



*Bridging Solutions with Connections*

# COMPANY BROCHURE



**OUR MISSION:** To provide our customers with the necessary tools and reliable background screening information designed to protect their interest in selecting qualified tenants and/or hiring and retaining honest, dependable, and trustworthy employees, while demonstrating truthfulness and fairness using ethical and moral codes of conduct with each other, our customers, our suppliers, and each consumer we investigate.

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**LEGAL NOTICE:** NAPS is not acting as legal counsel and cannot provide legal advice. NAPS encourages its clients to work with their legal counsel to ensure that their policies and procedures related to the use of CRA-provided information are in compliance with applicable state and federal laws. Customers should recognize the importance of working with counsel to develop an employment screening program specific to their needs.

**Experience the total difference!  
Guaranteed excellent performance!!**

# **BRIDGING SOLUTIONS WITH CONNECTIONS**

**NAPS**, Inc. established in April of 1997, is a professional Nationwide & International pre-employment & tenant screening company, which has built its reputation on providing customers with a revealing open, honest and truthful assessment of what it takes to run "comprehensive" quality background investigations.

Our goal is to take the time to assess your needs, desires and ultimate goals before ever running a background check, while at the same time, educate you on your responsibilities of complying with the laws surrounding background screening. This type of long-term commitment, establishes a bond built on trust and integrity. Only after this relationship is established, can NAPS engage in its quest to protect our customers.

Companies, large and small, understand the dual benefits of providing a safe and secure living or workplace, both physically and financially, for their employees, tenants, shareholders, and communities where they operate. A key factor is to find out as much as you can about the individual before hiring or renting to them. A company who has performed a thorough background check on its applicants is more likely to bring onboard a highly skilled person who will prove to be a tremendous asset or a responsible and reliable tenant. Unfortunately, lacking a sufficient background screening, that same employer or landlord runs the risk of exposing his or her organization to someone who could ultimately become the organization's greatest liability.

By thoroughly verifying information given during the application process, a company can improve the chances they are accessing an individual who has portrayed his or her background, honestly and accurately. Using background screening to verify an applicant's history helps companies make decisions based upon facts.

**A company's central focus should be to protect your company, employees, tenants and the general public from anyone posing a threat. Many companies fail to identify criminal records simply because they do not take the essential time to understand or ask what makes up a comprehensive criminal background search. Since the US was attacked on 9/11/2001, the background screening industry has been inundated with a plethora of background screening companies looking to profit from unknowing and misinformed customers. It is OUR job to protect your interest, not take advantage of you.**

Throughout the many years we have been in business, we have been exposed to just about every type of circumstance concerning the industry's services and methods. This exposure has given us a clear understanding of what companies seek in a quality vendor. After reviewing the enclosed information, you are invited to contact our office to learn more about how NAPS can provide real solutions to real problems. In the meantime, please visit our website at [www.nationalaps.com](http://www.nationalaps.com).

**Thank you** for your time and consideration of NAPS. We trust you will find that the time you spend researching our company and speaking with our clients will be time well spent.

Sincerely,

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**NAPS Background Checks was established with one primary focus, to serve your need for an honest, trustworthy and dependable partner, dedicated to uncovering the truth.**

#### **Background Screening History:**

For many years, companies have been conducting background checks on tenants, employees and new hires. For many years, the resources primarily used have been private investigators, data/court researchers, traditional (old-school) screening companies and credit bureaus. Prior to the terrorist attacks on the United States on September 11, 2001 the background screening industry operated and understood the importance of searching county, state and federal records. Whether they visited the courthouses, contacted state and local law enforcement agencies around the country or conducted personal interviews, their objective was to build a solid, dependable background report that the “end user” could regard as an honest representation of the character of their subject.

**TODAY:** Because of new age technology, what is being promoted by some as a quality background check is very far cry from what it was before September 11, 2001. What many customers do not realize is that due to the increased demand for background checks, this need has exposed them to potentially harmful misconceptions about the truth. In the aftermath, what has now been developed are several NATIONAL PRIVATE DATABASES, containing over 195 million criminal records from various agencies around the US. In addition, there are now more than 1 billion public records in these databases, including marriages, divorces, UCC filings, civil records, boat licenses, etc... With so much public data now available, one would imagine that you could tap into these resources and get a very good profile on your subject.

