



## Frequently Asked Questions – Verification Services

March 24, 2020

### EMEA/APAC Employment Verification Procedures

1. We will follow standard online and employer verification procedures
  - a. This includes utilizing online verification vendors, where available, and contacting sources through voicemails, faxes and emails.
  - b. Also includes utilizing alternate avenues (i.e. Corporate Offices or other locations)
2. If a source is no longer available due to closure related to COVID-19, a note will be made in the case indicating closure due to COVID-19
3. We will contact the candidate for appropriate documentation to support prior employment history
  - a. If provided, we will utilize documents to verify and close accordingly
  - b. If not provided, we will close as Unable to Verify
4. When the sources return; should they respond to our inquiries, HireRight will update the case accordingly at that time.
5. When we close the check as Unable to Verify due to COVID-19 this will not be included in the calculations for service credits.
6. Please note: for customers ordering UK or Singapore employment references your process will not change. This is due to regulatory reference requirements. We will update you if the Regulators change these requirements.

### EMEA/APAC Education Verification Procedures

1. We will follow standard online/database procedures for education verification
  - a. This includes utilizing online verification vendors, where available, leaving voicemails, sending faxes and emails.
2. We will contact sources such as district office, registrar office, etc. to attempt verification if standard process fails
3. If a source is no longer available due to closure related to COVID-19, a note will be made in the case indicating closure due to COVID-19
4. We will contact the candidate for appropriate documentation to support prior education history
  - a. If provided, we will fax / email documents to the school for authentication (US only)
  - b. If not provided, we will close as Unable to Verify
5. When we close the check as Unable to Verify due to COVID-19 this will not be included in the calculations for service credits.
6. When the sources return; should they respond to our inquiries, HireRight will update the case accordingly at that time.



## **US Education & Employment Verification Procedures (Excludes DOT and Healthcare)**

1. For education verification:
  - a. High School and GED verifications will immediately be set as 'Search not Performed'
  - b. For College verifications we will only utilize the National Student Clearinghouse. In the event that the candidate's information is not found in the NSCH, then the request will be set to 'Search not Performed'
2. For employment verification:
  - a. We will only utilize The Work Number. In the event that the candidates' information is not found in TWN, then the request will be set to 'Search Not Performed'

### **When does HireRight consider a source/jurisdiction to be closed?**

Upon notice of a closure, regardless of the time range that may be given, HireRight will consider that source or jurisdiction to be closed indefinitely. To avoid undue delay in closing cases we want to avoid situations where sources/jurisdictions continue to change the time range.

### **When will I be billed?**

We will bill you for the report when it is delivered to you, even if some items are returned as Unable to Verify or Search Not Performed.

Once sources resume normal operations, we will provide you a list of searches that were not completed, and at your direction, complete reports of candidates that had "Search not Performed" or "Unable to Verify" status due to COVID-19-related closures and that you have hired or are still considering hiring. You will not be billed any additional fees for those follow-up searches if you already paid for them as part of a package, but normal source surcharges will apply if not previously billed.

### **How many employment verifications on average are completed through the National Student Clearing House?**

Approximately 60-65% of colleges and universities in the United States participate in the National Student Clearing House (NSCH).



### **How will we know when sources are back up?**

We provide daily updates on HireRight.com at: <https://www.hireright.com/important-updates> . In addition, we will continue to proactively communicate and keep our clients updated on this situation.

### **How will we know to rerun reports?**

We will provide you with a list of impacted reports when the sources are available again and you will confirm for us which reports you would like us to rerun.

### **What status are reports returned to us in?**

Reports (Non-DOT or Healthcare) will be set to a Pending/Client Review Required status when we close searches as "Search not Performed" or "Unable to Verify" status due to COVID-19-related closures. In these instances, the client has the option of hiring that candidate on a provisional basis or waiting until we can fully complete the background report.