



A Day in the Life of a Background Investigation

March 2017

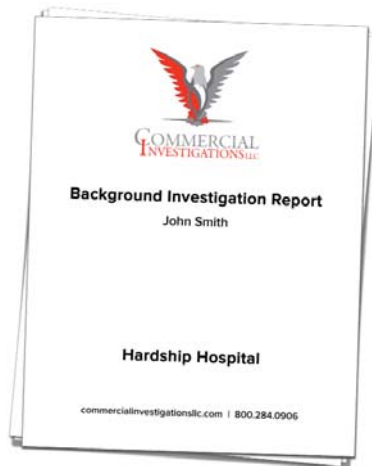
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Hi, I'm John Smith's background investigation report. I'm just a number at this point, a bunch of 0s and 1s, one of 1,396 verifications on today's log. The company that submitted me, Hardship Hospital, is hoping the John Smith they interviewed is as great as he appeared to be in person. As John's representative, I'm vibrating with intensity as the investigative team at Commercial Investigations LLC approaches me.

I know a lot of the CI members will be looking at me, and I feel more than a little exposed. There are over 45,000 John Smiths in the USA, and I'm hoping there are no criminals that will get mixed up with my good reputation. I've heard the team at Commercial Investigations checks identifiers against solid facts, but databases are filled with us and I'm hoping they stand up to their excellent reputation. Did I mention I don't like red? I really hope nothing adverse is marked on me.

The Initiating Investigator has already run my identifiers through Origin™, sweeping over 645 million criminal records to get top level hits through federal databases, anti-terrorist databases, the Dru Sjoden Sex Offender Registry, and The Death Master Search Index...oh, snap! Several John Smiths have come up!

I notice fields are getting populated with county, federal, and sex offender searches based on my address history. The investigators are on the phones going to the primary source, diligently checking 2 of my education verifications at Harvard and Yale. They are asking questions and sending faxes to verify the correct graduation date, degree, and area of study with the accredited institutions. Simultaneously, other investigators are calling prior employers, obtaining references, and seeing if there are any hits in the state specific sex registries.



Lead Investigators have determined that the John Smiths that showed up initially are not me, hooray! *Did you know CI saved Hardship Hospital \$20,000 last year because they use CI NY™ instead of going through the Office of Courts Administration?*

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The HR manager just started to login to peek at the estimated time of arrival (ETA), when an email appeared announcing the report was completed! Happily, for all, I am not marked with red and I have made it through a rigorous process in just a day and a half. The manager of investigations has double checked my quality and I am set to completed status. Phew!

Right on time, my excellent results have been sent to Hardship Hospital, electronically through the portal at lightning speed. I'm going on vacation. Bon Voyage!



No Records Found

Meet Due Diligence...

Last Scene From Due

While Due served out his time, his son, Duey, was left in charge of his business. With Due's blessing, Duey had changed its name to Fancy Valley and the Four Seasons. Duey and Justin Justice started getting a lot of new business, and were getting ready to hire some help...

Due and Justin had set up all three interviews for their potential new hires, John Went, Dee Seiver and Susan Purb. The first one up was John Went. Let's just say John didn't make a good impression, so he came and went. Up next was Dee Seiver. On paper, Dee was perfect, she had a high school diploma and some experience in landscaping. In



person, she was pleasant, and clever, and didn't appear nervous at all. Justin thought she was perfect and wanted to hire her on the spot! But Duey reminded him that they still had an additional interview coming up, and they needed to wait to see how the background checks went.

Justin had Dee fill out the consent form for a background screening and sent it over to Commercial Investigations. "Fingers crossed, that by the end of the week, we will have a new employee!" Justin exclaimed to Duey as they were heading home from work that day. Duey replied, "Yeah, I hope

so, but don't forget the interview we have tomorrow with Susan." Justin brushed it off. Who could be better than Dee, he thought.

Across town, Rick Mitigation was cleaning out his office. He'd been correct in worrying about the surprise visit from his boss, Phillip Thropé. As it turns out, Phillip was on to Rick, and all of the shady things he had done in order to advance his own career at the Center for Philanthropic Services. Lying about background checks and trying to hide the fact that Due was arrested and had a rap sheet as long as the Mississippi River topped his list. After being yelled at for an hour, Rick was walking out to his car holding back tears when he saw his new replacement, Rob Berry.

Over at the Commercial Investigations office, the investigators were hard at working trying to complete Dee

Seiver's background report. They were all set, except for one thing, her education. Dee has stated she had graduated with honors from Sunnydale High School. When Commercial Investigations reached out to the school, they stated Dee had never graduated. CI reached out to Dee, "Whoops, I meant to say I got a GED in New York". When CI reached out to the New York State department of Education, they also didn't have records of Dee. "Did I say New York? I meant California, shoot, I was an army brat, we moved all over...maybe it was Florida," Dee sighed into the phone. She was getting a little tired of answering all these questions, she was running out of places to say she graduated from! When prompted for a copy of her diploma she simply stated, "Oh, I can't send you copy of my degree, since a wild boar got into my house and ripped it right off the wall and ran away with it!" It was at that moment that the investigators at CI closed out the file as unable to verify.

