



THE POWER TO MAKE INFORMED DECISIONS

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ADVANTAGE

EMPLOYMENT SCREENING

DRUG TESTING



SKILL TESTING

BUSINESS & TENANT SCREENING

INVESTIGATIVE GROUP

SERVICE AGREEMENT



the castle branch advantage

For over a decade, Castle Branch has been helping businesses make safe and informed decisions by providing employment, business, and tenant screening, as well as drug testing and investigative services.

Castle Branch Employment Screening provides employers with the tools to make safe and informed hiring decisions, avoid costly litigation, and enhance

productivity. Drug testing services further increase the effectiveness of an employment screening program by isolating applicants with a history of substance abuse. A thorough employment screening program, in combination with our drug testing services, provides employers with the power to attract and retain a safe and efficient workforce.



Castle Branch Business Screening services detail an individual's or organization's financial and legal histories. Our Tenant Screening services provide landlords with the ability to evaluate and screen prospective tenants. Whether extending credit or entering into a contractual agreement, Castle Branch offers crucial insight into a second party's financial and legal stability, thereby reducing the risk of aging accounts receivable, bad debt, and contract violations.

In matters of a more serious and complex nature, **The Castle Branch Investigative Group (TCBIG)** offers the highest level of professional investigative services. Surveillance, corporate security, loss and theft prevention, espionage, and due diligence are but a few areas of our expertise. TCBIG further demonstrates the Castle Branch Advantage and our unique ability to provide a complete spectrum of security and screening services.

At the heart of the **Castle Branch Advantage** is **Accuracy**. While many companies rely on outdated databases, Castle Branch retrieves all public records directly from the source, guaranteeing the most up-to-date and accurate information available. Furthermore, stringent research procedures and protocols ensure accurate reporting of results and compliance with the Fair Credit Reporting Act.

We complement this commitment to accuracy with an uncompromising dedication to service. Clients are assigned a personal account manager who assist in designing a tailored program, is personally available to answer questions, and provides ongoing customer support.

The value that Castle Branch places on service is further demonstrated by our exclusive guaranteed turnaround time. While many screening companies promise fast turnaround, Castle Branch is the only company in the nation that guarantees results on time or the search is free. Furthermore, all Castle Branch reports are provided in an easy-to-read format and are delivered via fax, email, or over the Internet through our web-based information management system.

Our experience and dedication to service have made Castle Branch the name to trust. Whether working with a large corporation or a small business, Castle Branch ensures that businesses make safe and informed decisions.

castle branch employment screening

Castle Branch provides employers with the power to make safe and informed hiring decisions by offering access to a full spectrum of employment screening tools. An account manager is always available to design a customized employment screening package. Furthermore, Castle Branch monitors changes to the Fair Credit Reporting Act and assists clients in complying with state and federal hiring laws.

Whether improving a current employment screening program or implementing a new program, a Castle Branch account manager is always available as a guide throughout the process.

BACKGROUND TO CRIMINAL RECORDS

Criminal records are the foundation of the employment screening process. There are four basic categories of criminal records: county, statewide, federal statewide, and federal nationwide. It is important to better understand the complexity and variety of criminal record searches.



A criminal case is tried in either a local county courthouse or a federal courthouse. There are 7,938 county courthouses in the United States. It is the responsibility of each county courthouse to maintain a record of all criminal charges. County criminal records are the most accurate and up-to-date records on file.

In some cases, a state maintains a statewide repository of criminal records. The repository typically includes the records of each county courthouse. The thoroughness of a statewide search varies dramatically from state to state and, as a result, may not always be appropriate for employment screening purposes. It is important to note that a nationwide database of county or statewide criminal records does not exist.

There are 103 federal district courthouses in the United States. Federal crimes do not appear in county or statewide searches and require a separate search. Federal criminal records are an essential part of the employment screening process and are available nationally or by state. A nationwide federal criminal record search accesses 94 of the federal district courts in the United States for criminal records. Statewide federal criminal record searches access all of the federal district courthouses within a particular state.

