumer reporting agencies:

Consumers Have the Right To Obtain a Security Freeze

You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit www.consumerfinance.gov/learnmore.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:

TYPE OF BUSINESS:	CONTACT:
1. a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates	a. Consumer Financial Protection Bureau 1700 G Street N.W. Washington, DC 20552
b. Such offices that are not banks, savings associations, or credit unions also should list, in addition to the CFPB:	b. Federal Trade Commission: Consumer Response Center 600 Pennsylvania Avenue, N.W. Washington, DC 20580 (877) 382-4357
2. To the extent not included in item 1 above	a. Office of the Comptroller of the Currency Customer Assistance Group 1321 McKinney Street, Suite 3400 Houston, TX 77010-4650
a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks	b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480
b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and insured State branches of foreign banks), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 25A of the Federal Reserve Act	c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64105
c. Nonmember insured banks, insured State branches of foreign banks, and insured state savings associations	d. National Credit Union Administration Office of Consumer Financial Protection (OCFP) Division of Consumer Compliance Policy and Outreach 1775 Duke Street Alexandria, VA 22314
d. Federal Credit Unions	Asst. General Counsel for Aviation Enforcement & Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590
3. Air carriers	Office of Proceedings, Surface Transportation Board Department of Transportation 365 E Street, S.W. Washington, DC 20423
4. Creditors Subject to the Surface Transportation Board	Nareed Packers and Stockyards Administration area supervisor Associate Deputy Administrator for Capital Access United States Small Business Administration 405 Third Street, S.W., Suite 8250 Washington, DC 20415
5. Creditors Subject to the Packers and Stockyards Act, 1921	Securities and Exchange Commission 100 F Street, N.E. Washington, DC 20549
6. Small Business Investment Companies	Farm Credit Administration 1501 Farm Credit Drive Moline, IL 61701-0002
7. Brokers and Dealers	Federal Trade Commission: Consumer Response Center 600 Pennsylvania Avenue, N.W. Washington, DC 20580 (877) 382-4357
8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Production Credit Associations	
9. Retailers, Finance Companies, and All Other Creditors Not Listed Above	

Acknowledgment

- ☒ I acknowledge receipt of the Summary of Your Rights Under the Fair Credit Reporting Act (FCRA) and certify that I have read and understand this document.

Continue

AUTHORIZATION FOR BACKGROUND CHECK

I acknowledge receipt of the separate document(s) entitled FCRA DISCLOSURE REGARDING BACKGROUND INVESTIGATION and the disclosure entitled, A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT and understand that a background check will be conducted by the Company.

I understand that the scope of my authorization is not limited to the present and, if I am hired, will continue throughout the duration of my employment and allow the Company to conduct future screenings for retention, promotion or reassignment, as permitted by law and unless revoked by me in writing.

I hereby authorize the obtaining of consumer reports by the Company at any time after receipt of this authorization. To this end, I authorize any law enforcement agency, administrator, state or federal agency, institution, school or university (public or private), information service bureau, employer, or insurance company to furnish any and all background information requested by Accurate C&S Services Inc. (Accurate Screens) and/or the Company.

I understand that by typing my name and the last four digits of my Social Security Number or User ID, and clicking on the "SIGN ACKNOWLEDGMENT" button below, this represents my electronic signature, dated as of when I click on the "SIGN ACKNOWLEDGMENT" button, and that by doing so:

- I acknowledge I may request a hard copy of this Disclosure and Authorization form after agreeing to the background check electronically by calling Accurate C&S Services Inc. (Accurate Screens), at Phone: 877-773-0773, Fax: 877-773-0773

Agreement

I agree:

Last 4 of your social security number

Please note: the last four digits of your SSN may be required at a later time for verification purposes.

Sign Acknowledgment

Applicant

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Please provide your **legal name** as shown on your driver's license or other government issued identification.

* Last Name: JOHN * First Name: JOHNSON * Middle Name: Generation: - * SSN: 987-65-1234 * Confirm SSN: 987-65-1234 * DOB: JAN 1, 1990

☒ I certify that I do not
have a Middle Name

* Phone Number:

5101234567

+ Former Name/Alias

Cancel

Next →

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Applicant Address

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Please provide 7 years of address history.

Current Address

Current Address

United States of America

1234 HOME ROAD

94621

OAKLAND

CA

* Move-In Date

DEC 31, 2022

Previous Address

Previous Address

United States of America

321 LIVING STREET

94621

OAKLAND

CA

* Move-In Date

JAN 1, 2009

* Move-Out Date

DEC 31, 2022

+ Previous Address

Cancel

Next →

Employment Verification - Applicant

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Ordering Instructions:
Include two most recent employers:
- Date of Hire
- Date of Termination
- Last Position Held
- Eligibility for rehire

Please provide 2 previous employers.

Currently Employed? ☒ Yes ☐ No

Current Employer

* May We Contact This Employer?	No
* Employer	* Contact Phone
GROCER PLUS	5109876543
Contact Email	Contact Fax
Employer Address	
United States of America	
STREET ADDRESS	
ZIP CODE	* CITY
Additional Information	
* Name While at This Employer	
JOHN	JOHNSON
	MI
* Start Date	
JAN 2020	
* Job Title or Position	* Supervisor
CLERK	JANE DOE
Reason for Leaving	

+ Add Current Employer

Previous Employer

* May We Contact This Employer?	Yes
* Employer	* Contact Phone
FIRST JOB INC	4151234567
Contact Email	Contact Fax
Employer Address	
United States of America	
STREET ADDRESS	
ZIP CODE	* CITY
Additional Information	
* Name While at This Employer	
JOHN	JOHNSON
	MI
* Start Date	* End Date
DEC 2015	JAN 2020
* Job Title or Position	* Supervisor
CASHIER	JOHN SMITH
Reason for Leaving	
NEW JOB	

+ Add Previous Employer

Cancel

Next →

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Professional Reference Verification

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

* Name of Reference	Joe Clean		* Relationship	Coworker
* Phone	4153456789	Fax	(###) ###-####	
Comments		* Email		
		joeclean@fakemail.com		

+ Another Reference

Cancel

Next →

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Education Verification

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Order Entry step 5 of 7

* Name of Institution	LOCAL HIGH SCHOOL		* Name Used While Attending	JOHN JOHNSON	
Registrar Phone	###-###-####	Registrar Fax	* Start Date	SEP 2004	* End Date
Registrar's Email			* Degree Claimed	HIGH SCHOOL	Degree Date
* Institution's Address	1234 PRINCETON		Major	MM/YYYY	
94621	OAKLAND	CA	Honors	GPA	
Additional Information					

+ Another Institution

Cancel

Next →

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Instant Driving Records

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Ordering Instructions:
State of Residence

* License Number:

D12345678

* Issuing State:

California ▼

+ Another License

Cancel

Next →

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Application Summary

TEST COMPANY - TEST_DART +Edu +Ref Non DOT / Non Safety-Sensitive
Applicant

Please review your information for accuracy. If you would like to make changes, please click "Edit" (✎) next to an item. When you are finished, click the "Submit" button.

Applicant: ✎ JOHNSON JOHN
(987-65-1234, 01/01/1990)

Current Address: ✎ 1234 HOME ROAD
OAKLAND, CA 94621

Other Addresses: ✎ 321 LIVING STREET
OAKLAND, CA 94621

Search Summary for TEST_DART +Edu +Ref Non DOT /
Non Safety-Sensitive Applicant

Employment Verification ✎	GROCE PLUS CLERK FIRST JOB INC CASHIER
Professional Reference Verification ✎	JOE CLEAN
Education Verification ✎	LOCAL HIGH SCHOOL
Instant Driving Records ✎	California D1234567

Application Notes

Cancel

Submit →

Confirmation

Attention: Your application is not yet complete. Please read to the bottom of this page for the section on Additional Information.

Thank you for completing your online background questionnaire. Your confirmation number is **1332**. You may be asked for it if you need to contact TEST COMPANY at some future time. If you would like to print a copy of your Authorization or your Confirmation, please click on the appropriate button. If you have any questions regarding your consumer report, please contact our Consumer Report Agency (CRA), Accurate C&S Services Inc. (Accurate Screens).

TEST COMPANY
1234 Main St
Aliquippa, PA 15001

Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773

[Print Authorization](#)

[Print Confirmation](#)

Additional Information

Your PIN is the last 4 digits of your SSN or the user PIN you used when completing the authorization.

Based on the information you provided you must complete one or more additional forms. You can access the forms and instructions through the applicant portal.

Important: Please save your file number and PIN. Access to the applicant portal requires both. Your file number may have been provided to you as a reference number or a confirmation number. Linking from this page will sign you in automatically, but your file number and PIN will be required for all future access.

[Applicant Portal](#)

ACCURATE SCREENS
SCREENING FOR A SAFER WORKPLACE

Documents 3

Logout

Documents

JOHNSON JOHN#1332

The following list of form(s) or documents are needed to complete the consumer reports requested by Accurate C&S Services Inc. (Accurate Screens). If you are on public computer, be sure to close the web browser after uploading any forms or documents.

Required Forms and Documents

1. Drivers License - Front Image Upload
To complete your background check questionnaire, you are required to submit the front image of your drivers license. Please upload the front image of your valid drivers license below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
<http://AccurateScreens.com>

Thank you,

TEST COMPANY
1234 Main St
Aliquippa, PA 15001
Phone:
TEST COMPANY

Max file size: 5MB

 Upload

2. Drivers License - Back Image Upload
To complete your background check questionnaire, you are required to submit the back image of your drivers license. Please upload the back image of your valid drivers license below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
<http://AccurateScreens.com>

Thank you,

TEST COMPANY
1234 Main St
Aliquippa, PA 15001
Phone:
TEST COMPANY

Max file size: 5MB

 Upload

3. Social Security Number Card Upload
To complete your background check questionnaire, you are required to submit the a copy of your Social Security Number (SSN) card. Please upload the SSN card image below.

If you have any questions, please reach out to Accurate C&S Services Inc. (Accurate Screens)
8105 Edgewater Dr.
Suite 225
Oakland, CA 94621
Phone: 877-773-0773
Fax: 877-773-0773
<http://AccurateScreens.com>

Thank you,

TEST COMPANY
1234 Main St
Aliquippa, PA 15001
Phone:
TEST COMPANY

Max file size: 5MB

 Upload

5.1.3 EXPLAIN THE OPERATING REQUIREMENTS OF THE CUSTOMER’S STAFF.

The following operating requirements apply to the customer’s staff to ensure a smooth and compliant screening process:

- **Accurate and Complete Information:** The customer's staff must provide accurate and complete details about candidates, including full name, date of birth, addresses, and other required identifiers.
- **Authorization and Consent:** Staff must ensure that all candidates have provided valid, signed consent forms authorizing background checks, as required by applicable laws.
- **Compliance Awareness:** Staff should be familiar with relevant regulations (e.g., Fair Credit Reporting Act (FCRA) or GDPR) to ensure all actions comply with legal and ethical standards.
- **Secure Communication:** Customer staff must use secure communication channels to share sensitive information and adhere to data privacy protocols to prevent unauthorized access.
- **Clear Criteria for Evaluation:** The customer's staff should establish clear criteria for evaluating background check results and ensure that decisions are consistent and non-discriminatory.
- **Timely Cooperation:** Staff should respond promptly to requests for additional information or clarifications to prevent delays in the screening process.

5.1.4 PROVIDE AN EXAMPLE ORDER SCHEDULE OVERVIEW EXPLAINING TURNAROUND TIME.

1. The client orders the background screening via the portal.
2. The donor completes the authorization forms and background screening questionnaire.
3. Accurate begins the background screening.
 - a. Accurate submits an automated search of the database for records.
 - b. Accurate contacts the court/employer/educational institution for the records.
 - c. Accurate submits an order to our vetted FCRA compliant vendors for search results.
4. Results are reported in the background screening portal

Factors That May Affect Turnaround Times

Jurisdiction-Specific Delays: Local laws, holiday schedules, and workforce limitations may delay certain searches.

Third-Party Responses: Delays in responses from employers, institutions, or licensing bodies can extend processing times.

Incomplete Information: Missing or incorrect candidate information may require additional follow-ups, impacting timelines.

Manual vs. Automated Processes: Services requiring manual intervention often take longer than automated searches.

Translation Needs: For international verifications, translation of documents or records can add 1–5 additional business days.

Turnaround times are estimates and may vary based on specific cases. The client will be promptly informed of any unexpected delays.

5.1.5 EXPLAIN WHAT IS INVOLVED IN THE IMPLEMENTATION OF THE CONTRACT WITH A NEW CUSTOMER.

Onboarding/Implementation Procedures and Approvals

Accurate Screens follows a rapid implementation approach that enables customers to quickly realize value from their investment. After a contract is fully executed, customers will be transitioned from Sales to the Professional Services team at Accurate Screens. Each customer is asked to provide a Primary Project Contact. Professional Services will work with the client contact to schedule the Project Kickoff Meeting.