**THE TRUTH,** Not EVERY record in the US is included in these databases.....period!! Many arrests and convictions are not included. In addition, many databases are either incomplete or outdated and you may be missing records or getting aged information.

**TODAY:** Because of new age technology, it is now possible to order an INSTANT nationwide, statewide or county criminal search, using name and DOB. However, if the records do not include the DOB, or the records are only updated every Month, Quarter, Semi-Annually or NEVER, what good is it?

**THE TRUTH!** Tapping into outdated, unreliable data can mean only one thing, you are not getting what you thought and you may be vulnerable to negligent hiring and retention lawsuits!

**FACT: There are no secrets in our industry. Ask your vendor for explanation of what they are searching.**

Each Consumer Reporting Agency (CRA) is regulated by the federal Fair Credit Reporting Act (FCRA). Therefore, before you select a company to provide background screening services, it is extremely important to determine if they will be providing what they claim is a “FCRA compliant” background report.

# Some valid reasons for employment screening

## *Negligent Hiring and Retention*

**WHAT IS NEGLIGENT HIRING?** Negligent Hiring is the failure to properly screen employees. It is the common term referring to the trend of courts holding employers liable for the acts of their employees. This stems from the concept that the background of the employee contains facts that should have disqualified them for the position in which they were placed.

**WHAT IS NEGLIGENT RETENTION?** Retaining an employee after the employer became aware of the employee's unsuitability, thereby failing to act on that knowledge.

**Employers can and are being held liable for the willful misconduct of their employees, even if the employee's actions occur outside the scope or place of employment. In the last few years more lawsuits have been on the rise. These lawsuits typically arise when an employee commits an unlawful or improper act of conduct.**

The theory behind the negligent lawsuit is that the employer should have known that the employee was capable of improper or unlawful misconduct because such information was readily available, and therefore the offending individual should never have been hired. Examples of actual situations are, for example, an employer that hires a manager that was terminated from his previous employment for sexual harassment (and then the same manager sexually harasses employees at the new job), a nursing home that hires a nurse who was previously terminated from another nursing home for improper and unsafe handling of patients (and then commits the same wrongful acts while employed at the second nursing home). *Deerings West Nursing Center vs. Scott* awarded \$235,000 for negligent hiring of unlicensed nurse, with 56 prior criminal convictions who assaulted 80-year-old visitor. *Tallahassee Furniture Co., Inc vs. Harrison* held liable for \$2.5 million for negligent hiring and retention of deliveryman who savagely attacked woman customer in her home. Employer settles for \$2.5 million suit seeking to hold it liable for negligent hiring and entrustment of intoxicated security guard who had on-duty traffic accident in company car which killed himself and another motorist; *Butler vs. Hertz Corp.*

- **IT COSTS \$7,000 TO REPLACE A SALARIED EMPLOYEE, \$10,000 TO REPLACE A MID-LEVEL EMPLOYEE, AND \$40,000 TO REPLACE A SENIOR EXECUTIVE.** *Recruiting Times*
- **THE AVERAGE ORGANIZATION LOSES MORE THAN \$9 PER DAY, PER EMPLOYEE AND 6% OF ITS ANNUAL REVENUE TO FRAUD AND ABUSE.** *Association of Certified Fraud Examiners*  
*According to a study by Liability Consultant's, Inc., a consulting firm specializing in premises liability, the average settlement in these cases is now over \$1.6 million dollars.*
- **A RECENT STUDY FOUND THAT 53% OF JOB APPLICATIONS CONTAINED FALSE INFORMATION.** *The Society for Human Resource Managers*
- **ON AVERAGE IN U. S. BUSINESSES, AT LEAST HALF OF ALL NEW HIRES DON'T WORK OUT.** *Fortune Magazine, Feb. 7, 2000 page 52*

**One out of ten employees has a substance abuse problem.** – *U. S. Department of Health and Human Services*

**A Human Resources survey revealed that applicants regularly or sometimes falsified the following job application information to some degree:**

Social security number: 14%	Former employers: 35%	Criminal records: 45%
Driving records: 33%	Length of employment: 53%	Former job titles: 44%
Past salaries: 51%	Schools attended: 22%	Degrees obtained: 30%

