

TIPS TO OUR CLIENTS TO HELP SERVE YOU BETTER!

The following are tips that will help us to expedite your background checks:

1. We are committed to completing your requests within 3 to 4 days. We are currently running at a 96% completion rate for a 4-day turnaround time for all our clients. Those records not completed within that time frame are usually out-of-state criminal histories, workers' compensation or, depending on the school providing confirmation, the education requests.
2. **Your request must be received by 11 AM (EST) in order for today to count as "Day 1."** All requests received after 11 AM are considered "Day 1" on the next business day. Our criminal researchers require their assignments by noon, so 11 AM must be our cutoff time. Requests may be scanned or faxed to us.
3. We can e-mail or fax completed reports to you, with your permission. Please let us know how you would like to receive the reports: for e-mail, we'll need the e-mail address, for faxes, let us know if you require a phone call prior to faxing the completed reports.
4. We make a thorough effort to conduct our background investigation to best assist you in your hiring decisions. Pre-Check's standard effort includes up to 6 phone calls, faxes as necessary and follow-up calls after faxes. We ask to speak to department heads, the applicant's immediate supervisor, and supervisors of HR departments. If our reasonable efforts have not resulted in a confirmation, we consider our work complete. If you provide us with new information (i.e., dates of graduation, maiden names, supervisors' phone numbers) AFTER we complete the report, we will begin a new service (Day 1 begins again) and charge for the additional services requested. We will try to expedite the new request.
5. To expedite your report, please check all requests for completeness and legibility (i.e. Social Security numbers, birth dates, legibility of name and checkmark for contacting current employer).
6. If you prefer, you can reach us through email. Just type the first name of the Client Service Administrator @pre-check.com or info@pre-check.com

We thank you for choosing Pre-Check. It is our hope to exceed your expectations. If there are any questions, please call Robert Drusendahl at 216-226-7700, extension 106 or the front desk at 216-226-7700, extension 100.