

Company: Reference Services, Inc

Partnership Established: 2007

CATEGORY: BACKGROUND SCREENING



Website	www.referenceservices.com
Headquarters Location	Evansville, IN
Number of Overall Customers	2000+
Global Market Coverage	Entire US / Can accommodate International

PARTNER PRODUCT / SERVICES OVERVIEW

Partner Category	Background Screening
List of Partner Products and Services	Criminal checks, DOT / MVR, Drug Screening, Ref / Emp / Edu / Lic / Rental Verifications, Credit reports, Tenant Screening, B to B, i9 Compliance, Social Media reports, Medical Exclusion List
Solution Overview	RSI is The Professional Background Screening Company We are a full-service firm, offering a comprehensive suite of background screening reports and verification services, along with drug testing, DOT and random drug testing programs. You need it ALL and we've got it.
Key Features	<ul style="list-style-type: none">• Superior Customer Service from real team members in Evansville – no call trees, answering services. You'll find that your questions will be answered immediately and issues resolved promptly.• 1.2 billion records from over 2200+ data sources in our Nationwide Criminal search – <i>we find records that other companies often miss – key point...background screening companies are NOT using the same data</i> – it's up to them to pay for as much or as little as they choose. Some companies include certain sources while others do not. The number of records searched varies WIDELY with differences in the hundreds of millions of records!• Our unique Order Review Process is the key to our accuracy – RSI currently has one of the lowest dispute rates in the industry at just 6/100th of one percent!• Keeping our clients in compliance with FCRA law is a constant priority. Adverse Action manager is built into our software for ease

	<p>of use and permanent documentation. We provide all current FCRA compliant forms and update as needed.</p> <ul style="list-style-type: none"> • Our turn-around time for criminal reports is less than 20 actual hours on average with 90% of our verifications completing in less than 48 hours! • Accredited by PBSA!
<p>Value Proposition</p>	<p>Our Core Values</p> <p>Our success – your success – hinges on three things... quality of data, customer service and compliance expertise. (And no, we don't all get our criminal record data from the same sources.)</p>
<p>Key Differentiators</p>	<p>As an RSI client partner, you'll experience quicker turn around. No days or hours of waiting for returned calls.</p> <ul style="list-style-type: none"> • Extended customer service hours during evenings, weekends and holidays from our real team members • Calls answered immediately & issues resolved in 60 minutes or less • No Phone Tree answering service • Instant access to most reports • Criminal background searches turn-around time averages 31 hours
<p>Qualifying Questions</p>	<ol style="list-style-type: none"> 1. Is your current background screening partner providing the level of customer service you expect? 2. Do you have access to designated customer service representative? 3. Are you satisfied with the turn-around time of your reports? 4. What is the accuracy rate of your current background screening partner?
