

CLIENT BACKGROUND CHECK AGREEMENT:

As part of its core offerings, Helpside offers background check screenings at a discounted rate through our vendor, Simpliverified, for all clients who wish to complete them as part of the hiring process. Listed below are the available types of background checks. Definitions for each can be found on pages 3 and 4.

SERVICES:

The following background checks are provided by Simpliverified. Select all types of background checks to be completed:

| RECOMMENDED SERVICES: | |
|---|---|
| <input type="checkbox"/> County Criminal Background Checks | <input type="checkbox"/> National Criminal Background Checks |
| ADDITIONAL SERVICES: | |
| Driver Background Checks <input type="checkbox"/> DMV Motor Vehicle Report <input type="checkbox"/> CDLIS <input type="checkbox"/> FMCSA PSP | Civil Matters Background Checks <input type="checkbox"/> County Civil Search <input type="checkbox"/> Federal Civil Search <input type="checkbox"/> Wants and Warrants Search |
| Verification Background Checks <input type="checkbox"/> Education Verification <input type="checkbox"/> Employment Verification <input type="checkbox"/> Professional License, Registration and Certification | Reference Background Checks <input type="checkbox"/> Personal Reference Check <input type="checkbox"/> Professional Reference Check |
| Financial Background Checks <input type="checkbox"/> Credit Report <input type="checkbox"/> Financial Sanctions Search | Miscellaneous <input type="checkbox"/> State Criminal Background Check <input type="checkbox"/> Private Investigative Report |

UNDERSTANDING:

- I understand and acknowledge that I have received and read the Background Check Agreement Package, defining the forms used and types of background check services offered.
- I understand and acknowledge that once the background check program begins, all policies and procedures for completing the background checks will be followed to ensure discrimination, favoritism, insubordination, etc. does not occur.
- I understand and acknowledge that the results of the background checks and final decision of how to proceed with the applicant/employee are solely at the clients' discretion. Additionally, full liability for any claims, fees, or other consequences due to deviation or failure to follow the policies and procedures outlined, will be the responsibility of the client.
- I understand and acknowledge that the above selected background check services will commence the date this agreement is signed, and all potential new hires will be subject to the above selected types of background checks.

ACKNOWLEDGMENT:

This agreement and understanding does not alter the contract for services entered into by Helpside and the client.

Client Company Name: _____ Date: _____

Client Print Name: _____

Client Signature: _____

Background Check Rep. Name: _____

Cell #: _____

Email Address: _____

| | | | | | |
|-------------------|--------------------------|------------------------------------|-----------------|-----------------------------|-----------------------|
| Document History: | Document Type: Hiring | Implementation Date: 02/21/2018 | Version: 1.2 | Last Revised: 04/02/2019 | Page Number: - 1 - |
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DEFINITIONS:

Background Check Rep. – This employee is designated by your organization to complete and manage your background checks. This person is required to provide a cell phone number as part of the secure login procedures set up by Simpliverified.

Multiple representatives within your organization can be set up. Send an email to the Simpliverified support email with the new user's name, cell phone number, and email address to request additional users.

When/if your Background Check Rep. terminates employment with your organization, immediately send an email to the Simpliverified support email so their access can be turned off.

PROCEDURES WITH HELPSIDE:

Helpside will help you get set up to run and manage your own background checks. To do so, the following agreements must be completed by an authorized representative of your company prior to completing a background check:

1. Helpside Background Check Agreement & Package Set up
 - a. This includes a Background Check Rep. and their cell phone number
2. Simpliverified Screening Services Agreement

Once both are completed and returned to the Helpside HR department:

1. Helpside will work with Simpliverified to set up the background check packages you selected.
2. Simpliverified will email the Background Check Rep. a link to the background check website to finish setting up their account.
3. Helpside will email training information on how to conduct the background checks.
4. Helpside will be here to help you answer any questions or concerns you have with the background check process.
5. Clients will need to utilize the Adverse Action Letters provided by Simpliverified.

CONTACT INFORMATION:**HELPSIDE HR DEPARTMENT:**

hr@helpside.com
801-443-1090

SIMPLIVERIFIED:

support@simpliverified.com

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RECOMMENDED BACKGROUND CHECK SEARCHES:

Helpside advises that at a minimum, the County and National Criminal Background Checks be run for all new hires. The County Criminal will contain the most up-to-date and real-time data possible. The National Criminal will include several other checks that many employers have concerns about.

COUNTY CRIMINAL BACKGROUND CHECK INCLUDE THE FOLLOWING:

| | |
|------------------------|---|
| County Criminal Search | Reports all misdemeanor and felony information in the county that the applicant currently resides |
|------------------------|---|

NATIONAL CRIMINAL BACKGROUND CHECKS INCLUDE THE FOLLOWING:

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|---|--|
| Person Search | Compares the name the applicant put on the application against the name comparison from a credit header |
| Social Security Number Trace | This search verifies <ol style="list-style-type: none"> 1. When the number was issued and from what state 2. If the SSN the applicant provided is a valid SSN 3. If it belongs to a deceased person |
| Global Terrorist Watch list (Patriot Act) | Reports if the name of your applicant is part of a nationally sanctioned watch list |
| National Sex Offender | Verifies if the applicant is part of the National Sex Offender database |
| National Criminal Database | This search is multi-jurisdictional and searches the entire nation from a static data base that is updated from hundreds of criminal reporting sources. This search not real time. For complete criminal information, it must be supplemented with a county and federal search |
| Name Alias | Reports any names that are associated with the applicant's SSN; sometimes these names are used at the time of application instead of the applicant's real name |
| Lifetime Address History | Details a lifetime address history of the applicant. The history may contain addresses associated with the applicant but not the place of residence. It is mainly used to verify what shows up on the National Criminal Database and where to add additional counties if necessary |
| Federal Pacer Criminal | Crimes at this level do not appear on the county court records; they are federal crimes. These are predominantly white-collar crimes |

ADDITIONAL BACKGROUND CHECK SERVICES:

We recommend that these types of background checks be run as needed depending on the job type and job description.

