

HIRERIGHT EMPLOYMENT VERIFICATION™

Eliminate the time-consuming process of verifying employment history. HireRight Employment Verification is an online, on-demand service that is integrated with HireRight's screening solutions. After an order is entered, skilled HireRight verifiers confirm an applicant's reported work history, such as company names and locations, dates, positions or titles held along with compensation. Verifications can be conducted worldwide and are obtained either directly from former employers or from their authorized agents.

Introduction

Verifying employment history can be time-consuming, difficult and error prone for a variety of reasons. Organizations contacted to confirm employment history may be unresponsive – for example, because they have nothing to gain or their records are missing. Applicants often provide inaccurate or incomplete information, such as different employment dates or role, which makes confirming employment history difficult and can delay the time to complete the investigation. The individuals surveyed in the HireRight 2013 Employment Screening Benchmarking Report said that 79% of candidates misrepresent information between 1% and 10% of the time and 74% have discovered someone who has lied on his or her resume.¹

When organizations attempt to verify employment in-house, the quality of the information received and the time it takes to verify employment history varies based on the skills and resourcefulness of each researcher. And, according to a recent survey a mistake may result in a bad hire, which can cost an employer \$25,000 or more.² Furthermore, there is not an efficient, automated way for employers and applicants to determine the employment verification status and outstanding items needed to complete the investigation.

Benefits

HireRight Employment Verification is an online, on-demand service that is integrated with HireRight's screening solutions. After an order is entered, skilled HireRight verifiers confirm an applicant's work history, such as company names and locations, dates, positions or titles held along with compensation. Verifications can be conducted worldwide and are obtained either directly with former employers or from their authorized agents. The service helps to:

- ✓ **Mitigate the risk of errors in verifying employment and cost of a bad hire** through consistent research methodologies that achieve fast results and an average verification rate 92% in the United States and 89% elsewhere.³ A Verification Plus option extends the research time up to thirty (30) business days to facilitate a higher verification rate of nearly 100%.

¹ <http://www.hireright.com/benchmarking/>

² [CareerBuilder.com press release dated 12/13/12](#)

³ HireRight's average verification rate from September 2011 through October 2012 rounded to the nearest number

- ✓ **Speed time to hire and reduce administrative costs** by outsourcing time-consuming, tedious screening tasks to a specialized team of verifiers located throughout the world whose average request turnaround time is 1.6 days in the United States and 4.2 days elsewhere.⁴
- ✓ **Improve the candidate experience by demystifying and expediting the verification process** via an easy way to upload documents, check status and receive alerts via laptop, desktop, smartphone and tablet.

Process

After a request is entered, HireRight verifiers will confirm up to seven (7) years of applicant employment history, including dates of employment, job title, and salary information. In the United States, there is an option for HireRight to ask an employer for the reason for termination and whether the applicant is eligible for rehire. HireRight uses the verifying employer's preferred method of verifying an applicant's employment history - either providing the verification directly to HireRight or indirectly through the verifying employer's designated third party (e.g., the TALX Corporation in the United States). For direct verifications, each verifying employer will be contacted once a day for up to five (5) business days in the United States or seven (7) business days elsewhere, upon which the request will be closed. If a verifying employer does not respond by the 4th business day, HireRight will request that the applicant provide verification documentation.

Acceptable documentation is limited to paystubs for most countries. Other country-specific documents, such as Canada's T4 (Statement of Remuneration Paid) and Record of Employment (ROE) and India's Form 16, may be acceptable. Acceptable documentation, regardless of the country, cannot be handwritten. When additional documentation is necessary, researchers will ask applicants for start and most recent documentation to verify the entire term of employment. In the United States, HireRight will not report a salary discrepancy unless the hourly rate does not match.

