



REFERENCE SERVICES INC

The Professional Background Screening Company

30 minute Lunch & Learn Webinar Series

Employment Verification

SEPTEMBER 28, 2023

Legal Disclaimer

- The information and opinions expressed are for educational purposes only and are based on current practice, industry related knowledge and business expertise. The information provided shall not be construed as legal advice, express or implied.

Presenters



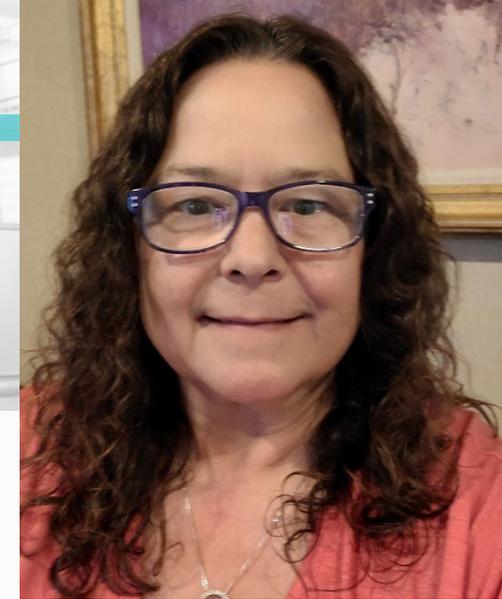
Brad Odil

President / COO



Stephanie Pier

Compliance / Special
Projects Manager



**Heather
Halbrook-Fraser**

Client Relations Specialist

Agenda



Employment Verification

The Work Number

Historical context

Why Bother?

Turn Around Time

Consumer Permission Data

Consumer Payroll docs

IRS documentation



Closing

Questions and Answers

sales@referenceservices.com

The Work Number database- Equifax

- Used by largest employers
 - 2.8+ million employers
 - 631+ million records
- Results usually available in less than 24 hours
- YTD, RSI has sourced 48% of employments through The Work Number
- Fees continue to climb
 - \$19.95 – 2019
 - \$46.50 - 2020
 - \$58.56 – 2022-23
 - \$87.20 – Oct. 1, 2023
 - Fee is higher if employers source directly or if RSI sources after other options
- Must access TWN first to receive discounted fee rate

Why Bother?

- Checkster Research- 78% of candidate misrepresent themselves on a resumes
- Indeed - estimate 40+% of people flat out lie on a resume
- Career Builder – 58% of Employers have caught a lie on a resume

Career Builder

- **Most Common Resume Lies**

According to employers, the most common lies they catch on resumes relate to:

- Embellished skill set – 57 percent
- Embellished responsibilities – 55 percent
- Dates of employment – 42 percent
- Job title – 34 percent
- Academic degree – 33 percent
- Companies worked for – 26 percent
- Accolades/awards – 18 percent

Employment Verifications

- **How Far Back Does Employment Verification in a Background Check Go?**
- Background checks can generally only report the past seven years when it comes to criminal history but employment verification does not have the same guidelines.
- According to the Federal Trade Commission, employment verifications are considered “neutral,” in that the information is neither positive nor negative. Due to this, there are no restrictions on how far back employment verifications can go on a background check.

Employment Verifications

- RSI specializes in contacting an applicant's prior employer(s) to verify the applicant's previous or current employment for the past 3-7 years
- Includes start and end dates, title and eligibility for rehire.
- Customized Scope to define the number of years searched, attempts made to verify and the number of employments to verify
- Any third-party fees are passed straight through to our clients, when applicable, with no markup
- 80% of RSI Employment Verifications return in 48 hours
- 90%+ are returned completed

Employment Verifications

- The Work Number - Equifax
 - Employment data supplied by larger employers
 - Not available to directly source by all employers
 - Con: Charge high fee to access data
- Consumer permission data – Automated process
 - Access to Payroll accounts
 - Or, consumer supplied W2
 - Con: Delayed response times
- Directly contacting the Employer or Consumer for proof
 - W2, Pay Stub
 - Con: Delayed response times, waiting on returned calls
- Access IRS Tax Return data –with consumer permission

Consumer Permission Data for Employment Verification

RSI will send an optimized email to the applicant to complete the employment data request.