Many employment screening firms purchase vast databases of old criminal records which are often outdated, incomplete, or otherwise inaccurate. Because the quality of database research is substandard, Castle Branch does not use information obtained from such databases. Instead, Castle Branch maintains criminal record researchers in every courthouse in the country.

castle branch employment screening

COUNTY CRIMINAL RECORDS

County criminal records are the building block of a thorough background investigation as they are the most accurate



and up-to-date records on file. A county criminal record search reveals whether an applicant has criminal records within a particular county. County criminal records include both misdemeanor and felony convictions, as well as pending charges. Pending charges are important factors in the employment screening process, as the manner in which these charges are resolved will directly affect a business. County criminal records do not include federal crimes.

STATEWIDE CRIMINAL RECORDS

A statewide criminal record investigation reveals whether an applicant has a criminal record within a particular state. Statewide criminal record searches vary from state to state. Pending charges are not reported in all states, other states only update information on a monthly basis, and, in a few cases, a statewide search is unavailable. A Castle Branch account manager is available to discuss the advantages and disadvantages of a specific statewide criminal record search. The reference chart in the appendix provides details regarding availability, price, and turnaround time.

FEDERAL CRIMINAL RECORDS

Federal charges typically encompass severe crimes such as drug violations, illegal sale of firearms, embezzlement, and pornographic exploitation of children. Federal crimes do not appear in statewide or county criminal searches. Federal criminal records are available nationally or by state and include pending cases as well as convictions. Federal criminal records are an essential component of an applicant's criminal history. Castle Branch recommends including a federal criminal record search in every employment screening package.

castle branch employment screening

PAROLE AND PROBATION RECORDS

Applicants previously incarcerated, or who received probation as a result of a criminal conviction, have information filed on record with the state parole and probation board. Parole and probation records are maintained on the state level and are an excellent tool when statewide criminal record searches are insufficient or unavailable. The reference chart in the appendix provides details regarding availability, price, and turnaround time.



MAJOR METROPOLITAN CRIMINAL RECORDS

Major metropolitan criminal record searches investigate the surrounding counties of a metropolitan area to uncover criminal records that might otherwise go undetected. Designed to accommodate the criminal tendency to commit crimes in counties adjacent to the county of residence, this search is especially effective in areas where statewide searches are unavailable. Major metropolitan criminal record searches are custom designed based on the location of the business.

CIVIL RECORDS

Civil record searches isolate applicants with a history of suing or being sued by their employers, a commonplace and costly occurrence in many industries. As part of the employment screening process, a civil record search reduces an employer's risk of costly lawsuits. In addition, civil records uncover liens and cases involving violations of trade secrets and non-compete agreements. Civil records are available nationally on the federal level or on the state level by county.

SOCIAL SECURITY VERIFICATION

Confirming an applicant's true identity and legal employment status is of vital importance in today's employment market. A social security verification is essential to making an informed hiring decision and is recommended for every background investigation.

RESIDENCY HISTORY

Applicants often omit previous addresses from their resume in order to evade a criminal past. A residency history provides a detailed account of an applicant's prior addresses and establishes a roadmap of where to search for an applicant's criminal history.

CREDIT REPORT

A credit report reveals the financial stability of an applicant and alerts employers to individuals who may have an incentive to steal due to personal financial difficulties. Furthermore, applicants who attempt to hide negative work experiences often omit past employers from their resumes. A credit report may disclose unreported employers. A credit report is recommended for all positions with duties including accounting or financial services, access to sensitive information, or handling of valuable merchandise.

castle branch employment screening

SEXUAL OFFENDER INDEX

A sexual offender index search reveals applicants convicted of sexual offenses. A sexual offender search is an

integral part of the employment screening process and is essential for businesses whose employees deal with children, the elderly, or disabled individuals, or employees whose duties require them to enter a private residence. The reference chart in the appendix provides details regarding availability, price, and turnaround time.



MOTOR VEHICLE RECORDS

Patterns of irresponsible and reckless behavior are often reflected in an individual's driving record. Motor vehicle records detail accidents, status and class of license, and traffic violations, including drug and alcohol related offenses. Motor vehicle records are important for employees who drive during business hours, and essential for employees who drive company vehicles or rent vehicles in the company's name. The reference chart in the appendix provides details regarding availability, price, and turnaround time.