1998 SHRM Reference Checking Survey

## **Insure your company's safety and security**

**Among full-time workers age 18-49, there were 6.3 million current illicit drug users and 6.2 million heavy alcohol users.** *U.S. Department of Health and Human Services*

**Workplace violence is the most significant threat facing American business, costing employers \$36 billion annually.** *Health and Safety News, April 17, 2001*

## Frequently Asked Questions

### **Who should utilize this service?**

In general, the information is provided to employers or rental property owners/managers who intend to use the information for an FCRA-permitted purpose. In addition, every business can benefit by managing risk through background screening. Our clients represent a wide variety of industries and range in size from small proprietorships to multi-million dollar corporations. Renting to someone or hiring someone into your organization poses inherent risk by exposing you and all of your tenants, employees and customers to someone who may not have been honest with you when you initially screened them.

### **How do I know the results are accurate?**

Three different individuals review results internally before they are reported to the customer. Any discrepancy in results is sent back for further oversight before it can be reported.

### **How do I conduct a search?**

Once you sign the NAPS, Inc. user agreement and undergo the site inspection of your commercial business location, you are able to run searches with us. Any search conducted must have a signed release from the person being checked. Searches can be ordered via XML transfer, fax, email, and computer remote software or over the Internet.

### **How long does it take to get reports?**

In most cases results will be returned in 24-72 hours. In some cases, county court clerk or state repository searches may have delayed results and can take a little longer.

### **How is NAPS, Inc. qualified to do this?**

NAPS, Inc. is a federally regulated Consumer Reporting Agency (CRA) as defined by the Fair Credit Reporting Act (FCRA) for the purpose of providing tenant and pre-employment screening information in accordance with all applicable local, state, federal guidelines, confidentiality and mandates as stipulated within applicable statutes.

### **How up-to-date is the information I will receive from you?**

Our results are gathered directly from the source, at the time of request. NAPS, Inc. provides the most current up-to-date information available. We maintain no proprietary database of static information. Going to the primary source every time ensures you receive the most accurate and reliable information possible.

### **Are there any costs involved in joining your services?**

NAPS, Inc. is obligated by the credit bureaus to make sure any Social Security Number Verifications or Credit Reports we provide are being utilized by our clients strictly in compliance with the permissible purpose of tenant screening or employment screening.

The Credit Bureaus require any new or potential clients to abide by the following before gaining access to credit reports: (Please read this.)

- Client must have a secure, commercial office. We cannot provide consumer reports to clients operating out of their homes or in an unprotected office location.
- Client must agree to have their office inspected by a third party inspector for all new client locations where Consumer Reports will be delivered. We invoice the one-time inspection fee at cost, which is typically \$75-100 depending on the location of the office. (High-volume users may have this fee waived under certain site restrictions)
- Client must have a verifiable and valid business license, charter, articles of incorporation, tax ID statement or current tax records.
- Client must provide NAPS, Inc. with a signed and properly worded release form from the applicant for any social security number verifications or credit reports that are ordered. NAPS can provide a proper release form upon request.

### **If I am looking for a search not listed on your website, can you help me?**

We are always adding additional services, if you request something related to employment that we can't help you with, we will refer you to someone who can.

### **How do I justify the cost of pre-employment screening?**

Just read this quick example and you will understand. A large multi-million dollar company was hiring 2000 people per month. Because of certain laws they were required to run FBI and State fingerprint checks. Turnaround time was six to eight weeks. Over 6% of the individuals were hired and dismissed after their criminal record was found. The company was spending on average \$5,000 each to train new hires. By pre-screening these applicants the company was able to save over 5 million dollars every year.

### **What are some of the statistics & rulings related to not screening applicants?**

Employers in some industries using criminal record checks as a part of their hiring process are finding that 1 out of every 9 applicants have a criminal record. According to the US Department of Justice, acquaintances or individuals well known to the victims committed 54% of violent workplace crimes reported. Relatives of the victims committed only 1% of violent workplace crimes.

