



## The Backgrounds Online Approach



When Backgrounds Online launched in 1977, we set out to be more than just a background screening firm. Rather than simply being a service provider, we see ourselves as an extension of our clients. With these ethos in mind, we've continued to evolve our product offering, support procedures, security and service delivery.

Backgrounds Online stands on a foundation of five core elements that allow us to deliver the best FCRA compliant background check possible while building lasting, symbiotic partnerships with our clients.



### Service

We pride ourselves on being a "service first" company. Our dedicated support team consists of FCRA certified, industry knowledgeable Account Managers – an amazing resource that we often encourage our clients to take advantage of. With our extended support hours and myriad of contact methods, you can be sure that we're available when you need us.

You also have access to convenient online tools, available 24/7, that allow you to place new orders, update your account preferences, view invoices, and even send a status request with a single click.



## Products

With nearly two decades of experience under our belt, we can confidently assert that the product we provide is second to none. We have applied our industry's best practices and the feedback received directly from our clients to create pre-set packages that we know can truly fit the general screening needs of any industry.

We understand, however, that every business and position is unique and that there isn't a single solution for every employer. Are you in need of a custom screening solution? Discuss your requirements with your Account Manager, he/she can recommend searches and help you put together a tailor-made package to fit your specific needs.

## Client Education

Background screening is an ever-changing industry- it's part of our job to keep up and arm our clients with the knowledge to make better-informed hiring decisions.

We publish semimonthly educational newsletters (available in the Resource Center) as well as several weekly blogs aimed at keeping you up-to-date and in-the-know with all the happenings here at Backgrounds Online and within the background screening industry.

## Technology

Backgrounds Online utilizes advanced technology to ensure that the screening process is as secure, convenient, and expedited as possible. From our innovative site features such as Applicant Self-Submittal and personalized compliance forms to our ATS integration and API documentation, we have the tools to make background screening as simple and seamless as possible.



## Compliance

As an Accredited Consumer Reporting Agency, Backgrounds Online has proven its dedication to maintaining high professional standards, accountability, a commitment to excellence, and continued institutional improvement. These practices have cultivated in having been recognized by the National Association of Professional Background Screeners, an organization that promotes ethical business practices and compliance with the Fair Credit Reporting Act (FCRA) and Equal Employment Opportunity (EEOC) laws. In addition, our entire staff is FCRA certified and well versed in the laws at the federal, state, and local levels.

At Backgrounds Online, we're constantly seeking out ways to improve our services and certainly welcome feedback from our growing client roster. We strive to impress our clients by delivering the best FCRA compliant background check via these five core elements, and establish evergreen business relationships that will prove fruitful for your hiring needs and our screening procedures. If there is anything we can do to better serve you, please let us know.