

## Complete Criminal Background Check

How to ensure you are ordering a complete and thorough background check

Questions and Answers

- *Can you do credit checks?*

**Yes we can do credit checks. There is a separate process in order to get approved to run credit checks which may need to include a site-inspection of your organization. Please talk to your account manager if you need more information.**

- *If there is an increase in the number of counties searched, does this mean it will take longer to get results?*

**It will not increase the turnaround time. Because we do have over 20,000 courthouse researchers around the country, we are still able to guarantee that results are sent to you in 72 hours.**

- *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.**

- *I currently order statewide searches. Does this mean I should only order county criminal searches from now on?*

**I would recommend having a discussion with your account manager to make sure you are conducting the right searches, as different states report different information. I would recommend that you search all counties that the applicant has lived in outside of the current state of residence within the past 7 years (if you are not already doing that). This will ensure you are looking at all possible criminal records for that person.**

- *Can you go back further than 7 years? (there were different variations of this question).*

**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. Basically it comes down to if the information is reported to us, we will report it to you (unless otherwise specified). Different states/counties have records going back to different dates.**

- *Are 1 county and 2 names the same price?*

**No, each name counts as a separate search. Even though it is the same county, each name is a separate search conducted by our researches.**

- *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.**

- *How do you search for maiden names? Is it a separate search?*

**Yes it is a separate search. We will first run a Residency History search. This search uses the applicant's SSN to compile a list of names associated with that number. Then from that as well as the information the applicant provides, we will search all places (states or counties) that the person has lived in for the past 7 years using all the names they have used. Please contact me if you would like further information.**

- *When you search for additional names, are you only looking at females?*

**No. Although it is more common for female applicants to have maiden names, there are instances where males have alias names. In these cases, as in the case of a maiden name, you would want to search the additional names to look for possible criminal records.**

- *If we provide a hyphenated name will you automatically perform the maiden name search?*

**We will perform the maiden name search if requested by you and for additional charges. In the case of a hyphenated name, we would separately search under the hyphenated name as a whole, and possibly each section of the name, if it shows up in the residency history that both of those names were used.**

- *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.**

- *What would be the benefits of using Castle Branch background checks versus fingerprinting?*

**There are several benefits of using Castle Branch for background checks, but to mention a few downfalls of fingerprint background checks: The FBI database is primarily an "arrest database", meaning (1) the person would have actually have to have been arrested and fingerprinted for it to show up and (2) a majority of the records may not state whether or not the person was actually convicted or if a record was expunged. Also, there can be a significant time lag in information being transmitted to the database. There is no way to determine when the database was updated and you could miss recent activity.**