### **How do I decide whether to run a county, statewide or federal criminal search?**

County and Statewide searches involve criminal records containing similar misdemeanor and felony conviction information, while federal records will involve crimes, such as, those against the government, financial institutions, mail fraud or large scale criminal activities and others. While County and Statewide products will generally yield the same case information on a subject and Federal searches will only be found at the federal court level, your chances of finding criminal record information will be greater if you follow these simple guidelines:

If you are certain your subject was tried for a criminal offense in a particular county, choose that county for a criminal records search. This is where the actual court records are filed and are hand-checked by our qualified court records researcher.

If you are confident your subject was tried for a criminal offense in a particular state, but are unsure of which county, or if the subject has moved around the state several times, try a statewide criminal search. This search has a much wider geographical focus and will likely cover every county courthouse in the state. A statewide criminal search is more cost-effective than ordering several county criminal searches. However, each state has different requirements regarding how quickly counties need to report court record information. Please note: not all states require their county courts to report information to their statewide criminal repository. Therefore, statewide searches should not be solely relied upon. In addition, statewide criminal record information may not be available in all states. The most comprehensive search will be a combination of county, statewide and federal searches.

The biggest difference between statewide and county criminal records has to do with how quickly criminal records are made available and whether or not enough information is supplied to the state to properly identify your subject. When a person is convicted of a criminal offense the trial takes place at the county level. When a person has been convicted, this court record information is generally filed and made available at the county courthouse shortly after the conviction. However, the county courthouse may not report this criminal record information to the statewide criminal repository for several days or weeks. Each state has different requirements regarding how quickly counties need to report court record information.

**Further, if local authorities arrest a subject and the nature of the crime is under the jurisdiction of the federal authorities, you will need to order a district federal court search to find the record.**

### **Do I Need To Fax You The Release My Applicant Signed?**

Generally speaking, no. There are a select few searches where we require a signed release form in order to complete your request. However, in accordance with the Fair Credit Reporting Act you must have your applicant's express written permission to access any of their background check information when making a decision. You must keep this signed release form on file for at least three years if you do not rent to the individual or hire the individual. If you do rent to or hire the individual, you should keep their signed release form in their personnel file for as long as they remain a tenant or are employed with your organization. From time to time, we may request copies of the documents for audit purposes

### **How Long Will Completed Reports Be Stored In Your System?**

Web-based clients have the capacity to archive results for future retrieval so you will never have to worry about losing a completed background check. For all other clients, all of your completed reports are stored indefinitely. Therefore, access to previous reports is simply a phone call away.

## Invest your company's money wisely

At one time “low price” and “value” meant the same thing. But today, value is no longer viewed as simply the lowest price. Instead it represents a balance of price, quality and service.

You need to know who you are placing in your workplace and adding to your payroll. Screening information added to your interview process helps you uncover security and safety concerns before they become issues for your organization. An effective screening program can reduce your employee turnover, control expenses, increase profits, add a layer of insulation from negligent hiring and retention lawsuits and make a real contribution to the bottom line. The safety and security of your employees, customers and assets are reasons for conducting employment/tenant background checks and drug screening.

### Criminal Investigation Information

#### *Authorization from Applicant:*

Under the federal Fair Credit Reporting Act of 1997, it is required, before any background investigation takes place, an authorization from the applicant be obtained to procure the report.

That each time a request for information, investigative consumer report or a credit report is made of the Screening Service for employment/tenant purposes it will comply with **Section 604 of the FCRA**, namely: **(1)** consumer has been given a clear and conspicuous written notice, in advance (**in a document that consists solely of the disclosure**), that a consumer report may be requested for employment/tenant purposes; **(2)** the consumer has authorized the Client, in writing, to procure the report; **(3)** the information in the consumer report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation; **(4)** before taking adverse action, in whole or part on the report, Client will provide the consumer a copy of the report and a description of the consumer's rights under the FCRA.

*(Public Law 91-508 provides that any person knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses shall be fined under Title 18 of the United States Code, or imprisoned not more than two years, or both.)*

Once the authorization has been obtained, requests for criminal background checks may be submitted to NAPS via Secure Internet Login, Automated Software, XML Interface, Email or Fax.