WORKERS COMPENSATION RECORDS

A workers compensation search reduces the number of claims filed, and their associated expenses, by alerting employers to chronic abusers. A workers compensation history is vital to companies employing workers in labor intensive industries. Workers compensation records are available in most states. The reference chart in the appendix provides details regarding availability, search requirements, price, and turnaround time.

castle branch employment screening

CASTLE BRANCH VERIFICATION SERVICES



Employment Verification

Applicants often exaggerate the duties of a previous position in order to gain an undeserved competitive advantage. The employment verification process confirms the three most recent jobs the applicant held over the past seven years, along with the dates of employment, job title, and re-hire eligibility.

Education Verification

In many cases, applicants falsify degrees in order to appear more qualified for a position. Castle Branch not only verifies the accuracy of an applicant's reported education, but also reports the dates of attendance, department of study, and degree status.

Reference Verification

Reference verifications often make the difference in the final hiring decision. Focusing strictly on professional references, Castle Branch conducts in-depth interviews designed to evaluate an applicant's job skills, including people skills, communication, and time management. Evaluation criteria can be tailored to suit industry or job-specific needs.

Military Verification

Applicants often falsify serving in the military as a guise for time spent in prison. If an applicant claims to have served in the armed forces, it is essential to confirm their time of duty. A military verification provides the dates of service, rank, and terms of discharge.

Professional License Verification

Applicants often falsify attaining a professional license or continue to practice after a license has expired or has been revoked. Castle Branch confirms all professional license credentials and reports the date of issuance, expiration date, suspensions, and disciplinary actions when available.

castle branch drug testing

Castle Branch complements its employment screening programs with nationwide drug testing services. The need for drug testing cannot be understated: in the United States over 20 percent of full-time employees between the ages of 20 and 34 used illicit drugs last year, missing work almost twice as often as non-drug users, and filing more than twice as many workers compensation claims.

Castle Branch brings years of experience to employers requiring substance abuse screening services, along with an uncompromising commitment to customer service. Numerous collection sites are located in most cities. A medical review officer is available to interpret positive results and an account manager is always available to review current drug testing policies.

Castle Branch drug testing reports are provided in an easy-to-read format and are delivered via fax, email, or over the Internet through our web-based information management system. Whether improving a current drug testing program or implementing a new program, a Castle Branch account manager is always available as a guide throughout the process. Castle Branch offers two categories of drug testing: laboratory testing and on-site testing kits.

ON-SITE TESTING

Castle Branch provides on-site drug testing products that are a fast, simple, and economical means to detect the presence of illegal substances.

With on-site testing products, the entire process requires less than five minutes, eliminating the time required for the applicant or employee to travel to a testing facility. Results are available immediately.



ORAL FLUID TESTING

Oral Fluid Testing reveals the presence of up to five drugs. Applicants or employees provide a sample by placing a small swab between their cheek and gum. The sample is either analyzed on-site at the time of the test or sealed in a specimen package and shipped overnight to a lab for analysis.

On-site analysis yields results in approximately five minutes. For tests analyzed at the lab, negative results are available within 24 hours, while most positive results are available within 48 hours.

DRUG CHECK TEST CUP

Drug Check Test Cup screens for the presence of either 4, 5, or 6 drugs immediately. Applicants or employees provide a sample in the Drug Check Test Cup and replace the lid. The result strip is then removed from the cup and results are apparent within 5 minutes.

DIP TESTING

Dip Testing screens for the presence of up to 10 drugs immediately. The applicant or employee provides a sample in a specimen cup. The employer then dips a test strip into the sample and the results are visible within 5-10 minutes.

PIPETTE TESTING

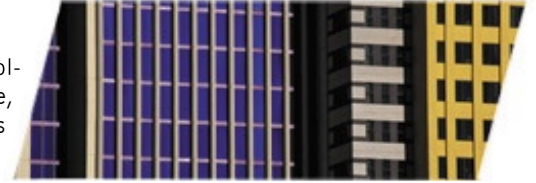
Pipette Testing screens for the presence of up to 9 substances. The applicant or employee provides a sample in a specimen cup. The employer, using a pipette, places drops of the sample on a test cassette. Results are visible within 5-10 minutes.

castle branch drug testing

LABORATORY TESTING

With over 11,000 collection sites nationwide, Castle Branch selects a convenient location where the applicant

or employee provides a sample. At the testing facility, a technician oversees collection and forwards the sample to the laboratory. Negative results are available within 24 hours and most positive results are available within 48 hours.