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| Driver Background Checks | Civil Matters Background Checks |
| <ul style="list-style-type: none"> • DMV Motor Vehicle Report • CDLIS • FMCSA PSP | <ul style="list-style-type: none"> • County Civil Search • Federal Civil Search • Wants and Warrants Search |
| Verification Background Checks | Reference Background Checks |
| <ul style="list-style-type: none"> • Education Verification • Employment Verification • Professional License, Registration and Certification | <ul style="list-style-type: none"> • Personal Reference Check • Professional Reference Check |
| Financial Background Checks | Miscellaneous |
| <ul style="list-style-type: none"> • Credit Report • Financial Sanctions Search | <ul style="list-style-type: none"> • State Background Check • Private Investigative Report |

ADDITIONAL BACKGROUND CHECKS TYPES AND DEFINITIONS:

| | |
|--|---|
| DMV Motor Vehicle Report | Standard driving record shows any outstanding tickets, warrants, etc. |
| CDLIS (Commercial Driver's License Information System) | DMV license check for commercial vehicles only |
| FMCSA PSP (Federal Motor Carrier Safety Administration's Pre-Employment Screening Program) | Allows carriers, individual drivers, and industry service providers to access commercial drivers' safety records from the FMCSA Information System |
| County Civil Search | Search is for county <u>civil</u> matter only and does not contain criminal offenses |
| Federal Civil Search | Search is for federal matters and does not contain criminal offenses |
| Wants and Warrants Search | Details current wants or arrest warrants outstanding for the applicant |
| Education Verification | Diploma and education verification |
| Employment Verification | Verifications for previous employment. These are completed through a Work Number if it is a large company; if it is a smaller company the verification is done directly |
| Professional License, Registration & Certification | Verification of a professional license or registration through the Division of Occupational and Professional Licensing (DOPL) |
| Personal References | When necessary for pre-employment, these checks can be completed by following a pre-approved outline of questions provided by the customer |
| Professional References | When necessary for pre-employment, these checks can be completed by following a pre-approved outline of questions provided by the customer |
| Credit Report | Per FCRA law, this report contains a full credit profile but not a FICO score for employment purposes. (permissible purposes only) |
| Financial Sanctions Search | Searches for the financial industry including the OIG and OFAC searches |
| State Criminal Background Check | Reports all misdemeanor and felony information in the state that the applicant currently resides |
| Private Investigative Report | To be used for investigative purposes only. This is <u>not</u> allowed for pre-employment purposes |

BACKGROUND CHECK FORMS USED:

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|---|--|
| Background Check Information Form | This is used by Helpside to gather the required information from the applicant to run any type of background check |
| Background Check Disclosure | A federal required form that explains what the background check requirements are and what rights the applicant has when a background check is complete |
| Background Check Acknowledgment & Authorization | A federally required form where the applicant acknowledges that they understand what is required of them, their rights and authorizes that a background check can be run on them |
| Summary of Rights Under the FCRA | Details a breakdown of the applicant's rights and responsibilities under the FCRA |
| Pre-Adverse Action Letter | This is a notice that the company sends to the applicant stating they might not hire the applicant due to the result of an employment background check. This letter is <u>NOT</u> the final decision letter. This is a mandatory step Helpside clients must take |
| Final Adverse Action Letter | Should the employer decide not to hire the applicant following the Pre-Adverse Action Letter being sent, this letter must be sent to the applicant advising him/her of the adverse decision that he/she: <ol style="list-style-type: none"> 1. will not be hired; 2. the offer has been rescinded or 3. that they are being terminated because of the result from the background check. This is a mandatory step |

Pricing varies depending on states and counties the employee has lived in. Individual courts set their own fees.



RECOMMENDED CHECKS

AVERAGE PRICE RANGE

| | |
|------------------------------------|-----------------------------|
| County Criminal Background Check | \$6.00 - \$15.00 per county |
| National Criminal Background Check | \$6.00 - \$11.00 |

ADDITIONAL SERVICES

AVERAGE PRICE RANGE

| | |
|---|----------------------------|
| DMV Motor Vehicle Report | \$2.50 |
| CDLIS | \$5.00 |
| FMCSA PSP | \$5.00 |
| County Civil Search | \$13.00 per county |
| Federal Civil Search | \$2.00 |
| Wants & Warrants Search | \$2.00 |
| Education Verification Check | \$8.00 + fees |
| Employment Verification Check | \$8.00 + fees |
| Professional License, Registration, Certification Check | \$4.00 |
| Personal/Professional Reference Check | \$4.00 per reference |
| Credit Report | \$6.00 |
| Financial Sanctions Search | \$10.75 |
| State Criminal Background Check | \$6.00 - \$10.00 per state |
| Private Investigative Report | \$35.00 |

Questions? Please contact the Helpside HR Department at 1-800-748-5102 or at humanresources@helpside.com