The implementation will consist of a series of working meetings to configure the Accurate features and functions needed to support the client's requirements. Meetings are held via web conference and conference call, and are typically one hour in duration. Implementation time frames vary depending upon the scope, and the products being implemented. The client will be assigned a primary Professional Services resource from Accurate Screens. This person will coordinate the need for any additional Accurate Screens resources, which will be dependent upon the scope of your project. The Accurate Screens Professional Services team is comprised of experienced resources with deep expertise in products, HRIS, and ATS solutions, as well as functional industry experience in HR, Recruiting and Hiring. Traditionally a straight forward Implementation takes between 5-7 days but sometimes much shorter.

To streamline the recruitment to hire process, Accurate partners with leading Applicant Tracking Systems (ATS) providers to deliver a pre-integrated, turn-key, and completely paperless solution. The client can experience the benefits of integrating these mission-critical processes including: having a more compliant, end-to-end recruiting and hiring process, faster turnaround times, decreasing your time to hire, increasing the probability of hiring the most qualified candidates, as well as increasing efficiency and lowering costs. These things are achieved by eliminating duplicate data entry and paper from the process, and lowering the risk of errors associated with manual data entry.

All Accurate Screens products and available services can be accessed with integration. In addition, Accurate Screens has developed strategic relationships with "best-in-class" partners that have allowed us to extend the Accurate solution beyond traditional employment background screening. We're dedicated to identifying strategic partners with solutions that can continue to bring additional value to our customers. Leveraging these solutions, we are able to deliver fully integrated, turn-key solutions that are easy to implement, and which improve our clients' experience and performance.

Planning and Consultation	Implementation	Training and Change Management	Customer Maintenance
Customer Information and Implementation Requirements are Gathered	Account Set Up	Users Are Trained, Customer Goes Live	Follow-up Teleconferences, Customer Support
1. Initial kick-off teleconference is conducted to assess customer needs.	1. Account is set up according to customer requirements. This includes products, services, users and user security, and invoicing.	1. Implementation Project Manager assists the customer with training coordination.	1. Implementation Project Manager schedules a series of follow-up teleconferences to gauge the level of satisfaction with products and services.
2. Implementation calls are conducted by an Implementation Project Manager to provide guidance and consultation on the account set up.	2. Account settings are communicated and explained to the customer. Any required revisions and tests are performed.	2. Implementation Project Manager gathers training requirements.	2. Account Manager ensures that you are receiving superior levels of service on an ongoing basis.
3. An implementation plan is prepared by the Implementation Project Manager in order to specify timelines, critical milestones, deliverables and goals.	3. Customer provides final approval on the account set up.	3. Super user and standard user dedicated Web-based training sessions are conducted.	3. Customer Service team provides on-going user support.
		4. Public training sessions are available for all users after the go-live.	4. Monthly customer satisfaction surveys are conducted to ensure the ongoing quality of and satisfaction with products and services.
		5. Implementation Project Manager assists the customer with the organizational change management.	

Kick Off Meeting

2. Schedule a Meeting With Stakeholders
 - a. Discuss Integration Requirements to Ensure, if Complex, work can begin promptly
 - b. Schedule Meeting(s) with Programmer and your required IT personnel
3. Discuss client's specific contract agreements to be signed and timeline for receipt
4. Send New Client User Form (Required to set up all users and allows the client to delegate the user's authority.
5. Send Accurate Screens specific agreements for signatures upon return of the New Client Form
6. Setup our background screening portal based on Users and RFP Required Components including A La Carte options
7. Share copies of all template disclosure and authorization forms for your legal's team review.
 - a. Provide copies of the following:
 - Welcome Letter that contains the background screening portal URL, temporary password and username and our Pledge To You, contact names, numbers, emails and general information
 - Copies of all sample authorization and disclosure forms
 - Sample Adverse Action Letter
 - Sample Adverse Action Letter – California

- Sample Final Notice of Adverse Action
 - Sample Pre Adverse Action Letter
 - Sample Pre Adverse Action Letter – California
 - Sample Final Notice of Adverse Action
 - Summary of Rights for Victims of Identity Theft
 - Summary of Rights Under the Fair Credit Reporting Act
 - Product Definitions
 - Notice to Users of Consumer Reports – Obligations of Users Under the FCRA
 - A La Carte Packages and Pass Through Government Fees
8. Schedule several training classes throughout the weeks to allow all users multiple opportunities to sign up for on-line training.

Throughout this timeframe, multiple meetings will be scheduled based on the complexity of your integration requirement. Additionally, ongoing Zoom/Teams training shall be provided for new employees and recorded training modules shall be available for review/refreshers.

Implementation Timeline

The implementation timeline varies based on the client environment as well as requirements. We can implement customers in as short as 2 to 4 weeks, based on usage of our platform and services. Implementations including Applicant Tracking System (ATS) integration and drug screening services typically take 4 to 6 weeks.

Linked Customized Account Set Up

Accurate's system allows for client configuration to include parent/child relationships. This hierarchy works like a pyramid, where you can create as many layers as needed, but access can only go down the chain, not up or across.

Linked accounts allow us to set up multiple users for one person at different client locations and then link them together. This user will then be able to log in with one username and password and toggle between their linked locations.

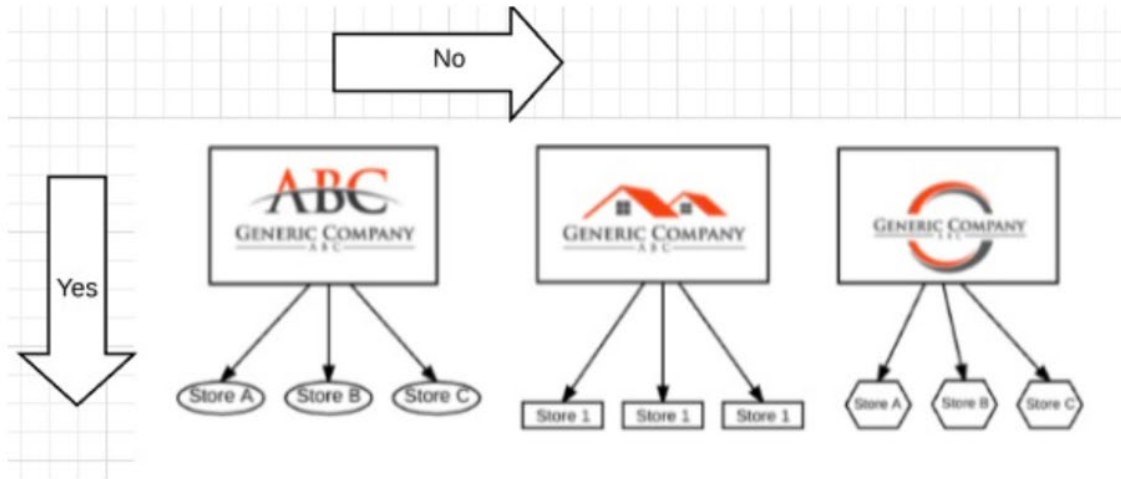
Additionally, capabilities include:

1. Create a main user who needs to access different locations
2. Create linked account users in the other locations
3. Link the linked account users to the main account and toggle between accounts

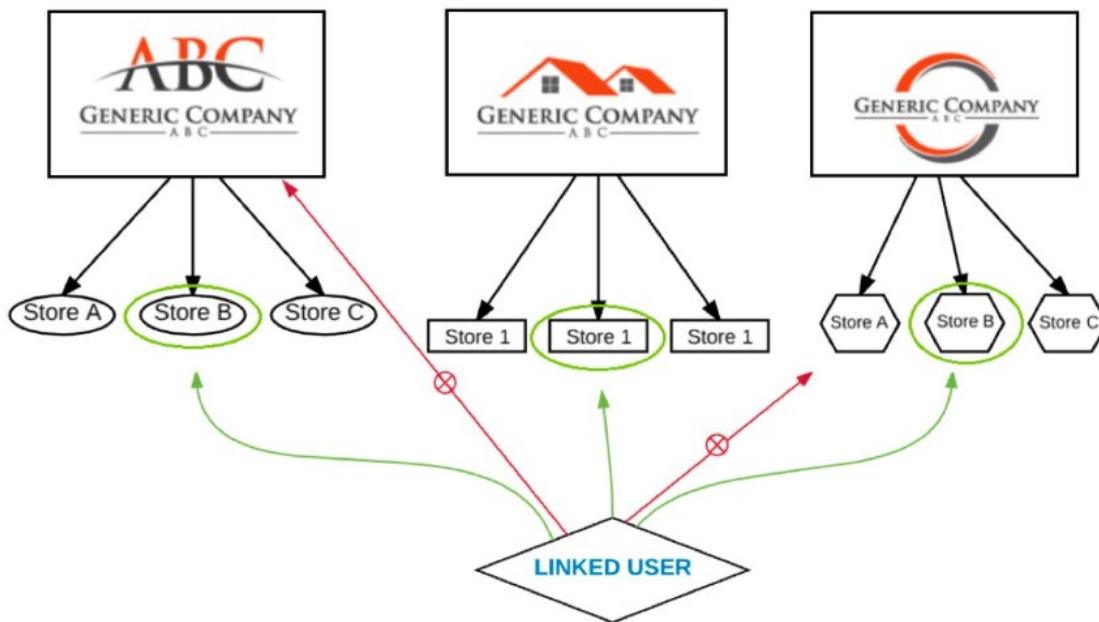
Linked accounts will honor the user's permission of each configuration. For example, the permissions will be honored if they can order and view reports in one location but are only allowed to view reports in another. Linked users can be added to a current Parent/Child relationship or configured like a standalone web structure where you can designate the user access.

If an auditor needs to access to multiple clients and sub-clients, you can create a customized linked account for them that will be able to give them access only to the specific organizations they need, even different parent clients, without giving them access to the entire level.

Parent/Child relationship:



Linked Account User:



5.1.6 WHAT IS THE CUSTOMER EXPECTED TO PROVIDE TO FACILITATE YOUR SERVICE.

The customer is expected to provide:

- **Candidate Information:** Complete and accurate details about the candidate, including full name, date of birth, current and past addresses, Social Security Number (or equivalent identifiers), and other necessary details specific to the screening type.

- **Screening Criteria:** Clear instructions on the scope of the background check, such as the types of records to search (e.g., criminal, employment, education) and any specific geographic or industry considerations.
- **Point of Contact:** A designated point of contact within the customer's organization to coordinate the process, resolve queries, and address any issues that may arise during the screening.
- **Compliance Guidelines:** A commitment to follow legal and ethical practices, including non-discriminatory use of screening results and compliance with data privacy laws.

5.1.7 IDENTIFY ANY SUBCONTRACTORS OR THIRD-PARTY SERVICES THAT WILL BE UTILIZED IN THE PERFORMANCE OF THE SERVICES.

Accurate will not utilize any subcontractors. We may use vendors for court searches and verifications.

5.1.8 DESCRIBE AND CLEARLY INDICATE ANY EXCEPTIONS TO THE SPECIFICATIONS OR REQUIREMENTS FOUND IN THIS RFP.

We do not have any exceptions to the specifications in the RFP.

5.1.9 PROVIDE ANY ADDITIONAL INFORMATION YOU FEEL IS NECESSARY.

Decision Matrix: Value-Added Employer Assessment Tool

In line with the Equal Employment Opportunity Commission (EEOC) 2012 guidance, employers should follow sensible procedures in considering the past conviction records of job applicants such as the nature and gravity of the offense, the time since it occurred and how it related to the job being held or sought. The Individualized Assessment gives the candidate an opportunity to provide additional information and details about their criminal history for the employer to consider such as age when it occurred, the total number of prior offenses, rehabilitation efforts and evidence that they performed the same type of work post-conviction without any problems. Providing a fair review of qualifications and background, then, following non-discriminatory practices will enable employers to protect their interests and the interests of those they service, without excessively burdening applicants for past mistakes. Plaintiff attorneys are initiating actions against employers for failing to have policies and procedures in place to assess the job, the criminal offense(s), determine job relatedness and consistence with business necessity and then perform an individualized assessment.

Our complimentary Decision Matrix provided to our clients, allow our clients to select the job attributes of a position and easily categorize criminal offenses. This provides an instant indicator of job-relatedness and business necessity, and leads you, the employer, through the EEOC "Individualized Assessment". The entire process takes about 4 minutes on-line and allows consistency of evaluation while documenting the process for every assessment in a stored .pdf that proves compliance.