Castle Branch conducts industry standard 5, 7, 9, and 10 panel urine drug tests to detect the use of illegal drugs and commonly abused prescription drugs.

5 Panel:*

THC, COCAINE, OPIATES, PCP & AMPHETAMINES

*Required for all positions regulated by the Department of Transportation (DOT)

7 Panel:

THC, COCAINE, OPIATES, PCP, AMPHETAMINES,
BENZODIAZEPINES & BARBITURATES

9 Panel:

THC, COCAINE, OPIATES, PCP, AMPHETAMINES,
BENZODIAZEPINES, BARBITURATES,
METHAQUALONE & PROPOXYPHENE

10 Panel:

THC, COCAINE, OPIATES, PCP, AMPHETAMINES,
BENZODIAZEPINES, BARBITURATES,
METHAQUALONE, PROPOXYPHENE & METHADONE

castle branch skill testing

Castle Branch complements its employment and drug screening programs with our innovative online skill testing solutions. Castle Branch Skill Testing provides employers with the tools to make informed hiring decisions, decrease employee turnover and increase efficiency.

Online skill testing has quickly become an essential component of employment screening. Our library of over 800 testing solutions allows employers to assess whether the knowledge or skills that an applicant claims on their resume is accurate. It helps determine the correct placement of an applicant, and gauge their success with the company.

Skill Testing is not only useful in the hiring process; it is also a very effective tool for promotion within the company. Through skill testing, employers can gauge the level of training required to promote an employee or determine that it may be better to hire someone new to fill the position.

Web-based testing allows job applicants to take tests from any computer with an Internet connection. The company administrator chooses the tests to be administered and has the applicant take the test onsite or emails the test to the applicant. Once the test is complete, the results are emailed to the administrator.

Whether implementing a new skill testing program or improving upon a current one, a Castle Branch account manager is always available to assist you.

ACCOUNTING KNOWLEDGE

Evaluate key accounting and bookkeeping skills in accounts payable, accounts receivable, payroll and financial statements and assess abilities with popular accounting software such as Peachtree and Quickbooks.



ACCOUNTING OFFICE

Assess important skills such as typing, audiotranscription, shorthand and language skills relating to work in an accounting environment.

ATTITUDE APTITUDE

Skill testing only tells you part of the story. Now you can measure an individual's attitudes, aptitudes and characteristics to determine whether your candidate is a good fit for the job and for your organization.

CALL CENTER

Assess customer service skills and sales ability using realistic simulations of call center scenarios.

CLERICAL OFFICE

Assess critical office and clerical skills including business english and math, typing, data entry, filing, coding, telephone and office management skills.

DIGITAL LITERACY

Assess basic understanding of all aspects of computing and the Internet, including hardware, software, networks, email and Internet browsing.

FOOD SERVICE

Screen applicants on the basics of food hygiene, food storage, and disease prevention, and test for specific knowledge of clinical nutrition, world cuisine and food preparation techniques.

INDUSTRIAL SKILLS

Test general knowledge and skills in machine skills and industrial mathematics and measure specific knowledge in a variety of disciplines including construction, automotive, plumbing, electrical work, and industrial safety.

IT SKILLS

Measure critical skills for programmers and IT professionals in a real-world code-manipulating environment.

castle branch skill testing

LEGAL OFFICE

Evaluate important legal office skills including typing, audio transcription, shorthand and language skills related to working in a legal environment.



MEDICAL OFFICE

Test knowledge of medical terminology, billing and filing codes and key medical office administrative skills.

NURSING

Test for knowledge of medical coding and dosage calculations, and evaluate nursing knowledge and skills with assessments for specific fields including critical care, intensive care, pediatrics, psychiatric nursing and more.

RETAIL SALES

Measure knowledge and skills required for effective retail sales with tests based on standards established by the National Retail Foundation for the National Skills Standards Board.

