



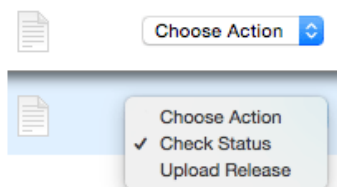
## BACKGROUNDS ONLINE CHANNELS OF COMMUNICATION

Over the past few years, background screening has become not only a necessity for employers, but one of increasing frequency. The talent acquisition market has reached a tough climate- with background screening being one of several steps to finding a fitting new staff member. We understand the urgency when evaluating and onboarding an applicant you've deemed a great fit for your business, and we've provided a multitude of communication channels for your HR department to assure our team is meeting your hiring timelines.

### Single-Click Status Requests

Depending on your chosen screening package, there are a variety of variables that can impact the timeline of a background check.

With standard criminal screening procedures involving courthouse visits by our researchers, location can play a major factor. To best assist our clients with obtaining quick status updates on pending orders, we've introduced a single-click status request directly from your report manager. Stay up to date on your in-process background checks to keep a closer eye on your hiring timeline.



### Frustration Free Follow-Up

Beyond delivering the best FCRA compliant background check on the market, we strive to assure that every single interaction you have with us is a pleasant one. Our client support team aims to respond to any and all communications within a 90 minute timeframe during operating hours. Whether you're checking status on a background check, requesting FCRA clarification or need a hand selecting a screening package- we promise you'll enjoy your interaction with us.



## Client & Team Rapport

Building on our service-first approach to background screening, every client has a account manager. Although you can find your account manager's contact information from the "Your Account" section of our website, our advanced phone routing system will take you directly to your specific manager when you place a call to our team. We believe in building long lasting business relationships with our clients, and this certainly helps encourage that.

## Easy Contact Methods

Our team loves what we do, and we genuinely enjoy communicating with our clients about anything background screening- so we've made it simple for you to reach us. We're available Monday through Friday, 5AM - 6PM (PT) via telephone, email, live chat and the aforementioned single-click status request.

## Feedback Welcomed

The screening industry has come a long way over the past decade, and Backgrounds Online is growing right along with it. Our growth is thanks to our clients' perspective and feedback on our product delivery and approach. If you or your HR staff have questions, suggestions, comments or more, we encourage you to not just contact our team- contact our Chief Executive Officer, Chris Ballas. From our team to yours, thank you in advance.

### **Christopher Ballas**

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