#### *What should my company include in Background Checks?*

This depends upon your “objective” and the job position in consideration. Employers or Landlords who are only concerned with **avoiding liability** will only perform a minimal search that would be considered a “reasonable” effort by the court system if a negligent hiring suit arises. Typically, this minimal search would include a statewide criminal check in the state of the employer/landlord or maybe in the local county court. Since the law has not defined “reasonable”, an employer/landlord doing a minimal search is likely protected from negligent hiring claims.

**If your objective goes beyond liability protection and you are concerned about the safety and security of your employees/tenants or in having substantial information to make an informed decision, then a more extensive background search is needed.** The level of reports ordered would be dependent upon the position, though all positions should be subject to a criminal check. For instance, conducting a credit search and education check would be very appropriate for management positions. However, conducting an education search on a warehouse worker that requires minimal education would not be as important. Conducting credit checks on such a position could be useful if the employee would have access to valuable inventory, equipment or merchandise. NAPS suggests the following as a guide in this process:

- **Entry level:** SSN, Criminal Record, Driving Record (MVR), Prior Employer Verification, and Drug Screen.
- **Warehouse / Production:** Credit Report, Criminal Record, Driving Record (MVR), Prior Employer Verification, Workers' Compensation\*, and Drug Screen.  
\***Note: The Americans with Disabilities Act specifies that the prospective employer may inquire into workers' compensation history only after a job offer has been made. This is a post-offer service.**
- **Management:** Credit Report, Criminal Record, Civil Search, Prior Employer Verification, Education Verification, Driving Record (MVR), and Drug Screen. Additional searches, as appropriate: Reference and License Verification
- **Current Employees Never checked before:** SSN (or Credit Report on employees handling valuables), Criminal Record, Driving Record (MVR) for drivers.
- **Periodic Checks:** A regularly scheduled check of Driving Records or Credit Report may reveal changes in behavior that might require some corrective action or attention. - Driving Records should be checked at least twice a year - Access to valuables? Credit check at least every three months.

## Question

**“What is the real difference between a statewide, federal or county criminal search?”**

**HERE IS THE SIGNIFICANT DIFFERENCE:**

A **statewide** search is conducted through a database that is comprised of information from different law enforcement agencies and/or court systems from within an individual state. The “State Repository” in theory will contain record information from all county courts for that state. The general belief is that a statewide search will result in a more thorough search while in reality; the use of a repository has significant limitations. One common **misconception** is that the state mandates and monitors the counties to assure that they send all their court record information to the state repository in a consistent and timely manner. Due to the segmentation of the county court systems within a state, there is a probability that the repository/databases accessed will contain **incomplete** information. Other limitations may include; longer turnaround times, certain classes of records of those of certain time periods or the risk of data entry problems of records from smaller counties that may not be on computer and therefore must be hand-entered into the database.

When a **county** criminal record is requested, a felony & misdemeanor search is **conducted at the local courthouse** located in the county seat for each requested county. The search is conducted through the county’s public access system via computer, index books, clerks or microfiche. The strengths of a county search are; faster turnaround (generally within 24-72 hours), access to files when more information is needed and access to the most current information.

If one is arrested by **federal authorities** and taken to a federal detention center, the likelihood is that the case will be handled in federal court, not at the county or state level. There are numerous types of offenses, which fall under the category of "Federal Crimes", including: Smuggling Controlled Substances, Internet Crimes, Large Quantity Narcotic Conspiracy Cases, Bank Robbery and Bank Fraud, Pornography Cases, Mail Fraud/Theft from the Mail, Bribery of Public Officials, Crimes Committed on Federal Land and Interstate Crimes.

The argument continues as to which is better. One that is a wide-net search, which provides **statewide** results that are broader in scope but may be lacking in information and timeliness, one that only houses **federal** records at the district level or one that is more limited in scope but with **county** results that are more timely and accurate.