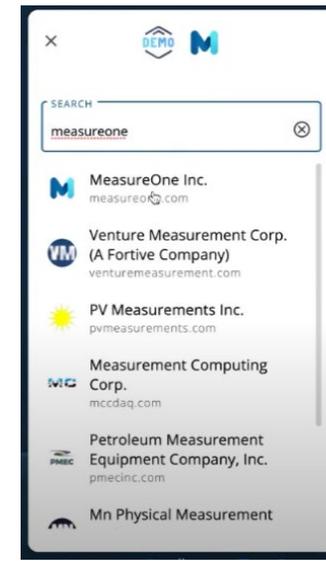
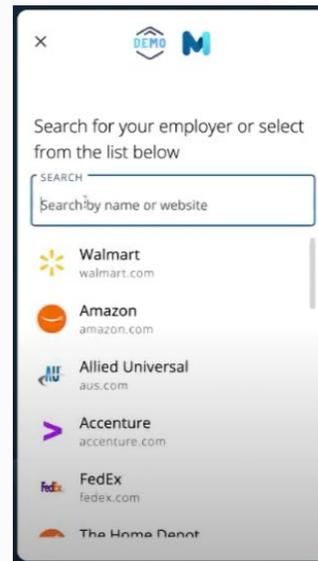
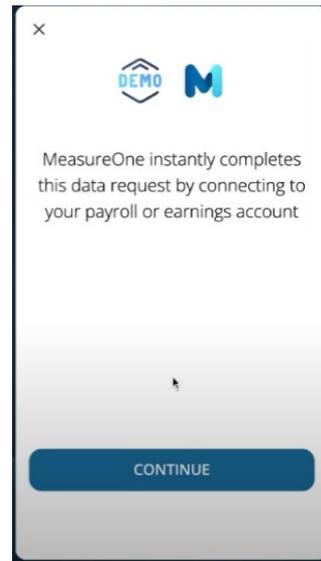
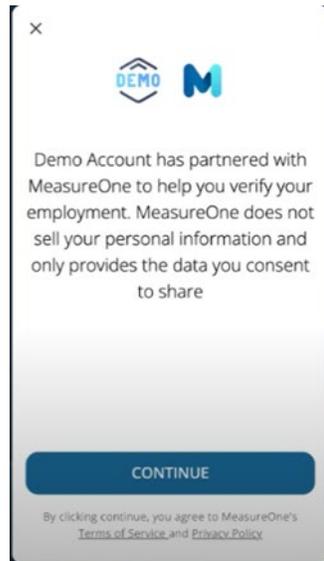
Applicant acknowledges request

Applicant searches over 100,000 mapped employers

Over 5,000 payroll systems

Nearly 100% coverage

Applicant enters search for employers name



Consumer Permission Data for Employment Verification

Applicant enter payroll credentials

“Trouble Logging in” link provided

← Trouble logging in?

M Trinet - MeasureOne Inc.

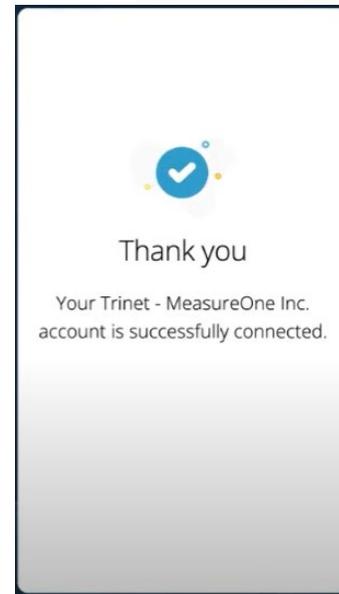
Enter your Trinet - MeasureOne Inc. credentials below

Employee ID

Password SHOW

CONNECT

Credentials verified and request completed



Summary of employment data sent to RSI for compliance check before returned to client

