



Cheers to 15 Years!

As many of you know, Commercial Investigations LLC turned 15 years old on March 8, 2019 and we certainly celebrated all the great accomplishments we have achieved over the years. We hosted a fabulous party that was put together by our dedicated social committee, who spent many months planning this event for us all to eat, drink, and be merry – oh, and of course sing, and dance!

It took a lot of preparation and planning to get our celebration together. We chose the Brown’s Brewing Malt Room in Troy as our party venue; a cozy, basement bar that fit perfectly with our Roaring Twenties theme. There was plenty of delicious food and beverages, and not to mention, entertainment.

"We could not be more thankful for the support we have received over the last 15 years..."

From the DJ, to the magician, and even a tarot card reader, we truly were spoiled with so much fun! Fun is one of our many notable values and I think all my colleagues would agree we undoubtedly lived up to this during our celebration. We even got Michelle to sing Karaoke, three times!

The 15-year anniversary is traditionally the crystal anniversary and it is crystal clear to us, that these past fifteen years would not have been possible without the dedication and drive of Michelle Pyan, our president and fearless leader. It is because of her and the company she built, that all of us were able to celebrate and do what we love every day.

Fifteen years ago, on March 8th, Michelle took her passion and knowledge of background investigations and turned it into a continuously growing company that prides itself on innovation, commitment, and positivity in all aspects. It’s an event like this that really allows us to reflect on the work we’ve done and the goals we’ve reached. Many of our clients and vendors came out to celebrate alongside us, which was truly magnificent. We wouldn’t have been able to accomplish as much as we have without our wonderful people who partner with us. I know we all appreciate any opportunity to not only meet with everyone but get to know them outside of daily business.

Through four different offices, two different software platforms, and the ever-changing landscape of the background investigations world, our clients and partners have stuck with us, trusted us, and let us be the best that we can be. We could not be more thankful for the support we have received over the last fifteen years and look forward to many more celebrations together.

We here at Commercial Investigations LLC would like to send out a special thank you to Michelle, and to all of our clients and vendors without whom we would not have had these magical 15 years. Thank you, and stay tuned for years to come!

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New Year, New Prue!

Meet Due Diligence...

Last Scene From Due

The holiday season left the Fancy Valley team feeling like 2019 has to be a good year for them. Winter was ending and so far the New Year hadn't brought them any drama. The business was growing, their not-so-new-hire, Truly was doing fantastic in her role and Justin and Duey were doing well too. They hadn't heard from Rob Berry since the party; however both were choosing to take this as a good sign.....

After the events of the holiday party, Phillip Thropé, the CEO of the Corporation of Philanthropic Services (COPS), had to let Rob Berry go.

"I don't care who your father is!" He exclaimed as he sent Rob packing. "I will not let my reputation and my company's reputation be sullied by childish behavior!"

Roughly five minutes after Rob had left the building, Phillip started thinking about finding someone to fill his position. He knew they needed a new Vendor Liaison but this time, there would not be any nepotism or funny business when selecting an employee!

"I HAVE A BUSINESS TO RUN! I DO NOT HAVE TIME FOR THIS MALARKEY" He shouted to himself. Phillip knew he needed someone he could trust, someone with a high level of integrity! As he sat at his desk, mulling over what to do next, he saw a file on his computer. It was all of the background investigations from his vendors, including Fancy Valley. Phillip got an Idea; he was going to reach out to Commercial Investigations LLC and see how they can help him find the right person to fill the position!

He promptly called them and on the second ring his call was answered! "Commercial Investigations, this is Rachael, how can I help you?" The greeting was music to his ears and he quickly told the Investigator what he needed. Rachael knew exactly how to help and what searches would be best for him to run! She highly recommended doing CI's Cyber Investigation Level 2, as this would provide him with good insight into his applicant's character and personality. Phillip asked her for further explanation.

"It is our fully customizable, in-depth search of a potential candidate utilizing multiple search engines, social media, business profiles, and address history." Rachael explained. Phillip was excited and then went through the process of becoming CI's newest client. Once the service agreement was signed and he was all set up in Clware, he started to search for the perfect candidate. He posted on all the job boards, conducted many interviews and then he finally found her; his perfect candidate and her name

was Prue Fict. She had the right job history and experience for the position! He quickly sent the Applicant Quick Invite to her so she could provide all the necessary information and completed forms to CI for her background investigation. Phillip loved this feature offered by CI because he is a busy man and did not have time to obtain everything from Prue and enter it again, in Clware.

Once CI had all Prue's information, they got to work on verifying her employments, educations, and making sure she would be a good fit. One of CI's lead investigators set out to do the Cyber Level 2 and searched across all social media, even the phone book!