Adverse Event

Another common standard in the industry is to include adverse action support. This process allows the employer to create a set of rules for adjudicating the results of reports to either pass or review the outcome. With Accurate Screens, the employer can auto-generate the pre-adverse action letter and review the information on the applicants' reports before sending out the adverse action letter. The adverse action can include a denial of an offer, refusal for a promotion, restriction from certain places within the organization, to include a few examples. With the help of the first review through Accurate Screens, the employer can spend less time with the initial reviews of the reports and will be able to easily identify the information in the report that included adverse information. This allows the employer to reduce mistakes in the process.

Our screening portal is completely setup with built-in compliance based on FCRA, state and local requirements. All state and local notifications forms and documents are built-into our portal. When updates have occurred, our QA Managers automatically update these documents. Additionally, our software platform provider stays abreast of all such changes and as a value-added service, notifies us when such forms have been updated/changed. Our software portal provide, also, have high level QA and Compliance Directors so our clients receive two-fold compliance measures from Accurate and our software portal provider expert QA Compliance Managers.

Our built-in Pre-Adverse and Adverse Event portal allows users to enter the reason one will not be hired. That reason is placed in the pre-formatted letter that will be emailed/mailed to the applicant. Our system allows you to enter the number of days you will require a response as the default is set at 7 days. The system then allows, at a click of a button, to send the Adverse Event document, again with built-in compliance per FCRA and regulatory guidelines.

Consumer Dispute Procedures

In the course of providing information to our clients, we may receive communication from consumers disputing all, or part, of the information we have provided. Upon receipt of such a communication, our policy is to:

- ◆ At no charge to the consumer, re-investigate, confirm, correct and/or delete the disputed information within 30 days of our receipt of the notice of the dispute.
- ◆ Notify the information provider of the dispute with 5 days of receipt.
- ◆ The customer service representative handling the dispute will consider the information provided by the consumer. If the customer service representative believes the dispute is frivolous or irrelevant, the representative should speak with their supervisor. If the supervisor agrees, legal counsel will be consulted and the consumer will be so advised.
- ◆ Upon conclusion of the re-investigation, the appropriate parties, e.g., consumer, employer, client, will be notified and the consumer shall be informed of our re-investigation process.

To ensure we do not re-report this information we have a policy and procedure as follows.

- When a consumer disputes information and we correct or remove information, we note their Social Security Number and enter it into our technology system.
- That Social Security Number is flagged by our system so that in the future when any information is ordered on that Social Security Number, information cannot be returned to the client until the information has been reviewed by our responsible employee. In effect, this is a “reporting freeze”.
- The employee will examine the recent information that has been obtained and ensure that the current report does not contain the previously reported inaccurate or unverifiable information.
- If the report does not contain the previously reported incorrect information, the record is unlocked and allowed to be dispatched to the client.
- If the information in the locked record that we did not report was still incorrect, we attempt to determine why and take any action we can to prevent it in the future.
- In some circumstances, if the information we received was still incorrect from the source, we will contact the source to let them know they are (still) reporting incorrect information. This is a service to the consumer.
- As an employer, you are legally obligated to go through the following steps to disqualify someone employment due to the results of the background check:
 - Provide your applicant with a pre-adverse action letter, a copy of the entire background report, a Summary of your Rights Under the FCRA form, and if in California, The California Statement of Consumer Rights form.

- Your applicant has 5 business days to resolve and/or dispute any negative information contained in their report and follow up with Accurate Screens, the Consumer Reporting Agency (CRA). Best practice is to allow 10 business days since some states and courts allow the applicant 10 days to respond.
- The CRA has 30 days to investigate the accuracy of the information contested.
- The pre-adverse action letter must include the name of the CRA (Accurate Screens), address and phone number so your applicant can contact the CRA, if they wish to do so, in order to find out the details regarding the negative information they wish to dispute.
- Should the period of 5 – 10 business days pass and your applicant has not made an attempt to correct or update the information or demonstrated they are in the process of disputing the information contained in their report, you must then provide your applicant with an adverse-action letter, a copy of the entire background report, “A Summary of Your Rights Under the Fair Credit Reporting Act,” and if in California, the California statement of consumer rights. The adverse action letter communicates to your applicant they are no longer being considered for employment and their decision was influenced by in the Consumer and/or Investigative Report, made at the employers request and provided by the name, address, and phone number of the CRA.
- If we receive inaccurate information, we append the background screening report with the correct information.
- We will always inform our client that the applicant has reached out to Accurate to dispute information.

If the applicant contacts Accurate Screens after 5 days, we will process or investigate any additional information or corrections the applicant provides and will release a final report based on the reinvestigation and additional information or corrections the applicant provided.

Accurate’s company policy is that any employee receiving a communication from a consumer disputing, or questioning information on a report, should immediately forward the communication to a consumer customer service representative. If by phone, do not dispute what the consumer says or get into the details—transfer the call to a representative, their voice mail or take a message.

Escalation

The client can call in to the regular customers line or their dedicated account manager. Once the customer service rep receives the call, root cause analysis will be performed to determine the problem. If the problem cannot be solved, it will be elevated to their supervisor and if required, other stakeholders will become involved. Depending on the severity of the problem, it will be escalated within 24 hours, at the most.

All of Accurate Screens' customer service and operations teams are trained to be able to properly and professionally answer any questions or resolve issues within their role's purview in order to assist our client. They have access to the client's profile to understand any issues or preferences. If there is an issue that cannot be resolved at that level, the Accurate Screens employee will send the request to the Implementation Manager and their immediate supervisor and the client's Account Manager, as well. At this level, relevant departments will be contacted to ensure seamless communication.

Service	Unit of Measure	List Price
Social Security Number Verification	Per SSN	\$3.00
Consent Based Social Security Number Verification (CBSV)	Per SSN	\$15.00
E-Verify	Per Search	\$5.00
County – 7 Years (Additional fees may apply)	per county	\$8.00
County – 7 Years (Additional fees may apply)	for all counties	\$16.00
Statewide (Additional fees may apply)	per state	\$8.00
Federal Criminal (Additional fees may apply)	per district	\$8.00
National Criminal Database Search	Per Name	\$3.00
National Criminal Database Alias Search	Per Name	\$5.50
Federal Statewide Criminal	Per State	\$7.00
Federal Nationwide Criminal	Per Search	\$7.00
Criminal Continuous Monitoring	Monthly	\$2.75
Multi-jurisdictional database search	Per Search	\$3.50
National Sex Offender Search (One time)	per name	\$3.00
Sex Offender Continuous Monitoring	Monthly	\$2.50
First Alert Arrest Continuous Monitoring	Monthly	\$3.50
Global Security Watch List	Per Search	\$2.00
Bankruptcy/Lien / Judgement Filings Search	Per Search	\$10.00
Bankruptcy Filings Search Only	Per Search	\$5.00
Civil – Upper – 7 years (Additional fees may apply)	Per location	\$7.00
Civil – Lower – 7 years (Additional fees may apply)	Per location	\$7.00
Federal Civil – 7 years (Additional fees may apply)	Per Search	\$7.00
County Civil Search (Additional fees may apply)	per county	\$7.00
Education Verification (additional fees may apply)	per institution	\$8.00
Employment Verification (standard handling is 3 attempts over 5 days) (additional fees may apply)	per employer	\$8.00
Professional Reference Check	per reference	\$8.00
Personal Reference Check	per reference	\$8.00
Professional License/Credential Verification (additional fees may apply)	per license	\$8.00
Professional License Verification Monitoring	Monthly	\$3.00
Military Records	Per Search	\$8.00
National Practitioner’s Data Bank (NPDB) Check	Per Search	\$5.00
Motor Vehicle Records Check (Driving Record) (Additional fees may apply)	Per State	\$7.50

Driver Monitoring	Monthly	\$3.00
Credit Report	Per SSN	\$8.00
Healthcare Violations/Compliance FACIS Level 1	Per Search	\$5.00
Healthcare Violations/Compliance FACIS Level 3	Per Search	\$6.00
Health Care Sanction Check and Monitoring (FACIS Level 3)	Monthly	\$2.50
Nurse Aide Registry Check	Per Search	\$5.00
Adult Abuse Registry Check	Per Search	\$5.00
Elder Abuse Registry	Per Search	\$5.00
Child abuse registry check	Per Search	\$5.00
Medical Credentialing Solutions Checks	Per Search	\$5.00
FDA Disqualified/Restricted/Assurance Lists Check	Per Search	\$1.75
International Research (Additional fees may apply)	Per Search	\$30.00
Prohibited Party Check	Per Search	\$6.00
OFAC Check	Per Search	\$3.50
Continuous OFAC Monitoring	Monthly	\$2.00
Global Security Watch List	Per Search	\$3.50
Drug Testing Annual Consortium Fee	annually	\$150.00
Drug Testing: Random Testing (Quarterly)	per quarter	\$100.00
DOT Drug and Alcohol Previous Employer Request	Per Request	\$10.00
DOT Physical Exam	Per Exam	\$135.00
DOT Drug Test Panel	Per Test	\$39.00
Commercial Driver's License Information System (CDLIS)	Per Search	\$6.00
Pre-Employment Screening Program (PSP)	Per Search	\$15.00
State Rental Records Search	Per Search	\$10.00
National Rental Records Search	Per Search	\$10.00
Tenant Screening	Per Search	\$6.00
Bankruptcy, liens, and judgements	Per Search	\$6.00
Urine 5-9 Panel Full Service (includes collection, lab, & MRO) Quest Lab	Per Test	\$38.00
5 Panel non-DOT Look-a-Like (Quest Lab)	Per Test	\$38.50
Urine 10 Panel Full Service (includes collection, lab, & MRO) Quest Lab	Per Test	\$39.50
Healthcare Drug Test Panel (Quest Lab)	Per Test	\$36.00
5- Panel Saliva Drug Testing	Per Test	\$31.00
5- Panel Saliva Drug Testing + Expanded Opiates	Per Test	\$41.00
Hair Drug Testing - 5 Panel	Per Test	\$100.00

Alcohol Test Check	Per Test	\$48.00
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State	County	Court Totals	Fee Description
AL	ALABAMA	\$1.00	
AL	AUTAUGA	\$1.00	
AL	BALDWIN	\$1.00	
AL	BARBOUR	\$1.00	
AL	BIBB	\$1.00	
AL	BLOUNT	\$1.00	
AL	BULLOCK	\$1.00	
AL	BUTLER	\$1.00	
AL	CALHOUN	\$1.00	
AL	CHAMBERS	\$1.00	
AL	CHEROKEE	\$1.00	
AL	CHILTON	\$1.00	
AL	CHOCTAW	\$1.00	
AL	CLARKE	\$1.00	
AL	CLAY	\$1.00	
AL	CLEBURNE	\$1.00	
AL	COFFEE	\$1.00	
AL	COLBERT	\$1.00	
AL	CONECUH	\$1.00	
AL	COOSA	\$1.00	
AL	COVINGTON	\$1.00	
AL	CRENSHAW	\$1.00	
AL	CULLMAN	\$1.00	
AL	DALE	\$1.00	
AL	DALLAS	\$1.00	
AL	DE KALB	\$1.00	
AL	ELMORE	\$1.00	
AL	ESCAMBIA	\$1.00	
AL	ETOWAH	\$1.00	
AL	FAYETTE	\$1.00	
AL	FRANKLIN	\$1.00	
AL	GENEVA	\$1.00	
AL	GREENE	\$1.00	
AL	HALE	\$1.00	
AL	HENRY	\$1.00	
AL	HOUSTON	\$1.00	
AL	JACKSON	\$1.00	
AL	JEFFERSON	\$1.00	
AL	LAMAR	\$1.00	
AL	LAUDERDALE	\$1.00	
AL	LAWRENCE	\$1.00	
AL	LEE	\$1.00	
AL	LIMESTONE	\$1.00	
AL	LOWNDES	\$1.00	
AL	MACON	\$1.00	
AL	MADISON	\$1.00	
AL	MARENGO	\$1.00	
AL	MARION	\$1.00	
AL	MARSHALL	\$1.00	
AL	MOBILE	\$1.00	
AL	MONROE	\$1.00	
AL	MONTGOMERY	\$1.00	
AL	MORGAN	\$1.00	
AL	PERRY	\$1.00	
AL	PICKENS	\$1.00	
AL	PIKE	\$1.00	
AL	RANDOLPH	\$1.00	
AL	RUSSELL	\$1.00	
AL	SAINT CLAIR	\$1.00	
AL	SHELBY	\$1.00	
AL	SUMTER	\$1.00	
AL	TALLADEGA	\$1.00	
AL	TALLAPOOSA	\$1.00	