While NAPS, Inc. makes every effort to provide timely and accurate statewide searches in many states; **we do not endorse statewide criminal searches as the most reliable method for conducting background checks.** In addition, while many statewide systems do include county records from virtually all counties within the state, not all county jurisdictions **participate** in the information sharing process and therefore are inconsistent in the reporting of current criminal record data. **The most thorough approach is to search the statewide index, federal district and the county level records where the subject has lived and worked.**

# **BRIDGING SOLUTIONS WITH CONNECTIONS**

**NAPS eClient Internet Access** - The immediate advantage of our Internet eClient System is that you have access via a website interface with secure 128 bit encryption and secure password protection that;

- **Is cost-effective.**
- **Organizes research processing.**
- **Improves productivity & efficiency instantly.**
- **Is FCRA compliant.**
- **Provides timely response to subject requests.**
- **Eliminates misplaced or lost results.**
- **Protects sensitive information thru system ID and password controls.**

Applicant information may be imported through XML interface, entered online, emailed or faxed. Results are posted to our website immediately upon completion and are available online through your secure ID and password. Daily status reports are also online. Upon completion of the subject data fields simply click & submit your order. Help screens are located throughout the system and college lookup tables are available for your convenience. We have also added a “Google” search link to assist you in finding the correct employer or school. If you prefer, you may use our “instant retrieval” process to pull any of these services; SSN Verification Report, Motor Vehicle Driving Record, Consumer Credit Report or a Homeland Security National & International Terrorist Watch List report. Inaccurate information is easily revised through the remove and re-enter editing options.

- **Master Manager Group Access** may be set up to allow a master manager or someone at headquarters to oversee all activities at the manager level.
- **Manager Group Access** may also be set up to allow a manager to oversee all activities at the company branches.
- **User Level Access** is controlled by anyone who is granted administrative rights to add users. Access restriction is controlled under client parameters.

## **Communication Methods:**

- **Remote Software** – NAPS customized modem software allows the user to key in subject requests, then dial in and transmit directly into NAPS system for processing. Any results, which are completed and ready for pick up, will also be delivered to you during the same transmission. NAPS Remote Software provides you with a human resource software package with which you can monitor all of your pre-employment/tenant screening research, reprint results reports at any time, and have a more secure method for receiving the confidential information.
- **Fax** – Clients with fewer requests have the option of faxing our order form containing the applicant information to NAPS via our toll-free fax number for processing. Our data entry personnel will process the information and results can be delivered via fax, as an email attachment in PDF format, or posted to the website for retrieval.
- **E-Mail** – Clients may choose to email requests to our office for processing and results can be delivered via fax, email attachment in PDF format or delivered to our website for retrieval.
- **XML Integration** – The eClient XML Schema allows companies of all sizes to integrate Applicant Tracking Systems (ATS) and, or Human Resource Information Systems (HRIS) into our employment screening system. Our sophisticated and leading edge technology provides your company the architecture and foundation to interface with virtually any system. Information can be seamlessly transmitted between systems. A variety of formats and methods are supported.

## **Benefits of XML:**

- **Faster turnaround times**
- **No duplicate data entry**
- **Standardized format**

This XML Integration capability is fully secured with 128-bit encryption and multiple levels of authentication for the secure, totally automated transfer of background information through the Internet. This capability provides the tools necessary to accept and import orders from our clients that can cover all of the background screening search types provided. Once completed, all of the results for any of these search types can be sent back to our client via XML.

*Features:*

- Automated Internet & Software prompts for required information on each applicant.
- XML Interface via Internet with HR and HRIS Systems, recruiting & applicant-tracking web based systems
- XML Interface for download of requests and retrieving results.
- Monitor the status of all Research in progress.
- View management reports online using a variety of criteria.
- Produce management reports using a variety of criteria (Software version).
- Maintain online available archived results for a complete history of all research conducted on each applicant. Duplicate the same archived applicant with a single mouse click to order more services.
- Maintain a complete history of all research conducted on each applicant.
- Network System or Standalone PC capability (software version).
- *Highly Secure* (128-bit encryption) method for requesting and receiving screening reports.

### *System Security Clearance*

NAPS Security Clearance System requires a unique user ID and password for each user of the system. This allows restricted access through a multi-tier security clearance level protocol to sensitive data. Our security interface can be programmed to allow those with an administrative level security clearance to gain full access to data sensitive reports. The security clearance levels and access levels outlined below designate the parameters under which this protocol operates.

