

Castle Branch, Inc.
The Employment Screening Solution
Questions and Answers

- *Can you do International background checks?*

We are able to get international background checks. The costs and turnaround time will vary depending on what country you are searching. For more information, please contact us.

- *Can you go back further than 7 years?*

We can go back further than 7 years. There are some state agencies and courthouses though that only allow access to records within the past 7 years.

- *Are there other searches you recommend other than the county criminal search?*

What I discussed in the web seminar is what we like to think of as a foundation for background checks. It gives you something to build on if you have additional needs for your searches. We do offer many other services that can help you in your employment screening. We offer Motor Vehicle Record checks so you can look into someone's driving history. We offer Sexual Offender Index searches, statewide and nationwide, if you have someone that will be working with children. We also offer Verifications if you need to verify information on an applicant's resume or application.

- *What is the difference between federal and county criminal searches?*

The difference is in the information they report. Criminal records exist on two levels: the county level and the federal level. A federal crime is a violation of federal law or any crime committed on federal property. These crimes are only reported on the Federal Criminal searches. A county crime is one that violate county or state laws. A county criminal search will report this information for the county you are searching. For those of you that do statewide searches, a statewide criminal report includes information from all of the counties within a particular state.

- *What is the additional charge for the alias/maiden name search?*

The cost will vary depending on the number of counties that are searched and how many names the person has used in the past 7 years.

- *If a person was convicted of a sex crime over 7 years ago will that come up during the sex offenders search?*

Yes. Typically the states have the sex offender date indefinitely. Therefore, if

someone was convicted 15 years ago, as long as the state has record of it, we will report it.

- Is there any other way to order besides online?

Yes. You are able to fax in orders. We do recommend ordering online, however, as it is the most secure and accurate way.

- Who do I contact to set up a program?

If you have been dealing with one of our account representatives, you can contact him/her. If you haven't spoken with anyone yet, you can contact me and I can guide you in the right direction! Once you speak with someone it won't take long at all to set up a program.

- How much does a background check cost?

That is a hard question to answer because the cost can vary depending on what searches you want done. Statewide searches prices vary and well as others. A safe average would be around \$35-45. If you want to get a price quote just let me know.

- How much does a drug test cost?

The cost is affected by several factors, including the drug test panel used and the location of the collection site. The range is typically from \$35-60, except hair testing which ranges from \$90 to \$125.