AL	TUSCALOOSA	\$1.00	
AL	WALKER	\$1.00	
AL	WASHINGTON	\$1.00	
AL	WILCOX	\$1.00	
AL	WINSTON	\$1.00	
AR	BRADLEY	\$6.00	
AR	CALHOUN	\$5.00	
AR	CARROLL	\$1.00	
AR	CHICOT	\$5.00	
AR	CLARK	\$10.00	
AR	CLAY	\$12.00	
AR	CLEBURNE	\$5.00	
AR	CONWAY	\$5.00	
AR	CROSS	\$10.00	
AR	DESHA	\$5.00	
AR	FRANKLIN	\$5.00	
AR	GRANT	\$10.00	
AR	GREENE	\$5.00	
AR	HEMPSTEAD	\$5.00	
AR	HOWARD	\$1.00	
AR	IZARD	\$6.00	
AR	JEFFERSON	\$5.00	
AR	JOHNSON	\$5.00	
AR	LAWRENCE	\$5.00	
AR	LEE	\$20.00	
AR	MILLER	\$5.00	
AR	MISSISSIPPI	\$4.00	
AR	NEVADA	\$6.00	
AR	OUACHITA	\$5.00	
AR	PERRY	\$5.00	
AR	PHILLIPS	\$5.00	
AR	POPE	\$3.00	
AR	RANDOLPH	\$6.00	
AR	SAINT FRANCIS	\$5.00	
AR	SHARP	\$6.00	
AR	WASHINGTON	\$5.00	per defendant history
AR	YELL	\$3.00	
AZ	APACHE	\$28.00	
AZ	COCHISE	\$28.00	
AZ	COCONINO	\$28.00	
AZ	GILA	\$28.00	
AZ	GRAHAM	\$28.00	
AZ	GREENLEE	\$28.00	
AZ	LA PAZ	\$28.00	
AZ	MOHAVE	\$28.00	
AZ	NAVAJO	\$28.00	
AZ	PINAL	\$28.00	
AZ	SANTA CRUZ	\$28.00	
AZ	YAVAPAI	\$28.00	
AZ	YUMA	\$28.00	
CA	ALPINE	\$15.00	
CA	AMADOR	\$15.00	
CA	DEL NORTE	\$15.00	
CA	IMPERIAL	\$15.00	
CA	INYO	\$15.00	
CA	KINGS	\$15.00	
CA	LAKE	\$15.00	
CA	LASSEN	\$15.00	
CA	LOS ANGELES	\$4.25	
CA	MARIN	\$0.50	per page for all records
CA	MARIPOSA	\$15.00	
CA	MENDOCINO	\$15.00	
CA	MERCED	\$0.50	per page for all records
CA	MODOC	\$15.00	

CA	MONO	\$15.00	
CA	PLUMAS	\$15.00	
CA	SACRAMENTO	\$15.00	
CA	SAN BENITO	\$15.00	
CA	SAN LUIS OBISPO	\$15.00	
CA	TRINITY	\$15.00	
CA	TULARE	\$0.50	per page for all records
CA	TUOLUMNE	\$15.00	applies when files are pulled from storage
CO	ADAMS	\$2.20	
CO	ALAMOSA	\$2.20	
CO	ARAPAHOE	\$2.20	
CO	ARCHULETA	\$2.20	
CO	BACA	\$2.20	
CO	BENT	\$2.20	
CO	BOULDER	\$2.20	
CO	BROOMFIELD	\$2.20	
CO	CHAFFEE	\$2.20	
CO	CHEYENNE	\$2.20	
CO	CLEAR CREEK	\$2.20	
CO	COLORADO	\$2.20	
CO	COLORADOSWC	\$2.20	
CO	CONEJOS	\$2.20	
CO	COSTILLA	\$2.20	
CO	CROWLEY	\$2.20	
CO	CUSTER	\$2.20	
CO	DELTA	\$2.20	
CO	DENVER	\$3.50	
CO	DOLORES	\$2.20	
CO	DOUGLAS	\$2.20	
CO	EAGLE	\$2.20	
CO	EL PASO	\$2.20	
CO	ELBERT	\$2.20	
CO	FREMONT	\$2.20	
CO	GARFIELD	\$2.20	
CO	GILPIN	\$2.20	
CO	GRAND	\$2.20	
CO	GUNNISON	\$2.20	
CO	HINSDALE	\$2.20	
CO	HUERFANO	\$2.20	
CO	JACKSON	\$2.20	
CO	JEFFERSON	\$2.20	
CO	KIOWA	\$2.20	
CO	KIT CARSON	\$2.20	
CO	LA PLATA	\$2.20	
CO	LAKE	\$2.20	
CO	LARIMER	\$2.20	
CO	LAS ANIMAS	\$2.20	
CO	LINCOLN	\$2.20	
CO	LOGAN	\$2.20	
CO	MESA	\$2.20	
CO	MINERAL	\$2.20	
CO	MOFFAT	\$2.20	
CO	MONTEZUMA	\$2.20	
CO	MONTROSE	\$2.20	
CO	MORGAN	\$2.20	
CO	OTERO	\$2.20	
CO	OURAY	\$2.20	
CO	PARK	\$2.20	
CO	PHILLIPS	\$2.20	
CO	PITKIN	\$2.20	
CO	PROWERS	\$2.20	
CO	PUEBLO	\$2.20	
CO	RIO BLANCO	\$2.20	
CO	RIO GRANDE	\$2.20	

CO	ROUTT	\$2.20	
CO	SAGUACHE	\$2.20	
CO	SAN JUAN	\$2.20	
CO	SAN MIGUEL	\$2.20	
CO	SEDGWICK	\$2.20	
CO	SUMMIT	\$2.20	
CO	TELLER	\$2.20	
CO	WASHINGTON	\$2.20	
CO	WELD	\$2.20	
CO	YUMA	\$2.20	
FL	SUWANNEE	\$2.00	per year
FL	TAYLOR	\$2.00	per year
GU	GUAM	\$4.00	\$4 + \$12 per case
HI	ALL COUNTIES	\$5.00	\$5 + \$10 for records
ID	ALL COUNTIES	\$16.00	\$16 per 16 record that require DOB verification
IL	Adams		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Alexander		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Bond		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Boone		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Brown		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Bureau		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Calhoun		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Carroll		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Cass		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Christian		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Clark		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Clay		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Clinton		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Coles		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Crawford		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Cumberland		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Dewitt		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Douglas		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Edgar		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Edwards		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Effingham		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Fayette		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Ford		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Franklin		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Fulton		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Gallatin		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Greene		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Grundy		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Hamilton		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Hancock		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Hardin		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Henderson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Henry		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Iroquois		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Jackson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Jasper		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Jefferson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Jersey		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Jo Daviess		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Johnson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Knox		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Lawrence		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Livingston		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Logan		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Macon		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Macoupin		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Marion		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Marshall		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Mason		\$0.09 (clears included)+ Per record returned: \$0.19

IL	Massac		\$0.09 (clears included)+ Per record returned: \$0.19
IL	McDonough		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Menard		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Mercer		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Monroe		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Montgomery		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Morgan		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Moultrie		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Ogle		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Perry		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Piatt		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Pike		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Pope		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Pulaski		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Putnam		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Randolph		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Richland		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Rock Island		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Saline		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Schuyler		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Scott		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Shelby		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Stark		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Stephenson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Union		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Wabash		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Warren		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Washington		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Wayne		\$0.09 (clears included)+ Per record returned: \$0.19
IL	White		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Whiteside		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Williamson		\$0.09 (clears included)+ Per record returned: \$0.19
IL	Woodford		\$0.09 (clears included)+ Per record returned: \$0.19
KS	SEDGWICK	\$0.00	0
LA	EVANGELINE	\$5.00	
LA	TENSAS	\$20.00	
ME	ANDROSCOGGIN	\$40.00	
ME	AROOSTOOK	\$40.00	
ME	CUMBERLAND	\$40.00	
ME	FRANKLIN	\$40.00	
ME	HANCOCK	\$40.00	
ME	KENNEBEC	\$40.00	
ME	KNOX	\$40.00	
ME	LINCOLN	\$40.00	
ME	OXFORD	\$40.00	
ME	PENOBSCOT	\$40.00	
ME	PISCATAQUIS	\$40.00	
ME	SAGadahoc	\$40.00	
ME	SOMERSET	\$40.00	
ME	WALDO	\$40.00	
ME	WASHINGTON	\$40.00	
ME	YORK	\$40.00	
MI	ALCONA	\$20.00	
MI	ALGER	\$20.00	
MI	ARENAC	\$10.00	
MI	BARAGA	\$15.00	
MI	BARRY	\$10.00	
MI	BENZIE	\$3.00	
MI	BERRIEN	\$10.00	
MI	BRANCH	\$10.00	
MI	CASS	\$10.00	
MI	CHARLEVOIX	\$10.00	\$10 + \$1 per page for records
MI	CLARE	\$19.00	
MI	CRAWFORD	\$5.00	\$5 + \$1 per page for records

MI	DELTA	\$40.00	
MI	DICKINSON	\$10.00	
MI	EMMET	\$5.00	
MI	GLADWIN	\$19.00	
MI	GOGEBIC	\$50.00	
MI	HILLSDALE	\$0.00	
MI	HURON	\$10.00	
MI	IONIA	\$12.00	
MI	IOSCO	\$10.00	
MI	IRON	\$40.00	
MI	JACKSON	\$1.25	
MI	KALKASKA	\$10.00	
MI	KEWEENAW	\$20.00	
MI	MACKINAC	\$10.00	
MI	MACOMB		\$2.00 per name + \$2.00 per page for any found record
MI	MARQUETTE	\$20.00	
MI	MECOSTA	\$10.00	
MI	MENOMINEE	\$0.00	
MI	MIDLAND	\$5.00	
MI	MISSAUKEE	\$5.00	
MI	MONTCALM	\$17.00	
MI	MONTMORENCY	\$5.00	
MI	OCEANA	\$5.00	\$5 + \$1 per page
MI	OGEMAW	\$5.00	
MI	ONTONAGON	\$15.00	
MI	OSCEOLA	\$5.00	
MI	OSCODA	\$20.00	
MI	OTSEGO	\$5.00	
MI	PRESQUE ISLE	\$5.00	
MI	ROSCOMMON	\$5.00	
MI	SANILAC	\$20.00	
MI	SCHOOLCRAFT	\$10.00	
MI	SHIAWASSEE	\$10.00	
MI	TUSCOLA	\$10.00	
MS	BENTON	\$10.00	
MS	GEORGE	\$12.50	
MS	GREENE	\$10.00	
MS	HANCOCK	\$10.00	
MS	JACKSON	\$1.00	
MS	PERRY	\$15.00	
MS	STONE	\$10.00	
MS	TIPPAH	\$2.50	
MS	WARREN	\$5.00	
MT	BEAVERHEAD	\$24.00	
MT	BIG HORN	\$34.00	
MT	BLAINE	\$17.00	
MT	BROADWATER	\$28.00	
MT	CARBON	\$24.00	
MT	CARTER	\$28.00	
MT	CASCADE	\$13.00	
MT	CHOUTEAU	\$28.00	
MT	CUSTER	\$28.00	
MT	DANIELS	\$28.00	
MT	DAWSON	\$9.00	
MT	DEER LODGE	\$39.00	
MT	FALLON	\$39.00	
MT	FERGUS	\$29.00	
MT	FLATHEAD	\$25.00	
MT	GALLATIN	\$3.50	
MT	GARFIELD	\$39.00	
MT	GLACIER	\$24.00	
MT	GOLDEN VALLEY	\$39.00	
MT	GRANITE	\$21.00	
MT	HILL	\$7.00	

MT	JEFFERSON	\$22.00	
MT	JUDITH BASIN	\$28.00	
MT	LAKE	\$10.00	
MT	LEWIS AND CLARK	\$17.50	
MT	LIBERTY	\$28.00	
MT	LINCOLN	\$21.00	
MT	MADISON	\$28.00	
MT	MCCONE	\$39.00	
MT	MEAGHER	\$28.00	
MT	MINERAL	\$32.50	
MT	MISSOULA	\$10.00	
MT	MUSSELSHELL	\$39.00	
MT	PARK	\$24.00	
MT	PETROLEUM	\$28.00	
MT	PHILLIPS	\$14.00	
MT	PONDERA	\$17.50	
MT	POWDER RIVER	\$39.00	
MT	POWELL	\$39.00	
MT	PRAIRIE	\$34.00	
MT	RAVALLI	\$7.50	
MT	RICHLAND	\$25.50	
MT	ROOSEVELT	\$19.00	
MT	ROSEBUD	\$24.00	
MT	SANDERS	\$27.50	
MT	SHERIDAN	\$28.00	
MT	SILVER BOW	\$24.00	
MT	STILLWATER	\$28.00	
MT	SWEET GRASS	\$29.00	
MT	TETON	\$17.50	
MT	TOOLE	\$29.00	
MT	TREASURE	\$27.50	
MT	VALLEY	\$28.00	
MT	WHEATLAND	\$28.00	
MT	WIBAUX	\$28.00	
NC	ALL COUNTIES	\$0.25	per NC MF Command. No fee on Clears.
NH	BELKNAP	\$10.00	upper court only
NH	CARROLL	\$10.00	upper court only
NH	CHESHIRE	\$10.00	upper court only
NH	COOS	\$10.00	upper court only
NH	GRAFTON	\$10.00	upper court only
NH	HILLSBOROUGH	\$20.00	upper court only
NH	MERRIMACK	\$10.00	upper court only
NH	ROCKINGHAM	\$10.00	upper court only
NH	STRAFFORD	\$10.00	upper court only
NH	SULLIVAN	\$10.00	upper court only
NJ	ATLANTIC	\$4.00	
NJ	BERGEN	\$4.00	
NJ	BURLINGTON	\$4.00	
NJ	CAMDEN	\$4.00	
NJ	CAPE MAY	\$4.00	
NJ	CUMBERLAND	\$4.00	
NJ	ESSEX	\$4.00	
NJ	GLOUCESTER	\$4.00	
NJ	HUDSON	\$4.00	
NJ	HUNTERDON	\$4.00	
NJ	MERCER	\$4.00	
NJ	MIDDLESEX	\$4.00	
NJ	MONMOUTH	\$4.00	
NJ	MORRIS	\$4.00	
NJ	NEW JERSEY	\$4.00	
NJ	OCEAN	\$4.00	
NJ	PASSAIC	\$4.00	
NJ	SALEM	\$4.00	
NJ	SOMERSET	\$4.00	