Assignment of Security Clearance Levels:

- 1 – User is listed as a “contact person” only and is not authorized to discuss any results or conduct further business related to adding or deleting search names and/or search parameters.
- 2 – User allowed to “order background checks and obtain the current status of the investigation”, but is not authorized to receive or discuss information on the details or the results of the investigation.
- 3 – (Full Access Level) User may “order BGC/discuss/obtain results, current status and conduct further business related to adding or deleting search names and/or search parameters.”

**EXAMPLE: Assignment of Website Security Clearance Access Levels:**

Full General & Administrative/Maintenance. If full rights are granted, only check this box.

Otherwise, restrict access rights to only the following combination of checked boxes:

- |  |  |
|--|--|
| <input type="checkbox"/> Enter/Order Requests                          | <input type="checkbox"/> View Status of Requests                   |
| <input type="checkbox"/> View All Results                              | <input type="checkbox"/> View Results requested by this user       |
| <input type="checkbox"/> Administrative Rights View Management Reports | <input type="checkbox"/> Administrative Rights to Billing/Invoices |

**Benefits:**

- Customer is in complete control of the information process, thereby adding another layer of insulation against data breaches and misuse.
- The System Security Clearance requires four levels of encrypted passwords to prevent unwanted parties from accessing the system. NAPS website utilizes the latest security techniques and methods available for Internet security to protect the sensitive information at our website.
- Our automated software maintains a complete Audit Trail for the tracking of all additions, changes, deletions, and printing for each subject in the system. This audit tracking is invaluable in researching possible problems associated with the processing of a subject’s research and for tracing the source of any erroneous information which has been keyed in.

*Streamlined* – processing is provided for quickly closing out criminal and civil background investigations. *Our system contains:* more than 43,000 zip codes, cities, counties and all U.S. Federal Districts. Also included are more than 8,500 colleges, universities, technical and trade schools. Our in-house investigators utilize more than 35,000 business and HR contacts for employment verifications to process your request faster and more efficiently.

## ***NAPS, Inc. - Setting the Standard***

NAPS offers nationwide assistance and protection in the employment/tenant screening process by means of providing prompt, accurate and complete background investigation services. We understand the importance of locating and obtaining the *right* person for your business. However, not only is it important to rent to or hire the right person, it is equally important to your bottom line to *retain* that person.

NAPS is an industry leader in background investigation services and earns its reputation every day by providing commitment and satisfaction to our clients. We EARN your trust by maintaining a high standard of work ethic and integrity. We abide by the laws, which govern our business and do not compromise these standards.

### ***Corporate Stability***

**I**ncorporated in April 1997. We have a reputation of developing and implementing *customized solutions* to meet our client's needs, while at the same time, providing the highest level of *customer service* that our clients deserve.

As active members of the *Consumer Data Industry Association, Public Record Retriever Network* and the *National Association of Professional Background Screeners*, NAPS is constantly aware of the industry changes to the Fair Credit Reporting Act, and maintains its strict compliance of the FCRA by keeping its employees informed through inter-company correspondence, meetings and ongoing training sessions. Our employees understand the importance of the need for prompt, complete, accurate and confidential screening information.

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***Our Mission:*** *To provide our customers with the essential tools and reliable background information designed to protect their goal of selecting qualified tenants or hiring and retaining honest, dependable, trustworthy employees, while demonstrating truthfulness and fairness using ethical and moral codes of conduct with each other, our customers, our suppliers, and each consumer we investigate.*

***Our Commitment:*** *We promise to: \*Maintain the highest standard of Work Ethics, Integrity, and Honesty. \*Provide you with Excellent Customer Service, just ask our customers! \*Maintain Full Compliance with ever-changing laws and regulations. \*Customize real Solutions to your company's individual needs. \*Assist, Support and Guide you through the screening process. \*Provide Personal Contact! \*Keep our staff Trained and Updated in this ever-changing industry. \*Provide you with the Most Up to Date and Accurate information available. \*Provide a Quality of service that meets or exceeds your expectations and most importantly, \*Work hard each and every day to earn your Trust and Confidence.*

Ask one of our business development specialists for the “How to get started” set-up forms to begin experiencing the real difference in quality background checks or call our customer service department, toll-free at: 866-425-9671 to request your set-up packet.

**All we ask is the opportunity to earn your trust; we will supply the integrity!**

**Thank you for your interest in our services and reviewing our company information.**