Duey and Justin were waiting for Susan to show up for her interview. It was very clear to Duey that Justin was not at all interested in what was going on. Duey was about to speak up when Justin's phone dinged with an email notification that Dee's report was done, and Justin rushed to open the report. To his horror, he saw the one thing he didn't think was possible - an adverse mark for her education. Justin was crushed! Duey reached out to CI who explained what had happened, and how many places they looked to verify Dee's diploma. Duey then called Dee, who finally came clean, and stated she never graduated or got a GED.

Just as Justin was about to panic, there was a knock on their door. "Hi, I'm Susan Perb, but you can call me Sue!"

What will happen to Due and Justin next?

Will they be able to find a new employee?

Will Sue work out?

How did Rob Berry get a job at C.O.P.S?

And what will Rob's new position mean for Fancy Valley and the Four Seasons?

Tune in to our next issue to find out.

See Dee's Education Report!
<https://www.commercialinvestigationllc.com/news/>



Bored of Education

Education verifications are one of the most popular inquiries that we do! In fact, in 2016, Commercial Investigations completed over 5,000 education verifications with 502 marked adverse. Education is one of the top inquiries that garners adverse hits, which means we see some serious shenanigans in our education searches. People make mistakes typing in their graduation year, or enter a higher GPA than they actually received, embellishing on their major, or even lie about receiving a degree at all.

In one glaring example, a subject claimed to have received a high school diploma. When the school couldn't verify it was a GED issued in New York State, we called the New York State Department of Education, and they couldn't verify it. The subject then said the GED was from Florida, which also did not pan out. The subject stated the GED was from Georgia, and then from New Jersey, along with stories about family moves, they forgot which state they had lived in. Finally, a month later, the subject confessed that he never received a diploma or GED!



Spotlight: Guardian

Our newest team member, Guardian, is a character come to life from our logo. We introduced Guardian, symbol of all things bright and beautiful in compliance and security, on social media within the past month.

clicking along in lock-step. Guardian is a serious Quality Control officer. Annoyingly, he divebombs an investigator if they make a typo, or flaps his wings in your face if you miss your call back time to a court.

Yes, with his eagle eye, he watches over everything we do in this aggressive business of background investigations, and ensures that your data is protected and our quality processes are

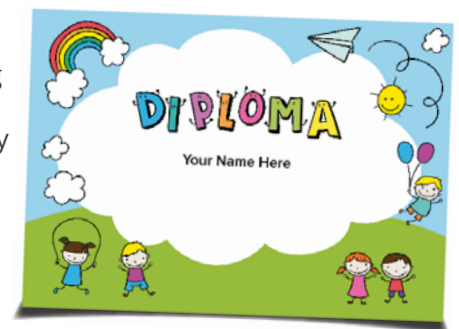
While we did not anticipate that he would embrace his job so... **energetically** right out of the nest, our Manager of Investigations is pretty thrilled to see he is taking such initiative.

Sometimes subjects buy degrees online! One of our lead investigators remembers one such time. "We had been going back and forth with the school official where she was adamant that the subject had not graduated. Finally, we requested a copy of the degree from the subject. The subject sent us a certificate, stating the candidate "has satisfactorily completed the course of study prescribed by the Board of Advisers" (spelled the British way) – as opposed to the correct Board of Education. The seal looked like it was purchased from an office supply store. We sent it on for review. The Board of Education stated:

1. Subject's permanent record card states she dropped out in 1977
2. The class of 1977 graduated on June 26, 1977, not June 15, as stated on the "diploma"
3. The school district's Board of Education was not a Board of Advisors nor Advisers
4. The school district's Board of Education's president in 1977 did not match the person listed on the subject's "diploma"
5. The school's Principal in 1977 was a person whose signature did not match the signature on the subject's "diploma"
6. We received a copy of the 1977 graduation program with a mark to show where the subject would have been if they had graduated

A common practice when trying to verify a difficult diploma is asking for a copy of the degree. Most times, subjects send them right over, and sometimes we hear some funny excuses. "Someone drove a car through my living room and destroyed it", or "Someone broke into my storage unit and stole just my diploma." Alas, we wish these excuses were fictional, but we cannot tell a lie.

One subject whose degree we couldn't verify went online to look up online high schools that offered tests, and proceeded to take one while telling us they would get back to us...but the school was not accredited. They'd spent \$250 on a fake diploma they couldn't use! So, we've pretty much heard it all now...and occasionally, we do get bored with those who try to pull the wool over our eyes.



When it comes to any part of a background investigation, honesty is the best policy! Call CI to learn more about education verifications or other solutions to meet your needs at 1-800-284-0906.



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