NJ	SUSSEX	\$4.00	
NJ	UNION	\$4.00	
NJ	WARREN	\$4.00	
NV	CARSON CITY	\$1.50	per year
NV	CHURCHILL	\$1.50	per year
NV	DOUGLAS	\$1.50	per year
NV	ELKO	\$1.50	per year
NV	ESMERALDA	\$1.00	per year
NV	EUREKA	\$1.50	per year
NV	HUMBOLDT	\$1.00	per year
NV	LANDER	\$1.50	per year
NV	LINCOLN	\$1.50	per year
NV	LYON	\$1.50	per year
NV	MINERAL	\$1.50	per year
NV	NYE	\$1.50	per year
NV	PERSHING	\$1.50	per year
NV	STOREY	\$1.50	per year
NV	WASHOE	\$1.00	per year
NV	WHITE PINE	\$1.50	per year
NY	ALLEGANY	\$96.00	
NY	BRONX	\$96.00	
NY	CAYUGA	\$96.00	
NY	CLINTON	\$96.00	
NY	CHEMUNG	\$28.00	
NY	CORTLAND	\$20.00	
NY	ERIE	\$96.00	OCA Fee
NY	FRANKLIN	\$10.00	
NY	FULTON	\$96.00	
NY	HAMILTON	\$20.00	
NY	KINGS	\$96.00	
NY	MADISON	\$10.00	
NY	MONTGOMERY	\$28.00	
NY	NASSAU	\$96.00	
NY	NEW YORK	\$96.00	
NY	NYOCA	\$96.00	
NY	ORLEANS	\$96.00	
NY	OSWEGO	\$20.00	
NY	QUEENS	\$96.00	
NY	RENSSELAER	\$20.00	
NY	RICHMOND	\$96.00	
NY	SAINT LAWRENCE	\$15.00	
NY	SCHUYLER	\$10.00	
NY	SCHENECTADY	\$28.00	
NY	STEUBEN	\$25.00	
NY	TOMPKINS	\$20.00	
NY	Tioga	\$28.00	
NY	WYOMING	\$15.00	
NY	WASHINGTON	\$28.00	
PR	ADJUNTAS	\$1.50	
PR	AGUADA	\$1.50	
PR	AGUADILLA	\$1.50	
PR	AGUAS BUENAS	\$1.50	
PR	AIBONITO	\$1.50	
PR	ANASCO	\$1.50	
PR	ARECIBO	\$1.50	
PR	ARROYO	\$1.50	
PR	BARCELONETA	\$1.50	
PR	BARRANQUITAS	\$1.50	
PR	BAYAMON	\$1.50	
PR	CABO ROJO	\$1.50	
PR	CAGUAS	\$1.50	
PR	CAMUY	\$1.50	
PR	CANOVANAS	\$1.50	
PR	CAROLINA	\$1.50	

PR	CATANO	\$1.50
PR	CAYEY	\$1.50
PR	CEIBA	\$1.50
PR	CIALES	\$1.50
PR	CIDRA	\$1.50
PR	COAMO	\$1.50
PR	COMERIO	\$1.50
PR	COROZAL	\$1.50
PR	CULEBRA	\$1.50
PR	DORADO	\$1.50
PR	FAJARDO	\$1.50
PR	FLORIDA	\$1.50
PR	GUANICA	\$1.50
PR	GUAYAMA	\$1.50
PR	GUAYANILLA	\$1.50
PR	GUAYNABO	\$1.50
PR	GURABO	\$1.50
PR	HATILLO	\$1.50
PR	HORMIGUEROS	\$1.50
PR	HUMACAO	\$1.50
PR	ISABELA	\$1.50
PR	JAYUYA	\$1.50
PR	JUANA DIAZ	\$1.50
PR	JUNCOS	\$1.50
PR	LAJAS	\$1.50
PR	LARES	\$1.50
PR	LAS MARIAS	\$1.50
PR	LAS PIEDRAS	\$1.50
PR	LOIZA	\$1.50
PR	LUQUILLO	\$1.50
PR	MANATI	\$1.50
PR	MARICAO	\$1.50
PR	MAUNABO	\$1.50
PR	MAYAGUEZ	\$1.50
PR	MOCA	\$1.50
PR	MOROVIS	\$1.50
PR	NAGUABO	\$1.50
PR	NARANJITO	\$1.50
PR	OROCOVIS	\$1.50
PR	PATILLAS	\$1.50
PR	PENUELAS	\$1.50
PR	PONCE	\$1.50
PR	PUERTO RICO	\$1.50
PR	QUEBRADILLAS	\$1.50
PR	RINCON	\$1.50
PR	RIO GRANDE	\$1.50
PR	SABANA GRANDE	\$1.50
PR	SALINAS	\$1.50
PR	SAN GERMAN	\$1.50
PR	SAN JUAN	\$1.50
PR	SAN LORENZO	\$1.50
PR	SAN SEBASTIAN	\$1.50
PR	SANTA ISABEL	\$1.50
PR	TOA ALTA	\$1.50
PR	TOA BAJA	\$1.50
PR	TRUJILLO ALTO	\$1.50
PR	UTUADO	\$1.50
PR	VEGA ALTA	\$1.50
PR	VEGA BAJA	\$1.50
PR	VIEQUES	\$1.50
PR	VILLALBA	\$1.50
PR	YABUCOA	\$1.50
PR	YAUCO	\$1.50
SD	AURORA	\$20.00

SD	BEADLE	\$20.00	
SD	BENNETT	\$20.00	
SD	BON HOMME	\$20.00	
SD	BROOKINGS	\$20.00	
SD	BROWN	\$20.00	
SD	BRULE	\$20.00	
SD	BUFFALO	\$20.00	
SD	BUTTE	\$20.00	
SD	CAMPBELL	\$20.00	
SD	CHARLES MIX	\$20.00	
SD	CLARK	\$20.00	
SD	CLAY	\$20.00	
SD	CODINGTON	\$20.00	
SD	CORSON	\$20.00	
SD	CUSTER	\$20.00	
SD	DAVISON	\$20.00	
SD	DAY	\$20.00	
SD	DEUEL	\$20.00	
SD	DEWEY	\$20.00	
SD	DOUGLAS	\$20.00	
SD	EDMUNDS	\$20.00	
SD	FALL RIVER	\$20.00	
SD	FAULK	\$20.00	
SD	GRANT	\$20.00	
SD	GREGORY	\$20.00	
SD	HAAKON	\$20.00	
SD	HAMLIN	\$20.00	
SD	HAND	\$20.00	
SD	HANSON	\$20.00	
SD	HARDING	\$20.00	
SD	HUGHES	\$20.00	
SD	HUTCHINSON	\$20.00	
SD	HYDE	\$20.00	
SD	JACKSON	\$20.00	
SD	JERAULD	\$20.00	
SD	JONES	\$20.00	
SD	KINGSBURY	\$20.00	
SD	LAKE	\$20.00	
SD	LAWRENCE	\$20.00	
SD	LINCOLN	\$20.00	
SD	LYMAN	\$20.00	
SD	MARSHALL	\$20.00	
SD	MCCOOK	\$20.00	
SD	MCPHERSON	\$20.00	
SD	MEADE	\$20.00	
SD	MELLETTE	\$20.00	
SD	MINER	\$20.00	
SD	MINNEHAHA	\$20.00	
SD	MOODY	\$20.00	
SD	OGLALA LAKOTA	\$20.00	
SD	PENNINGTON	\$20.00	
SD	PERKINS	\$20.00	
SD	POTTER	\$20.00	
SD	ROBERTS	\$20.00	
SD	SANBORN	\$20.00	
SD	SHANNON	\$20.00	
SD	SPINK	\$20.00	
SD	STANLEY	\$20.00	
SD	SULLY	\$20.00	
SD	TODD	\$20.00	
SD	TRIPP	\$20.00	
SD	TURNER	\$20.00	
SD	UNION	\$20.00	
SD	WALWORTH	\$20.00	

SD	YANKTON	\$20.00	
SD	ZIEBACH	\$20.00	
TN	BENTON	\$5.00	
TN	BLEDSON	\$5.00	
TN	CARROLL	\$5.00	
TN	HOUSTON	\$10.00	
TN	HUMPHREYS	\$10.00	
TN	JOHNSON	\$10.00	
TN	KNOX	\$15.00	
TN	MARION	\$3.00	
TX	CALDWELL	\$6.00	
UT	BEAVER	\$0.15	
UT	BOX ELDER	\$0.15	
UT	CACHE	\$0.15	
UT	CARBON	\$0.15	
UT	DAGGETT	\$0.15	
UT	DAVIS	\$0.15	
UT	DUCHESNE	\$0.15	
UT	EMERY	\$0.15	
UT	GARFIELD	\$0.15	
UT	GRAND	\$0.15	
UT	IRON	\$0.15	
UT	JUAB	\$0.15	
UT	KANE	\$0.15	
UT	MILLARD	\$0.15	
UT	MORGAN	\$0.15	
UT	PIUTE	\$0.15	
UT	RICH	\$0.15	
UT	SALT LAKE	\$0.15	
UT	SAN JUAN	\$0.15	
UT	SANPETE	\$0.15	
UT	SEVIER	\$0.15	
UT	SUMMIT	\$0.15	
UT	TOOELE	\$0.15	
UT	UINTAH	\$0.15	
UT	UTAH	\$0.15	
UT	WASATCH	\$0.15	
UT	WASHINGTON	\$0.15	
UT	WAYNE	\$0.15	
UT	WEBER	\$0.15	
VI	SAINT CROIX	\$12.00	
VI	SAINT JOHN	\$12.00	
VI	SAINT THOMAS	\$12.00	
WA	ALL COUNTIES	\$0.145	per WA MF Command. No fee on Clears
WY	ALBANY	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	BIG HORN	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	CAMPBELL	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	CARBON	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	CONVERSE	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	CROOK	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	FREMONT	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	GOSHEN	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	HOT SPRINGS	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	JOHNSON	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	LARAMIE	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	LINCOLN	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	NATRONA	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	NIOBRARA	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	PARK	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	PLATTE	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	SHERIDAN	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	SUBLETTE	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	SWEETWATER	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	TETON	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT

WY	UINTA	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	WASHAKIE	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT
WY	WESTON	See Description	\$10/name Circuit; \$1.50/page District only when info is missing from the PAT

State	County	Court Totals	Fee Description
AR	BRADLEY	\$6.00	
AR	CALHOUN	\$5.00	
AR	CONWAY	\$5.00	
AR	CARROLL	\$1.00	
AR	CHICOT	\$5.00	
AR	CLARK	\$10.00	
AR	CLAY	\$12.00	
AR	CLEBURNE	\$5.00	
AR	CROSS	\$10.00	
AR	DESHA	\$5.00	
AR	FRANKLIN	\$5.00	
AR	GREENE	\$5.00	
AR	HEMPSTEAD	\$5.00	
AR	IZARD	\$6.00	
AR	JEFFERSON	\$5.00	
AR	JOHNSON	\$5.00	
AR	LAWRENCE	\$5.00	
AR	LEE	\$20.00	
AR	MILLER	\$5.00	
AR	MISSISSIPPI	\$14.00	
AR	NEVADA	\$6.00	
AR	OUACHITA	\$5.00	
AR	PERRY	\$5.00	
AR	PHILLIPS	\$5.00	
AR	POPE	\$3.00	
AR	RANDOLPH	\$6.00	
AR	SAINT FRANCIS	\$5.00	
AR	SHARP	\$6.00	
AR	WASHINGTON	\$5.00	
AR	YELL	\$3.00	
CA	ALPINE	\$15.00	
CA	AMADOR	\$15.00	
CA	DEL NORTE	\$15.00	
CA	HUMBOLDT	\$15.00	
CA	IMPERIAL	\$15.00	
CA	INYO	\$15.00	
CA	LAKE	\$15.00	
CA	LASSEN	\$15.00	
CA	LOS ANGELES	\$4.25	
CA	MARIN	\$0.50	\$.50 per page
CA	MARIPOSA	\$15.00	
CA	MENDOCINO	\$15.00	
CA	MODOC	\$15.00	
CA	MONO	\$15.00	

