



T O W N & C O U N T R Y R E S O U R C E S

Background Investigation Services F.A.Q.

Hiring a household employee is one of the most important hiring decisions you will ever make. Your family's privacy and security are at stake. Town & Country Resources makes it simple for you to thoroughly investigate a candidate's background.

Q. Who is eligible for a candidate background search?

A. We are able to investigate candidates who are U.S. citizens or permanent residents of the United States. All candidates for background investigations must sign a release form.

Q. How long does it take to get results back from a background investigation?

A. Turnaround time for a basic background check is 2 to 3 business days. Turnaround time for a full candidate screening is dependent on availability of the candidate and is typically completed within 5 business days of an in-person interview.

Q. What are the next steps?

A. Complete the enclosed Order Form and fax it to our offices. If you have any questions, please contact our offices at 800.457.8222 to speak with a Placement Counselor.

Description of Investigations Available

Basic Investigations

Legal Status Verification:	Verifies that the Candidate's Driver's License, Social Security Card or Work Permit, and Car Insurance are valid. (Candidate must be available for an in-office visit.)
Driving Record Report:	DMV reports can be run in California or out-of-state for an additional fee. Generally, violations remain on the DMV report for three years, although convictions for serious offenses are reported for 5 years or more depending on the state. DMV reports provide verification of date of birth. Of critical importance, DMV reports can point to substance abuse problems.
Criminal Records:	This report provides a history of the candidate's felony and/or misdemeanor convictions during the past 7 years. In the state of California, criminal records checks are completed at the county level.
Social Security Verification:	This report searches credit bureau databases to determine what name or names are associated with the usage of a particular Social Security Number. It also provides information regarding date of birth, former employment and former addresses. The search can be extremely useful in determining whether the applicant's number is valid.
Trustline:	Trustline applies only to candidates working in a home with children. Trustline uses fingerprints to conduct a criminal background check, which includes a search of the child abuse registry in California. We can arrange to have the candidate fingerprinted and provide you with the necessary forms to complete the Trustline registration process.

Additional Checks

Work History:	Our highly trained Placement Counselors interview your candidate in-person and provide you with their completed in-depth application, work history and recommendation report.
References:	Our research department will speak with up to 4 previous employers to confirm employment, dates, performance and get a sense of overall character. You will be provided with written references as well as contact information for all references.
Education Verification:	This report confirms dates of attendance, degree attainment and in many cases their GPA.
Civil Courts Records:	This report performs a national search of Superior Courts in the country for criminal cases involving the candidate. It uncovers any civil law suit filed in which the candidate was listed as either the defendant or plaintiff.
National Wants & Warrants:	This report is a search of the FBI's NCIC database for any open, extraditable warrants pertaining to the candidate. It includes charge, date, extradition information and bond amount.



TOWN & COUNTRY RESOURCES

Background Investigation Services Order Form

Investigation Packages - Please indicate which background checks you would like to order by checking the boxes below:

- Basic Background Check** **\$95.00**
- ✓ Social Security Verification
 - ✓ CA State Driving Record*
 - ✓ Criminal Records Report in Candidate's Primary County*
 - ✓ Legal Status Verification (*Candidate must be available for an in-office visit.*)
- *Fee includes background checks for one name and one county. Additional names incur extra charges.*
- Please send me additional information on Trustline Registration. (Trustline Registration requires an additional fee of \$130 paid directly to Trustline.)

- Full Candidate Screening** **\$495.00**
- ✓ Basic Background Check (See above)
 - ✓ Detailed Work History
 - ✓ Written References (Up to 4 references per candidate)
 - ✓ Education Verification
 - ✓ Sample Work Agreement
 - ✓ Payroll Tax Forms & I-9 Form

Additional Checks

Criminal Records for Additional Counties where the candidate has lived (Charge is per name and per county)

- Counties within CA \$40.00 Counties Outside of CA \$50.00

Civil Court Records (Charge is per name and per county)

- Counties within CA \$50.00 Counties Outside of CA \$60.00

Additional Services

- Education Verification \$20.00 Driving Record Outside of CA \$40.00
- National Wants & Warrants \$40.00

Contact Information

Your Name	Candidate's Name
Your Telephone #	Candidate's Telephone #

This agreement confirms the terms and condition whereby the undersigned (Client) seeks to utilize the services of Town & Country Resources, Inc. (TCR) and PFC Information Services, Inc. (PFC) to perform background investigations on candidates for household employment. TCR and PFC will exercise their best efforts to provide accurate information, but cannot guarantee the accuracy of information reported. TCR and PFC shall not be liable for any damages the Client sustains as a result of inaccuracies in any information provided to the Client by TCR or PFC in good faith. Client acknowledges that TCR and PFC will be accessing various computer databases maintained by outside vendors and may be using other information manually or telephonically obtained by third parties and cannot guarantee the accuracy of the information provided. The Client indemnifies and agrees to hold TCR and PFC from any claims or actions brought against the Client or TCR or PFC based on the disclosure of information to user or any third party under this agreement. This indemnity shall cover all costs of responding to allegations or actions including reasonable legal fees and court administrative hearings and to any judgments finally awarded or made in settlement in any such actions. The Client will not distribute or utilize information provided by TCR or PFC, except as allowed by law and TCR and PFC assume no liability, indirectly or directly, for the misuse of said information by the Client. The Client agrees to comply with any and all applicable Federal, State and local laws impacting the request, utilization, and dissemination of any information provided by TCR and PFC. The use of the services and the reports received from TCR and PFC will be in strict compliance with all provisions of the Fair Credit Reporting Act, the Americans with Disabilities Act, and the California Investigative Consumer Reporting Agencies Act. In using a consumer report of investigative consumer report for employment purposes and before taking any adverse action based in whole or in part on the report, the Client shall provide to the consumer to whom the report relates a copy of the report and a description in writing of the rights under the Act. The decision to employ a Candidate will rest solely with the Client. The presence of the Client's signature below authorizes TCR to process payment of all fees on the Client's credit card, detailed below without further notification. A photocopy or fax of this agreement is considered as valid as an original.

Town & Country Resources, Inc., by:


 Carrie Hillen, Co-President


 Jens Hillen, Co-President

CLIENT'S SIGNATURE CONFIRMS THAT CLIENT HAS READ THIS AGREEMENT THOROUGHLY, HAS HAD SUFFICIENT OPPORTUNITY TO SEEK LEGAL COUNSEL IF DESIRED, & THEREFORE CLEARLY UNDERSTANDS & AGREES TO ALL THE TERMS & CONDITIONS.

Payment Information

Client's Signature	VISA or MasterCard Number (NO DEBIT CARDS)		
Print Full Name	Expiration Date	Today's Date	Zip Code