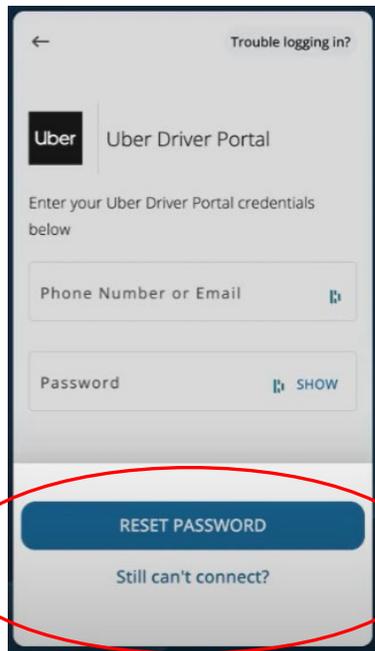
Employment Summary

MeasureOne Inc. Report as of: Jan 27, 2023

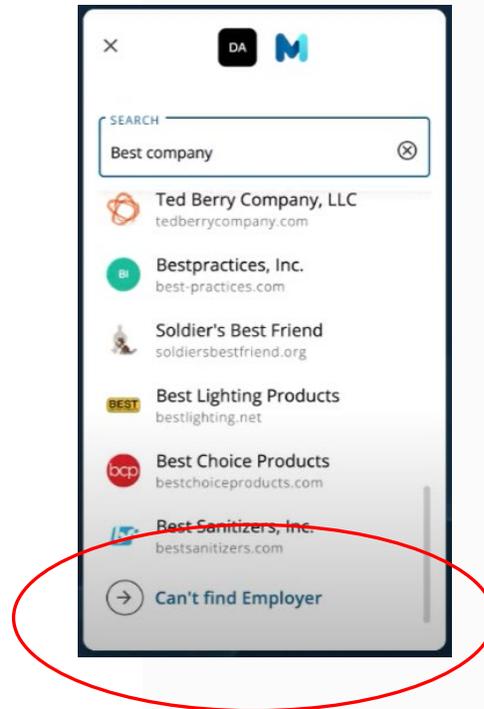
First name	Maya
Last name	Smith
Address	123 Measure Way San Francisco , CA , 93123
Employment status	ACTIVE
Employment dates	Jul 15, 2022 - Present
Roles	Manager
	Jul 2022 - Aug 2022
Notes	<ul style="list-style-type: none">• Verification method: Direct payroll account connection• Employment status derived based on last pay date• Employment start date derived earliest available paystub

Consumer Permission Data for Employment Verification

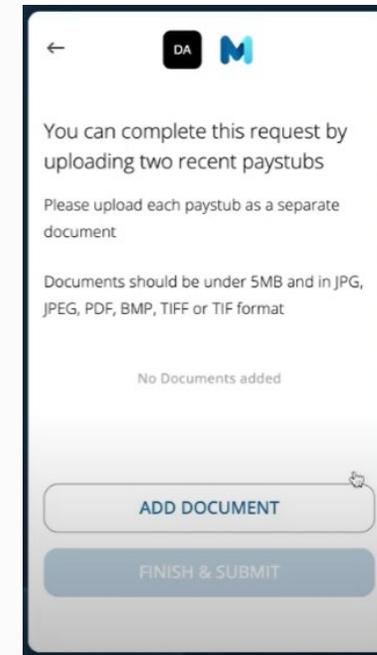
If employer cannot be found applicant can search for payroll provider or upload payroll docs



Option to search payroll provider



If employer or payroll provider are not found, system prompts for 2 recent pay subs to be manually uploaded



Consumer Permission Data

- 30-40% fulfillment rate
- Slower TAT
 - Receive email and open
- Requires consumer (applicant) to provide login credentials to payroll system
- Most data is only available for most recent employer

IRS Tax Documentation access

- New to screening industry
- Currently testing data
- Should provide faster TAT
 - May be able to provide instant returns

Key Takeaway



- The Work Number fee continues to climb
- RSI will continue to source TWN until proven alternatives are available
- RSI is testing and evaluating new consumer permission options
- TAT remains at 48 hours but may trend longer in order to reduce cost
- Sales@referenceservices.com



Thank you

sales@referenceservices.com