CA	PLUMAS	\$15.00	
CA	SACRAMENTO	\$15.00	
CA	SAN BENITO	\$15.00	
CA	SAN LUIS OBISPO	\$15.00	
CA	SIERRA	\$15.00	
CA	TRINITY	\$15.00	
CA	TULARE	\$0.50	\$.50 per page all possible cases
CO	ADAMS	\$2.20	
CO	ALAMOSA	\$2.20	
CO	ARAPAHOE	\$2.20	
CO	ARCHULETA	\$2.20	
CO	BACA	\$2.20	
CO	BENT	\$2.20	
CO	BOULDER	\$2.20	
CO	BROOMFIELD	\$2.20	
CO	CHAFFEE	\$2.20	
CO	CHEYENNE	\$2.20	
CO	CLEAR CREEK	\$2.20	
CO	COLORADO	\$2.20	
CO	COLORADOSWC	\$2.20	
CO	CONEJOS	\$2.20	
CO	COSTILLA	\$2.20	
CO	CROWLEY	\$2.20	
CO	CUSTER	\$2.20	
CO	DELTA	\$2.20	
CO	DENVER	\$3.50	
CO	DOLORES	\$2.20	
CO	DOUGLAS	\$2.20	
CO	EAGLE	\$2.20	
CO	EL PASO	\$2.20	
CO	ELBERT	\$2.20	
CO	FREMONT	\$2.20	
CO	GARFIELD	\$2.20	
CO	GILPIN	\$2.20	
CO	GRAND	\$2.20	
CO	GUNNISON	\$2.20	
CO	HINSDALE	\$2.20	
CO	HUERFANO	\$2.20	
CO	JACKSON	\$2.20	
CO	KIOWA	\$2.20	
CO	KIT CARSON	\$2.20	
CO	LA PLATA	\$2.20	
CO	LAKE	\$2.20	
CO	LARIMER	\$2.20	

CO	LAS ANIMAS	\$2.20	
CO	LINCOLN	\$2.20	
CO	LOGAN	\$2.20	
CO	MESA	\$2.20	
CO	MINERAL	\$2.20	
CO	MOFFAT	\$2.20	
CO	MONTEZUMA	\$2.20	
CO	MONTROSE	\$2.20	
CO	MORGAN	\$2.20	
CO	OTERO	\$2.20	
CO	OURAY	\$2.20	
CO	PARK	\$2.20	
CO	PHILLIPS	\$2.20	
CO	PITKIN	\$2.20	
CO	PROWERS	\$2.20	
CO	PUEBLO	\$2.20	
CO	RIO BLANCO	\$2.20	
CO	RIO GRANDE	\$2.20	
CO	ROUTT	\$2.20	
CO	SAGUACHE	\$2.20	
CO	SAN JUAN	\$2.20	
CO	SAN MIGUEL	\$2.20	
CO	SEDGWICK	\$2.20	
CO	SUMMIT	\$2.20	
CO	TELLER	\$2.20	
CO	WASHINGTON	\$2.20	
CO	WELD	\$2.20	
CO	YUMA	\$2.20	
FL	SUWANNEE	\$2.00	per year
FL	TAYLOR	\$20.00	per year
GU	GUAM	\$4.00	\$4 + \$12 per case
IL	HANCOCK	\$5.00	
LA	CAMERON	\$10.00	
LA	CATAHOULA	\$10.00	
LA	EVANGELINE	\$20.00	
LA	ORLEANS	\$10.00	
LA	TENSAS	\$20.00	
ME	ALL COUNTIES	\$40.00	
MI	ALCONA	\$20.00	
MI	ALGER	\$20.00	
MI	ARENAC	\$20.00	
MI	BARAGA	\$15.00	
MI	BARRY	\$10.00	
MI	BENZIE	\$3.00	

MI	BERRIEN	\$10.00	
MI	BRANCH	\$20.00	
MI	CASS	\$20.00	
MI	CHARLEVOIX	\$15.00	
MI	CLARE	\$19.00	
MI	CRAWFORD	\$10.00	
MI	DELTA	\$30.00	
MI	DICKINSON	\$20.00	
MI	EMMET	\$10.00	
MI	GLADWIN	\$19.00	
MI	GOGEBIC	\$50.00	
MI	GENESEE	\$15.00	
MI	HURON	\$10.00	
MI	HILLSDALE	\$20.00	
MI	HOUGHTON	\$40.00	
MI	IONIA	\$8.00	
MI	IOSCO	\$20.00	
MI	IRON	\$40.00	
MI	JACKSON	\$1.25	
MI	KALKASKA	\$10.00	
MI	KENT	\$6.00	
MI	KEWEENAW	\$20.00	
MI	LAKE	\$5.00	
MI	MACKINAC	\$10.00	
MI	MACOMB	\$20.00	\$2.00 per name + \$2.00 per page for any found record
MI	MARQUETTE	\$20.00	
MI	MASON	\$1.00	\$1 per page for records
MI	MANISTEE	\$5.00	
MI	MECOSTA	\$10.00	
MI	MENOMINEE	\$15.00	
MI	MIDLAND	\$5.00	
MI	MISSAUKEE	\$5.00	
MI	MONTCALM	\$17.00	
MI	MONTMORENCY	\$10.00	
MI	OCEANA	\$10.00	
MI	OGEMAW	\$5.00	
MI	ONTONAGON	\$30.00	
MI	OSCEOLA	\$10.00	
MI	OSCODA	\$20.00	
MI	OTSEGO	\$10.00	
MI	OTTAWA	\$10.00	
MI	PRESQUE ISLE	\$5.00	
MI	ROSCOMMON	\$5.00	
MI	SANILAC	\$20.00	

MI	SCHOOLCRAFT	\$20.00	
MI	SHIAWASSEE	\$10.00	
MI	TUSCOLA	\$10.00	
MI	VAN BUREN	\$11.00	
MS	GEORGE	\$12.50	
MS	GREENE	\$10.00	
MS	HANCOCK	\$10.00	
MS	JACKSON	\$1.00	
MS	PERRY	\$15.00	
MS	TIPPAH	\$2.50	
MS	WARREN	\$5.00	
MT	BEAVERHEAD	\$24.00	
MT	BIG HORN	\$34.00	
MT	BLAINE	\$14.00	
MT	BROADWATER	\$28.00	
MT	CARBON	\$24.00	
MT	CARTER	\$28.00	
MT	CASCADE	\$13.00	
MT	CHOUTEAU	\$28.00	
MT	CUSTER	\$28.00	
MT	DANIELS	\$28.00	
MT	DAWSON	\$9.00	
MT	DEER LODGE	\$39.00	
MT	FALLON	\$39.00	
MT	FERGUS	\$29.00	
MT	FLATHEAD	\$25.00	
MT	GALLATIN	\$3.50	
MT	GARFIELD	\$39.00	
MT	GLACIER	\$24.00	
MT	GOLDEN VALLEY	\$39.00	
MT	GRANITE	\$21.00	
MT	HILL	\$7.00	
MT	JEFFERSON	\$22.00	
MT	JUDITH BASIN	\$28.00	
MT	LAKE	\$10.00	
MT	LEWIS AND CLARK	\$17.50	
MT	LIBERTY	\$28.00	
MT	LINCOLN	\$21.00	
MT	MADISON	\$28.00	
MT	MCCONE	\$39.00	
MT	MEAGHER	\$28.00	
MT	MINERAL	\$32.50	
MT	MISSOULA	\$10.00	
MT	MUSSELSHELL	\$39.00	

MT	PARK	\$24.00	
MT	PETROLEUM	\$28.00	
MT	PHILLIPS	\$14.00	
MT	PONDERA	\$17.50	
MT	POWDER RIVER	\$39.00	
MT	POWELL	\$39.00	
MT	PRAIRIE	\$34.00	
MT	RAVALLI	\$7.50	
MT	RICHLAND	\$25.50	
MT	ROOSEVELT	\$19.00	
MT	ROSEBUD	\$24.00	
MT	SANDERS	\$27.50	
MT	SHERIDAN	\$28.00	
MT	SILVER BOW	\$24.00	
MT	STILLWATER	\$28.00	
MT	SWEET GRASS	\$29.00	
MT	TETON	\$17.50	
MT	TOOLE	\$29.00	
MT	TREASURE	\$27.50	
MT	VALLEY	\$28.00	
MT	WHEATLAND	\$28.00	
MT	WIBAUX	\$28.00	
NC	ALL COUNTIES	\$0.50	\$0.50 per NC MF Command. No fee on Clears.
NH	BELKNAP	\$12.00	
NH	CARROLL	\$12.00	
NH	CHESHIRE	\$12.00	
NH	COOS	\$12.00	
NH	GRAFTON	\$12.00	
NH	HILLSBOROUGH	\$24.00	
NH	MERRIMACK	\$12.00	
NH	ROCKINGHAM	\$12.00	
NH	STRAFFORD	\$12.00	
NH	SULLIVAN	\$12.00	
NV	CARSON CITY	\$1.50	per year
NV	CHURCHILL	\$1.50	per year
NV	DOUGLAS	\$1.50	per year
NV	ELKO	\$1.50	per year
NV	ESMERALDA	\$1.00	per year
NV	EUREKA	\$1.50	per year
NV	HUMBOLDT	\$1.00	per year
NV	LANDER	\$1.50	per year
NV	LINCOLN	\$1.50	per year
NV	LYON	\$1.50	per year
NV	MINERAL	\$1.50	per year

NV	NYE	\$1.50	per year
NV	PERSHING	\$1.50	per year
NV	STOREY	\$1.50	per year
NV	WASHOE	\$1.00	per year
NV	WHITE PINE	\$1.50	per year
NY	CHEMUNG	\$20.00	
NY	CORTLAND	\$20.00	
NY	FRANKLIN	\$10.00	
NY	HAMILTON	\$20.00	
NY	MADISON	\$10.00	
NY	RENSSELAER	\$20.00	
NY	SCHUYLER	\$10.00	
NY	TOMPKINS	\$20.00	
NY	WYOMING	\$15.00	
SD	ALL COUNTIES	\$20.00	
TN	BENTON	\$5.00	
TN	BLEDSON	\$5.00	
TN	CARROLL	\$5.00	
TN	CLAIBORNE	\$15.00	
TN	HOUSTON	\$10.00	
TN	HUMPHREYS	\$10.00	
TN	JOHNSON	\$10.00	
TN	MARION	\$3.00	
TN	KNOX	\$10.00	
TX	FALLS	\$10.00	
UT	ALL COUNTIES	\$0.15	
WY	ALBANY	\$20.00	
WY	BIG HORN	\$20.00	
WY	CAMPBELL	\$20.00	
WY	CARBON	\$20.00	
WY	CONVERSE	\$20.00	
WY	CROOK	\$20.00	
WY	FREMONT	\$20.00	
WY	GOSHEN	\$20.00	
WY	HOT SPRINGS	\$20.00	
WY	JOHNSON	\$20.00	
WY	LARAMIE	\$20.00	
WY	LINCOLN	\$20.00	
WY	NATRONA	\$20.00	
WY	NIOBRARA	\$20.00	
WY	PARK	\$20.00	
WY	PLATTE	\$20.00	
WY	SHERIDAN	\$20.00	
WY	SUBLETTE	\$20.00	

WY	SWEETWATER	\$20.00	
WY	TETON	\$20.00	
WY	UINTA	\$20.00	
WY	WASHAKIE	\$20.00	
WY	WESTON	\$20.00	

State	Access Fee
ALABAMA	\$1.00
COLORADO	\$6.70
FLORIDA	\$25.00
HAWAII	\$5.00/NAME, \$10.00 WHEN RECORDS RETURNED
IDAHO	\$0.00
INDIANA	\$16.32
IOWA	\$0.00
KANSAS	\$20.00
KENTUCKY	\$25.00
MICHIGAN	\$10.00
NEW YORK	\$96.00
NORTH CAROLINA	\$0.25
SOUTH CAROLINA	\$26.00
SOUTH DAKOTA	\$20.00
TEXAS	\$4.00
UTAH	\$0.15
WASHINGTON	\$0.15
CANADA Territories	\$20.00
GEORGIA	\$0.00
GUAM	\$4.00 + \$12 per case
ILLINOIS	\$10.00
MAINE	\$21.00
MISSISSIPPI	\$10.00
MONTANA	\$20.00
NEW JERSEY	\$4.00
PUERTO RICO	\$1.50
TENNESSEE	\$29.00
VIRGIN ISLANDS	\$24.00
VERMONT	\$30.00