STAFFING AND HR KNOWLEDGE

Determine your HR or staffing consultant's knowledge and skills in recruiting, sales, operations, management and training, and assess their understanding of compliance with employment rules, regulations and laws.

SOFTWARE SKILLS

Use state-of-the-art software simulations to test candidates on today's top office software, including Microsoft Office, Lotus SmartSuite, WordPerfect and more.

TALENT SCOUT

Test all of the critical skills required for Microsoft Office, Call Center, Accounting/Bookkeeping, Clerical, Legal and Medical Office positions in less than half the time required by traditional testing.

TYPING DATA ENTRY TRANSCRIPTION

Measure general speed and accuracy in typing, data entry, audio transcription and shorthand or use tests specific to accounting, legal or medical office staff.

castle branch business & tenant screening

Castle Branch Business Screening services detail businesses financial and legal histories. Whether extending credit or entering into a contractual agreement, Castle Branch offers insight into a second party's financial stability.

Castle Branch Business Screening also encompasses Tenant Screening, providing landlords with the tools to evaluate prospective commercial or residential tenants. Tenant Screening reduces property damage, improves long-term occupancy, decreases late payments, and reduces criminal activity.

Whether Business or Tenant Screening, a Castle Branch account manager is always available to suggest the appropriate screening tools necessary to make safe and informed decisions.

BUSINESS PROFILE

A business profile provides an in-depth survey of a business' background information, helping companies appraise the risks associated with new and existing business relationships. Reports include current payment trends, public record filings, and Standard & Poor's. The business profile is a valuable tool when partnering with a new business, extending credit, or renting property.



BUSINESS OWNER PROFILE

The business owner profile is a credit history of a business' owners, general partners, and shareholders. The business owner profile provides supplemental information to the business profile and is crucial when evaluating a small or a new company. Information available includes risk profile, credit payment history, current credit profile, negative account profile, tradelines, public record profile, and inquiries made into the person's credit. A business owner profile is an excellent means to gauge a company's stability, as well as its ability to satisfy current credit obligations.

BUSINESS SUMMARY

A business summary alerts businesses to possible risks associated with a second party. A business summary provides a more concise version of the business profile and is recommended for those requiring a quick evaluation of the company in question, rather than an in-depth report. The business summary provides information on low-balance accounts, a summary of trade information, a survey of collection data and derogatory public record filings.

COMMERCIAL INTELLIScore

A commercial intelliscore predicts the likelihood of a business becoming 90 days delinquent in payments. The commercial intelliscore quickly identifies high, low, and marginal risk accounts by assigning a credit score to each business and providing summaries of trade payments, public record data, and background information.

CREDIT REPORT

While commercial tenant screening relies on a business profile, a credit report is the foundation of a thorough residential tenant screening package. A credit report evaluates a tenant's ability and willingness to satisfy credit obligations and may verify previous employment and past address information. A credit report reduces evictions and collections due to insufficient funds.

castle branch business & tenant screening

CRIMINAL RECORDS

A criminal background investigation protects a landlord's investment and surrounding residents. Criminal records alert property managers to an



applicant's criminal past and, most importantly, isolate histories of substance abuse and drug trafficking. Criminal records are available at the county, state, and federal level.

EMPLOYMENT VERIFICATION

Verifying a prospective tenant's source of income is of primary importance before allowing occupancy of a rental property. An employment verification provides dates of employment and job title, ensuring that the applicant has a consistent source of income.

FEDERAL BUSINESS BANKRUPTCY

Federal bankruptcy records identify businesses that have filed for bankruptcy in the past or are currently involved in bankruptcy proceedings. Furthermore, the bankruptcy search identifies businesses currently under bankruptcy protection. Thorough knowledge of a business' bankruptcy standing allows for proper handling of accounts. Federal bankruptcy records are available on both the state and national levels.

FEDERAL BUSINESS CIVIL

A federal business civil search isolates companies with a history of suing or being sued. Understanding a company's legal past is an essential component of a new business venture or the extension of credit. A civil search is an equally important aspect of the tenant screening process as it isolates corporations or individuals with a history of contract violations and civil litigation. The federal business civil search is available on both state and national levels.

