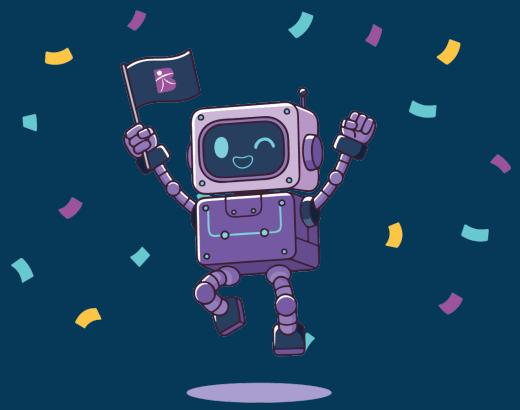
backgrounds online

NEWSLETTER
NOVEMBER 2026

PRODUCT UPDATE

An Enhanced Applicant Entry System

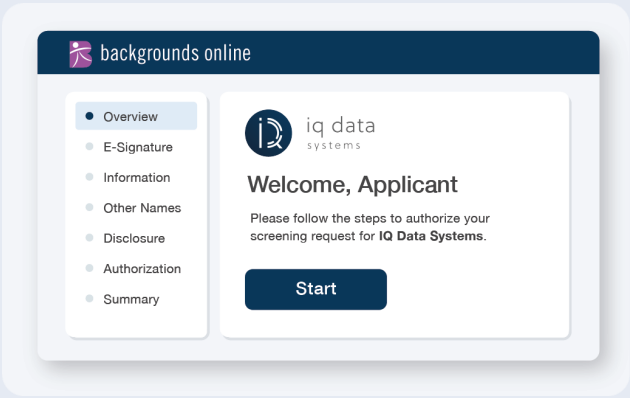


We're excited to announce several important developments to the way that your candidates provide the necessary information to process their background check, which streamlines your screening process.

UPGRADED PROCESS

Applicant Provided Data

When ordering a background check, you can elect to have your candidate submit their information directly to us. This approach minimizes potential data-entry errors, improves information accuracy, and establishes a direct line of communication between our team and your candidate via our Applicant Portal.



Within the portal, we can ask your candidate clarifying questions or have them provide additional documentation to help expedite the process. This accelerates our screening efforts and reduces administrative demands for your staff so they may focus on other priorities.

We've recently upgraded our Applicant Self-Submittal process by optimizing the interface and adding new compliance measures. Your candidates are now prompted to provide their personal information up front so that we may determine which location-based laws apply then serve them any required state notices or disclosures.

We always suggest taking advantage of this option when placing an order. Allowing Backgrounds Online to collect information directly from your candidate improves data integrity, helps quickly identify discrepancies and allows us to obtain missing information more efficiently.

Greater Accuracy Means Faster Turnaround

In most cases, background checks are completed in 1-3 business days. They can, however, be delayed for various reasons. The most common culprit for deferred results is incomplete or inaccurate candidate data.

Our updated Applicant Self-Submittal feature overcomes some of these key challenges by establishing a one-to-one connection. We can acquire data and documents that we need faster, which accelerates your turnaround time and helps to proactively prevent interruptions.

Adverse Action

Advocacy

Starting in 2027, we're offering a brand-new feature that will empower you to better manage the adverse action process. You'll gain the ability to generate pre-adverse letters that include required federal, state and local forms and notices. As you prepare the pre-adverse and adverse content, you'll see a preview that informs you of exactly what the candidate will receive.

Our goal is to make the adverse action process more organized, transparent, and manageable for your team while supporting compliance with applicable requirements. Watch for more details about this upcoming feature in future newsletters.



Discover the Full Value We Provide

Backgrounds Online offers a comprehensive portfolio of screening solutions and support services designed to address the evolving needs of today's employers.

From innovative technology to personalized assistance, our commitment is to help you navigate screening challenges with greater efficiency and confidence. Watch for future communications highlighting additional capabilities, product enhancements, and resources that can make your team's work easier.

Recognized as an Industry Leader

We are pleased to announce that Backgrounds Online has once again earned recognition on the prestigious HRO Today Baker's Dozen list of Consumer Reporting Agencies (CRAs).

We'd like to take this opportunity to thank those of you who took a moment out of your busy schedules to respond to the survey recently hosted by HRO Today. We appreciate you taking time to share your thoughts on our products and services. Your participation made this achievement possible and we are grateful.

Have Questions?

If you have questions about any of our products or services, please contact us. Backgrounds Online is a service first agency and we are available to assist you Monday through Friday from 5am to 6pm PT.