



IS THERE AN ANNUAL FEE FOR YOUR SERVICES? DO YOU REQUIRE A CONTRACT TERM FOR USING YOUR SERVICES?

- *At HR ProFile, we only bill for the searches performed. Additionally we have no binding contract because we're confident, we'll continue to earn your business.*



WHAT IS YOUR AVERAGE TURN-AROUND TIME?

- *Over 90% of our criminal checks are completed and returned in less than 48 hours with 65% being returned within 24 hours. In the event a search goes beyond 3 days, we proactively reach out to our clients and provide the status of the check, as well as, an estimated time for completion.*



DESCRIBE YOUR ONBOARDING FOR NEW CLIENTS. IS THERE A CHARGE FOR ONBOARDING NEW CLIENTS?

- *Our onboarding starts with a Customer First approach. We train your team on order entry and system updates thru live demo's or walk through of our ordering process, all at no cost to you. In addition, we send a welcome packet that includes the following FCRA compliant documents:*
 - *Standard application, Disclosure, & Authorization*
 - *Adverse action tool kit*
 - *Summary of your rights under the Fair Credit Reporting Act*
 - *Obligations of All Users of Consumer Reports information*



HOW DO YOU INTEGRATE WITH MY CURRENT SYSTEM? CAN YOU INTEGRATE BACKGROUND CHECKS WITH DRUG SCREENS AND ATS?

- *Our dynamic In-House IT and Programming staff has the capacity to integrate with almost any system and has a history of innovative customized solutions to synchronize with companies both large and small. The ability to combine the Employment Background Check and Employment Drug Testing is a standard item for HR ProFile. The order entry process is streamlined, intuitive, and offers maximum efficiency for your team.*



CAN YOU PACKAGE OR BUNDLE SEARCHES? DESCRIBE THE RANGE OF SERVICES YOU PROVIDE.

- *We strongly believe in customized solutions and offer bundle, as well as a la carte options for 30+ search options. This ensures our clients only get what they need and aren't paying for unnecessary searches. We offer criminal searches at the county, state, and national level. We also offer Reference, Employment, Education and Professional Licensure searches, Drug Testing, VSOS, Workers' Comp, MVR, and Credit searches. All of our searches include the Upper and Lower county seat court searches, even when the records are held in separate addresses within the county. More importantly, our searches also include the major municipal Misdemeanor Courts within each county.*



HAVE YOU EVER HAD ANY LAWSUITS AGAINST YOU OR ANY OF YOUR CLIENTS AS A RESULT OF YOUR SEARCHES?

- *Never. HR ProFile was founded over 20 years ago and can proudly say neither HRP nor a client has ever been sued because we produced inaccurate or incomplete work.*



IS YOUR CUSTOMER SUPPORT LOCAL TO THE U.S.? ARE THERE ANY TIMES WE WILL NOT BE ABLE TO CALL IN AND TALK TO SOMEONE?

- *HR ProFile's Client Services Department is located in Cincinnati, Ohio. Our entire staff is dedicated to your success, and cross trained to handle any issue. This Client Services Team is available Monday-Friday from 7:30AM-9:00PM EST to take calls, respond to e-mails, and receive facsimiles. We strive for a first call resolution!*



HOW DO YOU INSURE THE QUALITY OF YOUR BACKGROUND CHECK?

- *To ensure quality and find every possible hit, our researchers go directly to the court records with 65% of county court searches performed in-house and 35% sub-contracted to our nationwide network of court runners and officials. The sub-contracted counties are performed by a network of paralegals and public record-retrieval firms, all of which are subjected to quality control testing including 10% of searches being fictions (Salts) to ensure only top quality work.*



DO YOU HAVE A DEDICATED COMPLIANCE OFFICER OR LEGAL COUNSEL ON STAFF?

- *HR ProFile Employment Screening has a Full-time, dedicated Compliance Officer on staff and legal counsel to assist with local, state, and federal discovery issues. Our Compliance Officer is a former law official well versed in FCRA, EEOC, ADA, and FTC Guidelines. In addition, our Founder and President, Mark Owens, is a nationally recognized Industry Expert known for his FCRA and case history expertise.*



ARE YOU MEMBERS OF ANY INDUSTRY ORGANIZATIONS?

- *HR ProFile is a member of ASIS, National Association of Professional Background Services (NAPBS), the Greater Cincinnati Human Resources Association (GCHRA), Society for Human Resource Professionals (SHRM), NKY SHRM Chapter, Cincinnati USA Regional Chamber of Commerce, Anderson Township Chamber, and has an A+ rating on the BBB.*



DO YOU HAVE BUSINESS PARTNERS OR AFFILIATES THAT SUPPORT YOUR SERVICES?

- *We partner with Taft Law Firm for all FCRA compliant paperwork and Personnel Profiles for our assessment testing. In addition, we work with multiple drug testing providers, including but not limited to; LabCorp, Quest, eScreen, First Lab, US Healthworks, Concentra, Lab One and Redwood Labs facilities to offer over 4,000 testing facilities at one low cost. HR ProFile has the ability to work with facilities that are close to your location even if they are out of our partner network.*

CONTACT US TODAY!

About HR ProFile, Inc.

HR ProFile, Inc. is a full-service, trusted, industry leader with over 20 years of experience in all areas of Human Capital Management and Employee Screening. We provide Background Checks, Drug Testing, Criminal & Court Checks as well as Reference & Education Verification to clients in all industries Nationally and Internationally. We partner with our clients to ensure best hiring practices and Fair Credit Reporting Act (FCRA) compliance to HR professionals who outsource employee screening. HR ProFile provides market leading innovations, customized and scalable solutions and pricing, as well as unparalleled personal and professional customer service. Visit us at <http://www.hrprofile.com/>