LANDLORD VERIFICATION

Castle Branch conducts a personal interview of a tenant's previous or current landlord. The personal interview of a tenant's references is indispensable as prior landlords often reveal behavioral traits that are unavailable from any other source.

SEXUAL OFFENDER INDEX

A sexual offender index search reveals applicants convicted of sexual offenses. A sexual offender search is an integral part of any tenant screening program and is especially important in protecting the reputation of apartment communities.

the castle branch investigative group

The Castle Branch Investigative Group (TCBIG) recognizes that 21st century businesses face a new and heightened responsibility to assess risks and address security. TCBIG is committed to providing businesses with the tools to protect human, physical, financial, and intellectual assets.

Whether implementing preventative measures or resolving crisis situations, TCBIG is committed to ensuring the safety of business communities. The thorough analysis of risk factors, and the implementation of measures to interdict or resolve imminent dangers, are the cornerstones of our mission.

TCBIG provides the intelligence businesses need to make critical and safe corporate decisions. Using the latest investigative research techniques and security equipment, TCBIG ensures a safe, secure, and productive work environment.

The Castle Branch Investigative Group redefines traditional investigative techniques to serve the modern day needs of the business community. TCBIG offers an effective and confidential means of responding to a wide variety of sensitive issues. Custom designed services guarantee an efficient solution to any problem.

DUE DILIGENCE

Due Diligence investigations provide vital information needed to make important business decisions regarding partnerships and joint ventures.



TCBIG researches the financial stability, credit-worthiness, and background of potential business partners and allows businesses to avoid bad investments and questionable partnerships. TCBIG Due Diligence reports consolidate an extensive search of public records, criminal records, voter history, real property, civil tax liens, judgements, personal interviews, and more depending on the nature of the investigative action.

PERSONAL AND EXECUTIVE SECURITY

Threats and unwanted advances often compromise the safety of top executives and high profile individuals. TCBIG provides personal protection services to ensure the safety of business executives, public figures, and other high profile individuals and their families.

WORKPLACE VIOLENCE

Workplace Violence is a culmination of various factors. Conflicts with company procedures, disgruntled employees, and insufficient management/employee communication comprise some of the more common potential threats. Additionally, fear of workplace violence has a devastating effect on employee productivity. TCBIG offers preventative and defensive measures designed to resolve a sudden crisis or to address the likelihood of potential threats.

PHYSICAL SECURITY

Businesses are vulnerable to various internal and external security breaches. TCBIG protects businesses by offering comprehensive security assessments of company premises and procedures to identify potential security weaknesses. TCBIG increases security with a customized protection plan that may include physical and electronic surveillance, ground security, and evacuation safety plans.

LOSS PREVENTION

Retail stores, corporate offices, factories, and warehouses are continually threatened by employee theft. Employee theft can take many forms, requiring access to a wide variety of investigative tools. TCBIG solutions may include surveillance, infiltration, and secret shopping. A TCBIG solution effectively reduces company losses due to workplace theft.

WORKERS COMPENSATION FRAUD

Fraudulent workers compensation claims total approximately 3.5 billion dollars annually. Employing surveillance and research tools, TCBIG determines the validity of workers compensation claims and reduces wrongful exploitation of company insurance policies.

FINGERPRINTING

The patterns of ridges on finger pads are unique: no two individuals have identical fingerprints. Whether complying with regulatory policies or conducting criminal histories, TCBIG provides experienced fingerprinting technicians.

the castle branch investigative group

EMPLOYEE INVESTIGATIONS

Routine background checks ensure safe and informed hiring decisions, but often a position's duties require a more exhaus-

tive background investigation. TCBIG ensures the selection of reliable individuals for key positions, including those in the executive realm, employees with access to trade secrets and confidential information, and those involved in accounting or financial services.



FINANCIAL PROFILES

TCBIG financial profiles provide an in-depth survey of a second party's background, allowing businesses to appraise the risks associated with new and existing business relationships. TCBIG financial profiles provide information on a second party's financial history including low-balance accounts, trade payments, public record data, credit scores, Standard & Poor's, commercial intelliscore, principal or officer profiles, and bankruptcy proceedings. Whether a business is extending credit or entering into a contractual agreement, TCBIG offers key insight into a second party's financial stability.