Federal Criminal Passthrough fees

Federal		Access Fee
	\$0.00	\$0.00

Employment and Education Passthrough Fees

System	Cost
CCCVerify.com	\$55.95
DriverFacts	\$7.95
DriverIQ	\$14.95
EmpCheck.com (Precheck)	\$35.00
EmpInfo.com	\$54.95
National Student Clearinghouse (NSC)	\$19.95
Talx/TWN/Equifax/The Work Number	\$119.00
uconfirm.com	\$55.95
VaultVerify.com	\$45.95
VerifyToday.com	\$70.00

All pricing is subject to change at any time

Non inclusive of all possible verification passthrough fees

State	Description	Turnaround	Charge
Alaska	Search By License 3 YR	INSTANT	\$10.00
Alabama	Search By License 3 YR	INSTANT	\$15.00
Arkansas	Search By Name Employment	INSTANT	\$13.00
Arkansas	Search By Name 3 YR	INSTANT	\$11.50
Arizona	Search By License 3 YR	INSTANT	\$6.00
Arizona	Search By License 5 YR	INSTANT	\$8.00
British Columbia	Search By DOB 3 YR	2-3 WEEKS	\$3.95
California	Search By License 3 YR	INSTANT	\$2.00
California	Search By License 3 YR - DRS	1 DAY	\$1.00
Colorado	Search By License 3 YR	INSTANT	\$6.00
Connecticut	Search By License 3 YR	INSTANT	\$18.00
Dist. Of Columbia	Search By License 3 YR	INSTANT	\$7.00
Dist. Of Columbia	Search By License 10 YR	INSTANT	\$13.00
Delaware	Search By License 3 YR	INSTANT	\$25.00
Florida	Search By License 3 YR	INSTANT	\$8.10
Florida	Search By License 7 YR	INSTANT	\$10.10
Florida	Search By License 99 YR	INSTANT	\$10.10
Georgia	Search By License 7 YR	INSTANT	\$8.00
Georgia	Search By License 3 YR	INSTANT	\$6.00
Guam	Search By DOB 7 YR	8-9 WEEKS	\$17.50
Hawaii	Search By License 3 YR	2 HOURS	\$23.00
Iowa	Search By License 3 YR	INSTANT	\$10.30
Idaho	Search By License 3 YR	INSTANT	\$10.00
Illinois	Search By License 3 YR	INSTANT	\$20.00
Indiana	Search By License 3 YR	INSTANT	\$10.00
Kansas	Search By License 3 YR	INSTANT	\$16.70
Kentucky	Search By License 3 YR	INSTANT	\$6.00
Louisiana	Search By License 3 YR	INSTANT	\$18.00
Massachusetts	Search By License 3 YR	INSTANT	\$8.00
Manitoba	Search By DOB 3 YR	2-3 WEEKS	\$7.90
Maryland	Search By License 3 YR	INSTANT	\$12.00
Maine	Search By License 3 YR	INSTANT	\$7.00
Maine	Search By License 10 YR	INSTANT	\$12.00
Michigan	Search By License 3 YR	INSTANT	\$15.00
Minnesota	Search By License 3 YR	INSTANT	\$5.00
Missouri	Search By License 3 YR	INSTANT	\$5.88
Mississippi	Search By DOB 3 YR	INSTANT	\$14.00
Montana	Search By License 3 YR	INSTANT	\$7.87
New Brunswick	Search By DOB 3 YR	2-3 WEEKS	\$15.80
N. Carolina	Search By License 7 YR	INSTANT	\$10.75
N. Carolina	Search By License 3 YR	INSTANT	\$10.75
N. Dakota	Search By License 3 YR	INSTANT	\$3.00
Nebraska	Search By License 3 YR	INSTANT	\$7.50
New Hampshire	Search By DOB 3 YR	INSTANT	\$17.00
New Jersey	Search By License 3 YR	INSTANT	\$12.00

Newfoundland	Search By DOB 3 YR	1-2 WEEKS	\$11.85
New Mexico	Search By License 3 YR	INSTANT	\$6.50
Nova Scotia	Search By License 3 YR	2-3 WEEKS	\$14.73
Northwest Territory	Search By License 3 YR	2-3 WEEKS	\$15.01
Nunavut	Search By License 3 YR	2-3 WEEKS	\$9.95
Nevada	Search By License 3 YR	INSTANT	\$7.00
New York	Search By License 3 YR	INSTANT	\$7.00
Ohio	Search By License 3 YR	1 HOUR	\$5.00
Oklahoma	Search By License 3 YR	INSTANT	\$27.50
Ontario	Search By License 3 YR	INSTANT	\$9.48
Oregon	Search By License 3 YR	INSTANT	\$13.99
Pennsylvania	Search By License 3 YR	INSTANT	\$14.00
Pennsylvania	Search By License 10 YR	INSTANT	\$14.00
Prince Edward	Search By License 3 YR	6-7 WEEKS	\$19.75
Puerto Rico	Search By License 3 YR	9-12 WEEKS	\$15.00
Quebec	Search By License 3 YR	6-7 WEEKS	\$4.95
Rhode Island	Search By License 3 YR	INSTANT	\$21.00
S. Carolina	Search By License 3 YR	INSTANT	\$7.25
S. Carolina	Search By License 10 YR	INSTANT	\$7.25
S. Dakota	Search By License 3 YR	INSTANT	\$5.00
Saskatchewan	Search By License 3 YR	2-3 WEEKS	\$11.85
Tennessee	Search By License 3 YR	INSTANT	\$7.50
Texas	Search By License 3 YR	INSTANT	\$6.50
Utah	Search By License 3 YR	INSTANT	\$11.00
Virginia	Search By License 3 YR	INSTANT	\$8.00
Virgin Islands	Search By License 3 YR	2-3 WEEKS	\$15.00
Vermont	Search By License 3 YR	INSTANT	\$21.00
Washington	Search By License 3 YR	INSTANT	\$15.00
Wisconsin	Search By License 3 YR	INSTANT	\$7.00
W. Virginia	Search By License 3 YR	INSTANT	\$12.50
Wyoming	Search By License 3 YR	INSTANT	\$10.00
Yukon	Search By License 3 YR	2-3 WEEKS	\$7.90
All States	CDLIS Search	INSTANT	\$2.00
All States	FMCSA PSP	1 DAY	\$10.00

**ATTACHMENT I: INSTRUCTIONS
FOR PROPOSALS COMPLIANCE AND SUBMITTAL**

Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Compliance with the NCTCOG Standard Terms and Conditions

By signing its submission, Offeror acknowledges that it has read, understands and agrees to comply with the NCTCOG standard terms and conditions.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance must be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 2.2 - General Terms and Conditions.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

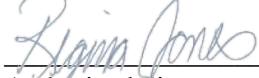
ATTACHMENT II: CERTIFICATIONS OF OFFEROR

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. I acknowledge that I have read and understand the requirements and provisions of the solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract.

I also certify that I have read and understood all sections of this solicitation and will comply with all the terms and conditions as stated; and furthermore that I, Regina Jones (typed or printed name) certify that I am the President (title) of the corporation, partnership, or sole proprietorship, or other eligible entity named as offeror and respondent herein and that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

**ATTACHMENT III: CERTIFICATION
REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

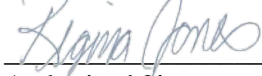
The undersigned certifies, to the best of his or her knowledge and belief, that both it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;
3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

Section 319 of Public Law 101-121 prohibits recipients of federal contracts, grants, and loans exceeding \$100,000 at any tier under a federal contract from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. Section 319 also requires each person who requests or receives a federal contract or grant in excess of \$100,000 to disclose lobbying.

No appropriated funds may be expended by the recipient of a federal contract, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any federal executive department or agency as well as any independent regulatory commission or government corporation, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered federal actions: the awarding of any federal contract, the making of any federal grant, the making of any federal loan the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

As a recipient of a federal grant exceeding \$100,000, NCTCOG requires its subcontractors of that grant to file a certification, set forth in Appendix B.1, that neither the agency nor its employees have made, or will make, any payment prohibited by the preceding paragraph.

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.

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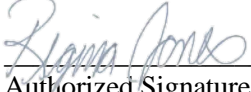
**LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS**

The undersigned certifies, to the best of his or her knowledge or belief, that:

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification or any federal contract, grant, loan, or cooperative contract; and
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

ATTACHMENT V: DRUG-FREE WORKPLACE CERTIFICATION

The Accurate C&S Services Inc (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the Accurate C&S Services Inc (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor's policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor's policy Proposal;

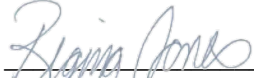
Notifying the employees in the subcontractor's policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor's receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

ATTACHMENT VI: DISCLOSURE OF CONFLICT OF INTEREST
CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST

The undersigned certifies that, to the best of his or her knowledge or belief, that:

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

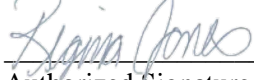
Date

ATTACHMENT VII: CERTIFICATION OF FAIR BUSINESS PRACTICES

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

**ATTACHMENT VIII: CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION**

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

 X

The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

Type of Business (if not corporation):

- ☐ Sole Proprietor
☐ Partnership
☐ Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

**ATTACHMENT IX: HISTORICALLY UNDERUTILIZED BUSINESSES,
MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES**

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process.

NCTCOG recognizes the certifications of most agencies. HUB vendors must submit a copy of their certification for consideration during the evaluation of their proposal. Please attach the copy to this form. This applies only to the Offeror and not a subcontractor.

Texas vendors who are not currently certified are encouraged to contact either the Texas United Certification Program, State of Texas HUB Program, or the North Central Texas Regional Certification Agency, among others. Contact:

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
<http://www.window.state.tx.us/procurement/prog/hub/>

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
<http://www.nctrca.org/certification.html>

Texas United Certification Program
USDOT website at
<https://www.transportation.gov/DBE>

You must include a copy of your certification document as part of this solicitation to receive points in the evaluation.

Vendor to Sign Below to Attest to Validity of Certification:

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

**ATTACHMENT X: NCTCOG FEDERAL AND STATE OF TEXAS
REQUIRED PROCUREMENT PROVISIONS**

The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

**PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT
CERTIFICATION**

This Contract is subject to the Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, for prohibition on certain telecommunications and video surveillance or equipment.

Public Law 115-232, Section 889, identifies that restricted telecommunications and video surveillance equipment or services (e.g., phones, internet, video surveillance, cloud servers) include the following:

- A) Telecommunications equipment that is produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliates of such entities).
- B) Video surveillance and telecommunications equipment produced by Hytera Communications Corporations, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliates of such entities).
- C) Telecommunications or video surveillance services used by such entities or using such equipment.
- D) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, Director of the National Intelligence, or the Director of the Federal Bureau of Investigation reasonably believes to be an entity owned or controlled by the government of a covered foreign country. The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as a critical technology as part of any system prohibited by 2 CFR §200.216 and §200.471, or applicable provisions in Public Law 115-232 Section 889.

☒ **The Contractor or Subrecipient hereby certifies that it does comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.**

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

12/2/2024

Typed Name

Date

-OR-

☐ **The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.**

Vendor Name

Authorized Signature

Typed Name

Date

(Continued on next page)

DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. TLGC chapter 2274, Subtitle F, Title 10, identifies that “discrimination against a firearm entity or firearm trade association” includes the following:


- A) means, with respect to the entity or association, to:
- I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
 - II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
 - III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.
- B) An exception to this provision excludes the following:
- I. contracts with a sole-source provider; or
 - II. the government entity does not receive bids from companies who can provide written verification.

The entity identified below, through its authorized representative, hereby certifies that they have no practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and that they will not discriminate during the term of the contract against a firearm entity or firearm trade association as prohibited by Chapter 2274, Subtitle F, Title 10 of the Texas Local Government Code.

☒ **The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 2274, Subtitle F, Title 10.**

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

12/2/2024

Typed Name

Date

-OR-

☐ **The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 2274, Subtitle F, Title 10.**

Vendor Name

Authorized Signature

Typed Name

Date

(Continued on next page)
BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.

TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that “boycott energy company” means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

- I. engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and
- II. does business with a company described by paragraph (I).

The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

☒ The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 809, Subtitle A, Title 8.

Accurate C&S Services Inc

Vendor Name



Authorized Signature

Regina Jones

Typed Name

12/2/2024

Date

-OR-

☐ The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 809, Subtitle A, Title 8.

