

IMPORTANT INFORMATION

TIME KEEPING: Background Research, Inc. has a daily business cut off time of 3:00 p.m. Mountain Standard Time. Search requests received after the cut off time are posted for next day's business.

CANCELLATIONS: Background Research, Inc. will make every effort to end the search request(s) when notified up until 3:00 PM on the day the request is made.

SCOPE & JURISDICTION: A standard time frame of seven years (7) is used for each search conducted. Requests for information beyond the standard seven-year scope are available though will be delayed and additional per year fees are assessed. Unless otherwise specifically restricted by local ordinance, State law, or Federal statute, search requests submitted are conducted at the County Seat of each county requested when possible. A \$2.00 fee per year will be assessed for all requests outside the standard scope.

COPIES: Background Research is not a document retrieval company. Requests for copies are **assessed an additional \$35.00 per case** for the search if the information is available and documentation is returned. Additionally; per page copy costs are reimbursable to this office at \$1.00 per page. Copies of a "COMPLETE CASE FILE" from arrest, through trial & disposition, and including any after sentence information, should always be ordered specifically through a Document Retrieval Company.

TRAFFIC: Traffic related information is reported only if it appears in the Felony or Misdemeanor criminal indices. We do not search separate traffic indices.

DUPLICATES: Duplicated requests are your responsibility and will be billed. ***Hyphenated Surnames are searched per name (such as; Smith-Parker would be searched as Smith and Parker) and billed per name.*** A.K.A's or Maiden names are also separate search requests and will be billed accordingly.

DISPUTED RESULTS: For disputed "NO RECORD" results: We will verify all information originally submitted, and re-check the subject at no additional cost. If the re-check returns the same result, you will be billed for a second search. A second re-check request will require the following information; **name, date of birth, case number, arrest date, and arresting agency.** If the second re-check returns the same result, you will be billed for that search as well. Case#, Date, and Agency provided for a second recheck will often direct the search to a Non-County Seat court. Case information revealed, as a result of this additional information will NOT constitute a Missed Record for original request. Non-County seat court search requests (if available) will be delayed and invoiced as a separate search.

For Criminal records attributed to and/or disputed by an applicant: Please verify the identifying information provided to this office, and note how Background Research verified the report. If the identifying information matches what you provided, and it is still disputed, a second search will be conducted and copies will be requested from the court of jurisdiction at no additional cost. If the re-check returns the same result you will be billed for a second search **as well as copy costs.** If the information is still disputed, please direct the subject of the search to immediately contact the clerk of court office in the jurisdiction where the search was conducted to clear up any possible discrepancies in their criminal index system.

BILLING: Invoicing is based on completion date. All invoices received from this office are clearly marked "Net 30" No additional search requests will be processed if invoices are not paid within 45 days of invoice date. If your account is frozen due to an invoice being over 45 days old, all outstanding invoices, regardless of age must be brought current before any additional requests will be processed.

NOTICE: FCRA regulation, not all information available on public records may be reportable to End User's (our Clients' client). Users of our service agree to be solely responsible for the implementation of and strict

adherence to all Federal as well as State laws regarding the permissible purpose and usage of any information returned in any requested report.

Information in our reports is obtained and compiled, from reliable public record sources by both human and electronic method; however, no source of public record information currently available is completely infallible regardless of safeguards and/or precautions taken or in place. Any/all information returned is, that which is readily available at the time the search is conducted and (AS IS). The depth of information in search results returned to requestor is dependent on the availability of the information at the time the search is conducted; the specific restrictions on access to public record information imposed within the requested jurisdiction, and the accuracy and/or completeness of the identifying information submitted for the search as compared to identifying information that may be on file in the requested jurisdiction. All information provided in any report may be subject to clerical, grammatical or other error by any source in the information chain. Therefore; Background Research, Inc. cannot guarantee or insure the accuracy or depth of information provided and that in no event shall Background Research, Inc. be liable whatsoever for any loss or injury to Requesting agency, company or other third parties resulting from the obtaining or furnishing of such information.

Background Research reserves the right to update it's pricing on an as needed basis. Fees and charges are subject to change without notice. Your offices will be updated as quickly as possible to the ever changing Court structure.

Complete identifying information should always be provided whenever possible. This should include: full name including full middle name, social security number, and date of birth.

Social security number retrace does not require authorization.

Case files ordered from any jurisdiction can delay a search request by a minimum of 24 hours. In some counties throughout the U.S., this delay could be as long as two weeks or longer. Older criminal cases revealed during a search are often lacking the basic identifiers required to provide a complete report and actual case files must be de-archived for review. To help avoid this delay, please provide complete identifying information on each subject.

Some counties will only allow public records research to be performed on specified days of the week. In many counties, there is no public record access at all, and an "in person" request must be submitted to a member of the court clerks' staff to be searched at their discretion. In those jurisdictions where access is limited to court personnel only, we are limited to the information as provided or lack thereof by the clerk. This includes "No Record Found" and "Name Match Only" as well.

Many rural counties are not computerized and all public record research must be conducted through the use of docket books, index card files, and ledgers with handwritten entries of record information. Docket books, ledgers, and journal entries are often written illegibly and may cause delays while information is verified. Case information contained in index card file systems is also often illegible and is frequently misfiled in the wrong year, under the wrong name, or missing entirely.

Not all states have a statewide search available. The amount of detailed information contained in statewide reports varies wildly from state to state. We recommend a county level search as follow-up verification for any case information returned in a statewide report to remain in compliance with current F.C.R.A. regulations. Background Research will run a county search rather than statewide search when viable.

Background Research, Inc. does not provide Federal, Civil, Property, or Bankruptcy Searches.

Thank You for your business!