INFORMATION SYSTEMS SECURITY

The information stored on business computer networks is vulnerable to external and internal invasion. A TCBIG investigation determines the sources of electronic intrusions and identifies information that has been accessed, altered, or destroyed. TCBIG recovers lost data from network backups and implements revisions to computer security procedures.

COUNTER ESPIONAGE

Business intelligence is frequently compromised by lapses in security. TCBIG investigates and identifies the origin of communication breaches. Counter espionage investigations protect a business' intellectual assets by ensuring that the security of confidential information is not violated.

POLYGRAPH REFERRALS

A polygraph test records changes in cardiovascular, respiratory, and electrodermal patterns. The results are then used to gauge the honesty or dishonesty of an individual. Polygraph tests are useful tools in many sensitive matters, including sexual harassment, drug history, and employee theft.

K-9 SERVICES

Businesses are targeted locations for violent acts, drug use, and the sale of illegal substances. As a result, businesses and event planners have the added responsibility to protect the public. Furthermore, the use and sale of narcotics in the workplace have a detrimental effect on employee productivity. K-9 Units are extremely effective at uncovering narcotics and explosive materials.

CASTLE BRANCH INC.

SERVICE AGREEMENT

The undersigned agrees that all reports submitted and received will be subject to the following conditions. All reports will be kept strictly confidential, no information from reports will be revealed to any other person, except a person whose duty requires him to pass on the transaction in relation to which the report was ordered. No information will be requested for the use of any other person. Requests for report information from the person reported on, or his representative, will be referred to Castle Branch Inc. for disclosure as provided under the Fair Credit Reporting Act, the American with Disabilities Act or other applicable laws. The undersigned certifies that these reports will be ordered only when intended to be used for employment purposes, or in connection with a legitimate business or association's need in connection with transactions involving the consumer or public. The undersigned also agrees to comply with any applicable state requirements concerning access to or use of motor vehicle records, credit reports, drug testing, criminal records, skill testing or any other related reports governed by the individual states. In this regard, the undersigned will cooperate with Castle Branch Inc. in monitoring the use of such reports. The undersigned agrees to hold Castle Branch Inc., its officers, employees and any company Castle Branch Inc. uses to obtain reports, harmless from and against any expense or damages resulting from the publishing of report information contrary to these conditions. The undersigned understands that all information provided by Castle Branch Inc. is only current as of the date provided and is made available on an "as is" basis. The undersigned understands that Castle Branch Inc. cannot be responsible for the record keeping practices of third parties such as, but not limited to; the department of motor vehicles, county, state and federal courts, state repositories, state and regional prisons, local police stations, federal bankruptcy courts, federal civil courts, state medical boards, drug testing facilities and other professional licensing organizations, and other local, state and federal organizations. The undersigned recognizes that information is secured by and through fallible human sources. The undersigned agrees to release Castle Branch Inc., its officers and employees from liability for any errors and or omissions contained in reports prepared by third parties and from any loss or expense suffered by the undersigned directly or indirectly from Castle Branch Inc. reports. The undersigned agrees that this letter constitutes all conditions of service and of reporting, present and future applies to all reports made by Castle Branch Inc. and is binding in all 50 states. The undersigned agrees to pay a \$9.95 monthly service fee and to pay all bills for services according to the rate schedule in effect at the time such services are rendered, within fifteen days from the date of invoice and a one and one half percent (1 1/2%) per month late charge for payments made past that date. In the event of nonpayment after 90 days, the undersigned agrees to pay the balance of all bills immediately. Furthermore, the undersigned agrees to pay all attorneys' fees, litigation costs, court costs and/or collection fees associated with the collection of delinquent accounts. No changes in these conditions may be made except by consent in writing of an office of Castle Branch Inc.

Company Name _____ Billing Contact _____

Address _____ Billing Address _____

City, State, Zip _____ City, State, Zip _____

Phone (_____) _____ Phone (_____) _____

Fax (_____) _____ Fax (_____) _____

Email _____ Email _____

Print Name _____ Title _____

Signature _____ Date _____

Please complete service agreement and fax to Castle Branch Employment Screening at (910) 815-3881.