A few days later, Phillip got her background investigation back. He was impressed with how fast, yet thorough Commercial Investigations was. Prue's references described her as a wonderful, hard working person, and that she had achieved many accolades during her schooling at Brown University! He looked at her Cyber Level 2 report, which contained a plethora of information on Prue. At first, Phillip was nervous to see what CI had found but as he read over her report, he was ecstatic! Every single article was positive; there was even an article from *theseareverynicepeople.net*. He reached for his phone and dialed her number. As soon as she picked up he offered her the job and she accepted on the spot.

Just a couple days later, Prue started her employment with COPS.

"We are so happy to have you as part of our team!" Phillip exclaimed. "Listen, I hate to overload you on your first day, but I already have an assignment for you."

"Of Course, Mr. Thropé" Prue said, eagerly. "What can I do for you?"

"I need you to go to our vendor, Fancy Valley, and do damage control; our last Vendor Liaison might have ruined their holiday party and destroyed their personal property."

Oh no! What have I gotten myself into? Prue thought to herself.

Can Prue mend the relationship between COPS and Fancy Valley?

How will Justin and Duey react to Prue?

What ever happened to Nancy?

Find out in the next issue!

CI's Common Inquiries!

What is the different between a National Sex Offender Search and a State Specific Sex Offender Search?

We here at Commercial Investigations LLC (CI) offer two types of sex offender searches, the National Sex Offender Registry search (Dru Sjodin), and state specific searches. The National Sex Offender Registry searches all public records for the United States. Now you may be thinking if this one search does the entire US, are state specific searches really necessary? The answer is yes! The difference is that the National Sex Offender Registry only contains results that are high level, not all sex offender records. There are states like New York and Massachusetts that only have certain level sex offender information available on their online public record search. Although Level 2 and 3 offenders are typically the violent and most likely to reoffend, the Level 1 offenders can be those who may have committed violent crimes but have had them plead down to a lower offense level. It's in everyone's best interest to search as many levels as there are available to insure compliant and comprehensive results across the board!

Why does the turnaround time on the Massachusetts Sex Offender Registry take up to two weeks?

When you run a sex offender search for Massachusetts (MA SOR), you may be surprised to see that it can take up to two weeks to get this information back. While you may think this is a lengthy time frame when you can conduct the search online, the truth is the online database for Massachusetts does not include information for all sex offenders in the state. Like the New York State Sex Offender search, the online MA SOR only offers search results for Level 3 sex offenders. This is why it's important to contact the MA Sex Offender Registry Board directly to search the records that are not available in their online database. However, when you submit a search to the MA Sex Offender Registry Board, the information is handled, processed, and returned by one individual for the entire state. This is the reason for the longer turnaround time on these searches but you can rest assured that you're getting a complete search of all publically available Sex Offender records in the state!

What does it mean when a Social Security Number comes back as unable to validate?

There could be a couple different reasons why the Social Security Number comes back as unable to validate. The one that comes up most often is if the subject has recently received their Social Security Number. When this happens we utilize an additional search called the SSA-89 Form, also known as the Consent Based SSN Verification, which would be an additional search added to the subject's file. This process requires the subject to hand-sign the SSA-89 form that is then submitted to the US Social Security Administration. Once this comes back from the social security administration, we would update the consent based SSN verification search. We are unable to change the actual social trace results that state "unable to validate," however the new search will state that it matches and was successful or will come back as no matches. If you have additional questions or want more information, don't hesitate to call us at 800-284-0906!

Spotlight: Putting the Fun in Fundraising

Commercial Investigations LLC is eagerly anticipating another full year of giving back to our community. We began 2019 with Bowl for Kids' Sake on March 10 to support Big Brothers Big Sisters of the Capital Region. Between our group of bowlers and behind-the-scenes supporters, we aimed to raise donations that provide children facing adversity with supportive, mentoring relationships. Camaraderie and purpose combine to create a cohesive spirit in the office.

Of course, we will never stop with just one fundraiser. In 2018, we attended the Monopoly tournament to benefit the Center for Disability Services put on by SEFCU, ran (or walked) in the Cobleskill and Bassett 5K's, collected canine items for military dogs and their handlers, teamed up with Hope 7 in Troy, NY to provide food and gift cards for Thanksgiving, provided

holiday gifts through Albany County for children who would otherwise have gone without, and bought Christmas wreaths in support of St. Paul's Center in Rensselaer, NY. We look forward to participating in all these events and more in 2019.

We know that each of you has projects near and dear. Please share those with us so we can participate in making our communities better places. Let us commit to being full partners in worthy endeavors.





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