

# BACKGROUND CHECKS

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SERVICE	TEST DEFINITION	UOM	PRICING	PASS THRU FEES	NOTES
Credit Report	Records obtained from a national credit bureau repository to uncover public records including bankruptcy proceedings, collection accounts and civil litigation records	EA	\$4.20		\$75 one time setup fee from Transunion applies
Education Verification	Inquiries made to educational institution concerning dates of attendance, date of graduation or award, type of degree and fields of study.	EA	\$4.80		Outsourcing employment and education information has become commonplace among larger organizations and universities. Some entities utilize third parties to house verification information, and pass-through fees, ranging between \$3.00 and \$32.95, may apply.
Employment Verification	Direct contact with a supervisor or a human resources representative to obtain name of the employer, dates employed, job title, job performance, reason for leaving, eligibility for rehire, and other pertinent job-related details as available.	EA	\$48.00		Outsourcing employment and education information has become commonplace among larger organizations and universities. Some entities utilize third parties to house verification information, and pass-through fees, ranging between \$3.00 and \$32.95, may apply.
Federal Court Search	Searches of federal court records to locate and report on any record of conviction.	EA	\$2.80		Nationwide search
Motor Vehicle Report	Search to obtain the driving record report from a specified state's Department of Motor Vehicles.	EA	\$1.70	Plus state fee (attached)	
National Criminal History Search	Nationwide search of multiple criminal record sources, including Federal Fugitive files, state and county criminal record repositories, prison parole and release files and records from other state agencies.	EA	\$4.00		The National Record indicator is \$4.00 when paired with a flat rate product. The cost is \$6.40 if a standalone product
National Sex Offender Search	Sexual Offenders required to register in the state in which they reside. Information returned from this search may include name, aliases, physical characteristics, date of birth, residential address, employer, county, state of conviction and offense.	EA	\$3.00		Included in National Criminal History Search
Single County Criminal History Search	Search of court records by county to locate any record of conviction.	EA	\$7.00		flat fee regardless of county. 7 Year flat rate option available at \$14.50 for one name or \$19.00 for all names. NO COUNTY ACCESS FEES
Social Security Trace	Search of consumer records contained in credit bureau files to verify the number and report any addresses associated with the number for credit application purposes.	EA	\$0.60		
State Criminal History Search	Search of a state's Central Repository to uncover criminal records.	EA	\$3.90	Plus state fee (attached)	
DRUG AND ALCOHOL SCREENING					
Lab-based Urinalysis Testing - 5 Panel	Identifies applicants or employees who are current users of illegal drugs through analysis of a specimen.	EA	\$27.00	MRO Fees included	\$27 - LabCorp \$28.80 - Quest \$34.50 - Quest Preferred
BUSINESS REQUIREMENTS					
Firm Pricing for 12 Months	CastleBranch pricing is firm for 12 months. CastleBranch does not control state/3rd party fees				
Firm Pricing for 24 Months	CastleBranch pricing is firm for 24 months. CastleBranch does not control state/3rd party fees				
Firm Pricing for Length of Contract	CastleBranch pricing is firm for the length of the contract. CastleBranch does not control state/3rd party fees				
Payment Terms: 2%-10; Net 30	Net 30				
Is your service fully warranted	This typically does not apply within our industry. We do mandate a 98.5 accuracy rate for our operations team members and in 2018 have maintained a company 99.992% accuracy rate.				
Internet ordering available	Yes, CastleBranch offers a variety of ordering options for our clients. This includes administrators logging into our platform to place orders or send "e-vites" for applicants to place their own orders. We also offer custom portals for applicants to visit to place their own orders. Custom user access levels are also available.				
Customer Service Hours	Customer/Applicant Support: Monday - Friday: 8:00 AM - 8:00 PM EST Applicant Support: Sunday 10:00 AM - 6:00 PM EST				
Credit Card Payment: Visa - MC - Discover - AMEX	Yes - all major credit cards accepted.				
Monthly invoices itemized	Yes - monthly invoiced are itemized. Based on account structure, invoices can be broken up by location and include details per order placed.				
Usage reports available upon request	Yes				
Single Sales Contact	Yes				
Insurance - Will you provide a Certificate of Insurance? What \$ Limits?	Yes, CastleBranch can provide a Certificate of Insurance (COI) upon request				
Other Comments	Please consider visiting <a href="https://discover.castlebranch.com/why-castlebranch/">https://discover.castlebranch.com/why-castlebranch/</a> to see what makes CastleBranch different.				
Briefly explain how reports will be delivered? (i.e. Email, via your website, other, Etc.)	CastleBranch offers a variety of methods to obtain results. Results are updated real time on our website so authorized users can log in and access reports at any time. In addition, we can send a notification email to let users know a report has been completed. Finally, we do offer the ability to email full reports in encrypted emails.				
Drug Screening locations	Nationwide Network of Quest and Labcorp sites available. In addition, private facilities in remote areas can be secured. CastleBranch has over 10,000 locations nationwide - we can provide a list upon request				