If an applicant does not want their current employer to be contacted to verify employment, HireRight will attempt to verify current employment based on applicant-submitted documentation or through an indirect resource (see next paragraph) for up to five (5) business days in the United States and seven (7) business days elsewhere. The applicant must provide HireRight with proof of employment with start and most recent documentation, such as a W-2, 1099 tax form or other tax form or paystubs. You have the option to submit an employee's documentation beforehand if current employment verification is a part of your package. You may also verify an applicant's current employer post-hire by submitting a new order on the pending hire tab after on boarding the individual and HireRight will verify the new employee's prior employment history using its standard process.

Indirect verifications, such as those performed through a verifying employer's designated third-party such as TALX Corporation in the United States, typically incur additional surcharges or fees. HireRight's screening solutions are integrated with TALX so results can be instantly retrieved if the information is available. If TALX is unable to locate a record, HireRight will contact the employer to verify an applicant's employment history. After five (5) business days the request will be closed.

⁴ HireRight's average report turnaround time from September 2011 through October 2012 rounded to the nearest number

HireRight Employment Verification is ideal for customers who value timely, quality results. For customers who want to extend the research time to achieve a higher verification rate, the **HireRight Employment Verification Plus™** option is available for an additional fee. If HireRight Employment Verification Plus is selected upon order submission; the request remains open for up to thirty (30) business days. If employment cannot be confirmed by the verifying party within five (5) business days in the United States or seven (7) business days elsewhere, the applicant will be contacted for additional information, documentation or clarification, unless client guidelines state otherwise. For direct verifications, HireRight will contact the verifying party each day for ten (10) business days. After that, the verifying party will be contacted once a week if no response has been provided. Applicant-provided documents are only used if the verifying employer still has not responded on the final day of processing (which is thirty (30) business days from the date of the request or the end of an ETA date), or if the source indicates "no records found" - and only if the applicant was contacted to provide such documentation.

The process for handling different types of discrepancies encountered during research is as follows:

	HireRight Employment Verification	HireRight Employment Verification Plus	Action
<u>Major</u> date discrepancy	Two (2) years or more	Six (6) months or more	Applicant is contacted for clarification, unless a client's guidelines state otherwise. If applicant does not respond or is unable to provide clarification, request will be closed as "Complete – Discrepancy".
<u>Major</u> employment history discrepancy	Employment history reported by the applicant cannot be verified with the employer		
<u>Minor</u> date discrepancy	More than three (3) months but less than two (2) years	More than three (3) months but less than six (6) months	Applicant will not be contacted for clarification and request will be closed as "Complete – Discrepancy".
<u>Minor</u> salary or job title discrepancy	More than \$1,500 annual salary, \$125 monthly, \$60 biweekly, \$30 weekly or \$0.75 hourly, or a job title that is not equivalent to what was provided by the applicant		

Results

Based on its research, HireRight will report on the background report the following results described below:

Result	Definition
Complete – Data Verified	Employment history reported by the verifying party was consistent with the applicant's submitted information.
Complete - Discrepancy	Employment history reported by the verifying party was inconsistent with the applicant's submitted information (see table in "Process" section) or no records were found.
Close – No Data Returned	Employment history could not be verified because neither the verifying party nor the applicant (if applicable) provided any information prior to the verification close date.
Closed – Not Verified per Client Guidelines	Employment history was not verified due to client-specific or HireRight general guidelines, e.g., if the information provided is more than 7 years, or when a client instructs HireRight to stop the verification process.

Considerations

Turnaround time and results can vary based on a variety of factors, such as (i) if either a verifying party or the applicant is unresponsive; (ii) the verifying party does not accept electronic signatures and a wet signature is not on file; or (iii) the employment history is not readily available. Additionally, HireRight will **not** attempt to verify the following information provided by the applicant:

- Unemployment
- Home maker, home parent/child care
- Student
- Incarceration
- Unlicensed babysitters, nannies, daycare workers
- Gaps in employment
- Salary histories

- Volunteer work (unpaid internships excluded)
- On-the-job criminal behavior
- Cash-paid positions

Learning More

For more information about HireRight services, call us at 800.400.2761 in the U.S. and Canada or +1 949.428.5800 worldwide or visit us online at www.hireright.com.

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