Vendor Name

Authorized Signature

Typed Name

Date

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ		
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center; padding: 2px;">OFFICE USE ONLY</th> </tr> <tr> <td style="padding: 5px;"> Date Received </td> </tr> </table>		OFFICE USE ONLY	Date Received
OFFICE USE ONLY				
Date Received				
<p>1 Name of vendor who has a business relationship with local governmental entity.</p> <p>Accurate C&S Services Inc</p>				
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>				
<p>3 Name of local government officer about whom the information is being disclosed.</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Name of Officer</p>				
<p>4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.</p> <p style="margin-top: 20px;">A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="margin-left: 100px;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p style="margin-top: 10px;">B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="margin-left: 100px;"> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p>				
<p>5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.</p> <p style="margin-top: 10px;">None</p>				
<p>6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).</p>				
<p>7</p> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;"> Signature of vendor doing business with the governmental entity </div> <div style="text-align: center;"> 12/2/2024 Date </div> </div>				

EXHIBIT 1
CATEGORIES SELECTED, DISCOUNTS FOR PRICING & CURRENT PUBLISHED PRICE LIST

- **Please place a checkmark next to each Category that you are offering in your proposal:**

☒ Service Category #1: Background Check Services

☐ Service Category #2: Other Ancillary Services

- **Proposed Contractual Discounts on Pricing for Categories Offered**

For each of the categories you selected above, provide your proposed **discount** off your list price on the attached *Exhibit 1 - Proposal Discount Offer Worksheet*. You may offer tiers of discounts based on the different bid items or the sale quantity.

- **Current Published Price List for Items Offered**

For each of the bid items you wish to offer, please provide the current published list price. Please attach this information to your proposal on a separate sheet or via a weblink. Please match the Category item number from the Proposal Discount Offer Worksheet to the matching item on your current published price list.

NOTE: The current price list will NOT be a part of your contractual obligation and may be modified at your discretion during the term of any contract that is awarded to you. You are however requested to provide us with an updated version of the current price list whenever it is updated. Only the percentage discount is contractually obligated.

PROPOSAL DISCOUNT OFFER WORKSHEET FOR RFP #2025-028

Service Category #1: Background Check Services		
Item	Description	% Discount Off Your Regular Rate

1 Service Category #1: Background Check Services

0%

Service Category #2: Other Ancillary Services		
Item	Description	% Discount Off Your Regular Rate

2 Describe Services Below:

A		
B		
C		

EXHIBIT 2
SAMPLE MARKET BASKET FORM

NOTE: THIS RFP DOES NOT CONTAIN A MARKET BASKET WORKSHEET, HOWEVER RESPONDENTS MAY BE ASKED TO COMPLETE ONE DURING THE BID EVALUATION PHASE.

EXHIBIT 3
SERVICE DESIGNATION AREAS

Texas Service Area Designation or Identification			
Proposing Firm Name:	Accurate C&S Services Inc		
Notes:	Indicate in the appropriate box whether you are proposing to service the entire state of Texas		
	Will service the entire state of Texas	Will not service the entire state of Texas	
	X		
	If you are not proposing to service the entire state of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.		
Item	Region	Metropolitan Statistical Areas	Designated Service Area
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

(Exhibit 3 continued on next page)

Nationwide Service Area Designation or Identification Form							
Proposing Firm Name:	Accurate C&S Services Inc						
Notes:	<p>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</p> <table border="1"> <tr> <td>Will service all fifty (50) states</td> <td>Will not service fifty (50) states</td> </tr> <tr> <td style="text-align: center;">X</td> <td></td> </tr> </table> <p>If you are not proposing to service to all fifty (50) states, then designate on the form below the states that you will provide service to. By designating a state or states, you are certifying that you are willing and able to provide the proposed goods and services in those states.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or City in a State, then indicate as such in the appropriate column box.</p>			Will service all fifty (50) states	Will not service fifty (50) states	X	
Will service all fifty (50) states	Will not service fifty (50) states						
X							
Item	State	Region/MSA/City (write "ALL" if proposing to service entire state)	Designated as a Service Area				
1.	Alabama						
2.	Alaska						
3.	Arizona						
4.	Arkansas						
5.	California						
6.	Colorado						
7.	Connecticut						
8.	Delaware						
9.	Florida						
10.	Georgia						
11.	Hawaii						
12.	Idaho						
13.	Illinois						
14.	Indiana						
15.	Iowa						
16.	Kansas						
17.	Kentucky						
18.	Louisiana						
19.	Maine						
20.	Maryland						

21.	Massachusetts		
22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		

End of Exhibit 3

EXHIBIT 4
QUESTIONNAIRE

Please answer the following questions using this questionnaire. You may add pages or attachments where necessary but please number them to correspond with the question you are answering.

5.1 Technical Specifications See Tab E for answers

5.1.1.1 Compliance Expertise: Explain how your company has a deep understanding of federal, state, and local regulations, including the Fair Credit Reporting Act (FCRA) and Equal Employment Opportunity Commission (EEOC) guidelines.

5.1.1.2 Accuracy and Thoroughness: Explain how your company provides accurate and comprehensive reports. This includes verifying employment history, education, criminal records, and other relevant checks.

5.1.1.3 Data Security: Explain how your company has robust data privacy and security measures to protect sensitive information.

5.1.1.4 Integration Capabilities: Explain your company’s ability to integrate with your existing applicant tracking systems (ATS) and recruitment management systems can streamline the hiring process.

5.1.1.5 Turnaround Time: Explain how fast and reliable turnaround times are essential to keep your hiring process efficient.

5.1.1.6 Customer Support: Explain how strong customer support can help address any issues or questions that arise during the background check process.

5.1.2 Describe the proposed methodology technology and how it works (including any hardware/software).

5.1.3 Explain the operating requirements of the customer's staff.

5.1.4 Provide an example order schedule overview explaining turnaround time.

5.1.5 Explain what is involved in the implementation of the contract with a new customer.

5.1.6 What is the customer expected to provide to facilitate your service.

5.1.7 Identify any subcontractors or third-party services that will be utilized in the performance of the services.

5.1.8 Describe and clearly indicate any exceptions to the specifications or requirements found in this RFP.

None

5.1.9 Provide any additional information you feel is necessary.

5.2 Project Related Experience and Qualifications See Tab D for answers

5.2.1 Provide a general explanation and chart which specifies project leadership and reporting responsibilities, and how the team will interface with Customer.

5.2.2 Any goods or services not outlined in the Scope of Work that you wish to offer?

5.2.3 Any major requirements that cannot be met by your firm?

5.2.4 List the business location(s) out of which your firm's team members will work from. You are encouraged to provide options to cover multiple geographic areas outside of Dallas/Fort Worth.

5.2.5 Provide an overview of your company including its size, years in business, experience and major clients.

5.2.6 Describe your invoicing process. Payment terms? Is payment by credit card accepted?

5.2.7 Include a list of no more than five (5) similar contracts awarded within the last 5 years.

5.2.8 Identify any contracts within the past three years that were terminated due to non-performance.

5.2.9 State the warranty and length of same that may apply to the goods or services you are proposing.

SBA - HUBZone

CONTINUED CERTIFICATION LETTER (RECERTIFICATION)

CERTIFICATION NUMBER:

ANNIVERSARY DATE:

2024-04-02

REGINA JONES
ACCURATE C&S SERVICES, INC
8105 EDGEWATER DR STE 225

OAKLAND, CA, 94621-2044
rjones@accurateScreens.com

Dear HUBZone Firm:

I am pleased to advise you that based on the affirmations provided by the firm's highest ranking official or designee, the firm has successfully completed the recertification process and continues to be included on the list of certified HUBZone small business concerns found at [SBA - Dynamic Small Business Search](#). This certification will remain in effect for one year from the firm's certification anniversary date unless: the firm acquires, is acquired by, or merges with another firm during that one-year period; the firm is performing a HUBZone contract and fails to attempt to maintain the minimum employee HUBZone residency percentage; the firm voluntarily withdraws from the program; or the firm is determined to be ineligible through the program examination process.

SBA may review a concern's recertification attestation through the program examination process when deemed appropriate. In addition, as of 2020, every HUBZone-certified firm will undergo a program examination in connection with its recertification at least every three years. For additional information on the program examination process, see [Continuing Eligibility for the HUBZone Program: How Do Program Examinations Work? \(sba.gov\)](#).

The Firm's Responsibilities as a Certified HUBZone Small Business Concern

As a certified HUBZone small business concern, the firm may receive program benefits, including eligibility for HUBZone set-aside awards, HUBZone sole source awards, the HUBZone Price Evaluation Preference in full and open competition, and HUBZone reserves. These benefits come with important responsibilities, including:

- Annually recertifying the eligibility of the firm.
- Checking SBA's HUBZone Map at <https://maps.certify.sba.gov> to determine whether changes in HUBZone area designations impact, or will impact, the firm's eligibility. Note that changes in HUBZone designations may critically affect the firm's compliance with the program requirements that its principal office be located in a HUBZone and that at least 35% of its employees reside in a HUBZone.
- Complying with the limitations on subcontracting requirements and nonmanufacturer rule when performing any HUBZone contracts (see 13 C.F.R. §§ 126.700, 125.6, 121.406).
- "Attempting to maintain" compliance with the 35% HUBZone residency requirement during the performance of any HUBZone contracts. "Attempt to maintain" means making substantive and documented efforts, such as written offers of employment to HUBZone residents, published

advertisements seeking HUBZone resident employees, and attendance at job fairs located in or in close proximity to HUBZones and not dropping below 20% HUBzone residency while performing on the contract. Firms that drop below 20% at any time while performing on a HUBZone contract must notify SBA and voluntarily decertify from the program or they will be proposed for decertification.

- Notifying SBA within 30 days if the firm is acquired by, acquires, or merges with another firm.
- Keeping the firm's System for Award Management (SAM) and Dynamic Small Business Search (DSBS) records up-to-date. For the firm to receive benefits from the HUBZone Program (i.e., to be identified by contracting officers as eligible to receive HUBZone contracts), these records must remain up-to-date. You must validate the firm's information at least annually or its SAM registration will become inactive. If you need assistance in updating the firm's SAM or DSBS information, please go to the SAM Help Desk at <https://fsd.gov>.
- Responding to notices from SBA, including notices regarding program examinations, protests, proposed decertifications, and recertifications. The HUBZone Program sends such notices to the firm's email addresses on record in DSBS. If the firm fails to respond to these notices, SBA will propose the firm for decertification and may subsequently decertify it from the Program. Therefore, it is critical that you keep the firm's SAM and DSBS profiles current and check your email's SPAM folder to make sure that you are receiving emails from SBA.

Misrepresentation

By bidding on any Federal solicitation that is set-aside or reserved for certified HUBZone small business concerns or for which a HUBZone price evaluation preference will be applied, the firm's submission of that offer is deemed to be a representation to the United States that the company is a certified HUBZone small business concern in compliance with the HUBZone Program requirements. **ANY FIRM FOUND TO HAVE WILLFULLY MISREPRESENTED ITS HUBZONE STATUS IN OBTAINING SUCH AN AWARD MAY BE SUBJECT TO A RANGE OF CIVIL AND CRIMINAL PENALTIES, TREBLE DAMAGES UNDER THE FALSE CLAIMS ACT, AND/OR SUSPENSION OR DEBARMENT FROM FEDERAL CONTRACTING.**

How to get the most out of the Program

Although the firm's status as a certified HUBZone firm greatly improves its access to Federal awards, this certification does not guarantee contract awards. Your ability to research opportunities and competitively bid on them will be the key to your success in this program. I recommend you utilize the following additional web resources designed to help you maximize the Program's benefits:

- [Federal Contracting | U.S. Small Business Administration \(sba.gov\)](#)
- [SAM.gov | Contract Opportunities](#)

Small businesses participating in SBA federal contracting certification and business development programs may use SBA-approved [digital icons \(.zip\)](#) to indicate their certification status. The icons may be used on business websites, business cards, and social media profiles, as well as on capability statements and proposal bids

However, digital icons **may not** be used to express or imply endorsement of any goods, services, entities, or individuals. Therefore, they **may not** be used on company letterhead, marketing materials, or advertising (paid ads as well as public service announcements) in either digital or traditional media formats. If your business is no longer certified or participating in one of SBA's federal contracting or business development programs, you must discontinue using SBA icons.

We wish you the best of luck as a certified HUBZone small business concern - your success will help improve the economic future of the HUBZones in which the firm operates.

If at any time you have any questions about the Program or how SBA may be able to support your business objectives, the HUBZone Office offers assistance via an interactive conference call where we can respond to

general questions and concerns in real-time. For additional information, visit our website at <http://www.sba.gov/hubzone> or contact the HUBZone Help Desk at HUBZone@sba.gov.

Very Respectfully,

Lori Gillen

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