

 **Minimizing** your risk
while **Maximizing** value...



Screening Solutions

*Service Industry Solutions for Ensuring
Company Level and Servicer Level
Background and Regulatory Screening
Compliance*

**A PlusOne Solutions White Paper
January 2006**

PlusOne
S o l u t i o n s

Adding Value To The **Service** Equation...



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INTRODUCTION

The increased concern over security and the risks associated with in-home service is causing the service industry to be redefined. Each day consumers allow unknown individuals from trusted companies into their homes to perform unsupervised service with the expectation that the companies they are doing business with have done everything possible to ensure their customers’ safety and protection.

Corporate Compliance Officers and Risk Management Executives are mired in regulation and are all too familiar with the liability risks and subsequent costs associated with regulatory non-compliance. That is why the importance of ensuring that companies and independent servicers are adhering to the regulations that govern background screening and regulatory compliance cannot be emphasized enough.

As a result of some highly publicized crimes that have been reported by the media, and in response to the public’s outcry, states are increasingly sponsoring and enacting security legislation aimed at ensuring public safety in both the public and private sectors. Consumer sentiment favoring increased legislation and greater accountability is reflected in jury verdicts finding companies responsible for the negligent hiring of independent servicers and awarding large judgments to victims and their families even in instances where no actual physical harm or theft has occurred.

The most common types of insurance that require verification and tracking include General Liability, Workers Compensation and Driving/Motor Vehicle insurance. The service industry has experienced situations of regulatory non-compliance which include: General Liability fraud where insurance certificates have been falsified in response to rising policy rates; the use of unpaid “binders” in response to the cancellation of insurance policies; the failure to obtain and/or maintain workers compensation insurance coverage as required by state regulations or by contract requirements with every company. In today’s economy with the high cost of gasoline and rising insurance costs, fraud, falsified insurance documents, and unpaid and cancelled insurance policies are increasing as companies and servicers attempt to cut corners and lower their costs.



Management of the regulatory process and ardent tracking can mitigate liability claims. The PlusOne Regulatory Screening Solution™ manages and streamlines the regulatory process by verifying and tracking legitimate and active trade and professional licenses and skill certifications. In addition, PlusOne Solutions verifies the existence of insurance policies according to the coverage limits specified by our clients.

STATISTICAL INDUSTRY RESULTS

Based upon studies conducted in the industry, 30% of servicers are likely to have an “adverse finding” with their background investigations which, under existing court rulings, could put your company in legal jeopardy. The most common problems cited are motor vehicle offenses where service personnel with suspended driver’s licenses are operating vehicles on the public roadways in the performance of their work related duties for the hiring companies. Crimes of violence including sexual assaults are a close second.

The average jury award for negligent hiring is over \$800,000¹. Several of the multi-million dollar verdicts awarded over the past several years have been employment-related cases involving companies that have engaged independent servicing companies to perform in-home services.

57% of servicing companies are without Workers’ Compensation Insurance: In 37 U.S. states, workers’ compensation insurance is required for any company with one or more employees, regardless of class. A recent survey of over 1,500 medium and large independent servicing companies revealed 57% reported they do not have workers’ compensation coverage and were not aware that the coverage is required by state law.

Up to 90% of independent servicing companies are without active General Liability Insurance:

In some industries once an actively managed compliance program is implemented, it is discovered that up to 90% of independent servicing companies do not carry the required insurance or the required levels of coverage.

31% of the independent service providers do not carry Automotive Liability coverage This statistic is consistent with insurance industry estimates that 30% of the drivers today no longer carry liability insurance. In this same study, of the service

¹ LexisNexis PeopleWise White Paper: Establishing a Best-Practice Background Screening Program

companies with automotive liability coverage, **85% carry state minimum requirements which are far below most company contractual minimums.**

CASE STUDIES

Major Retailer’s Servicer Rapes and Murders Customer: Florida.

http://www.sueweavercause.org/about_sue_weaver.html

The customer of a major retail store was raped and murdered and her home was set on fire to destroy the evidence. Her killer was a twice convicted sex offender who had been dispatched by the retailer to clean her home air ducts. He returned to her home six months later and raped and murdered her. The department store called by the woman for the home cleaning project had contracted the work out to a third party. Although the store did background checks on all of its in-store employees, it did not require similar checks for contracted employees. The company that hired the convicted sex offender (now in prison for raping and murdering the woman), recently settled a multi-million dollar lawsuit brought by the victim’s family. A former subcontractor for the store and the company the contractor worked for, did not conduct a background check before hiring the offender.

The case cited above was the impetus behind the enactment of the Sue Weaver Act in Texas. The Sue Weaver CAUSE organization promotes consumer awareness of unsafe service employment by:

- Raising public awareness – Know who is in your home.
- Educating employers on the moral and legal obligation for criminal background checks and how they work.
- Advocating for effective safety legislation at local, state and federal levels.

For more information visit the CAUSE website at <http://www.sueweavercause.org/>

Pizza Delivery Driver Rapes Customer: Nebraska

[Omaha World-Herald](http://www.omahaworldherald.com)

A customer who ordered a pizza for home delivery was raped in her home by a pizza delivery driver. When the offender applied for the job he had been in prison 16 times and had a history of sexual assault. He is now serving 25-30 years in prison. No background check was conducted on him.



Carpet Cleaner Stabs and Kills Customer: California

<http://www.careerjournal.com/hrcenter/articles/20020430-lublin.html>

A carpet cleaner employee with a history of seven armed-robbery convictions fatally stabbed a woman after cleaning carpets in her home. He had completed his seventh sentence just two years earlier, and was convicted of armed robbery and first-degree murder as a result of the woman's death. The victim's husband won a \$9.38 million judgment against the company after a jury concluded it negligently hired the contractor by failing to adequately probe his past. (The cleaning service is no longer in business.)

Additional Case Studies:

Trucking Company found Negligent in Hiring Truck Driver: Verdict \$9.65 million.

http://jacksonville.com/login.shtml?org:http://www.jacksonville.com/tu-online/stories/071205/met_19218780.shtml

\$3 Million Settlement: Pest Control Company Dispatches Contractor on Probation

<http://www.firstcoastnews.com/news/news-article.aspx?storyid=15598>

Plumber Murders Customer: Settlement \$500,000

<http://archives.cnn.com/2002/US/Central/11/13/fbi.search/index.html>

RISKS OF IN-HOME SERVICE

Consumers **expect** protection from companies with which they do business. Businesses have the responsibility for ensuring the safety and protection of their customers and the general public from...

- Physical Harm
- Sexual Harassment
- Theft
- Identity Theft
- Unlicensed Work
- Property Damage
- Faulty Repairs
- Vehicle Accidents/ Vehicular Homicide

Compliance with Legislation

Security legislation is placing increased demands on companies to conform to a myriad of rules and regulations. The following is a list of the reasons companies today must do more than ever before to assure a safe and compliant workforce:

Homeland Security – The post 9/11 era requires companies do more to ensure compliance with state and federal legislation and know the identity of the workers they are employing.

Sarbanes Oxley – The passage of the Sarbanes Oxley Act of 2002 subjects public companies to increased regulation and scrutiny. As a result, company Compliance Officers have had to institute policies to enhance corporate governance and ensure compliance with laws and regulations in order to minimize the risks to their shareholders.

USA PATRIOT Act – On October 26, 2001, the USA PATRIOT Act was signed into law. Under Section 326 of the Act, information collected for verifying identity is used to determine whether an individual appears on any list of suspected terrorists, terrorist organizations, or various FBI and government criminal databases.

State Legislation – States are enacting legislation related to the liability of in-home service companies and residential delivery companies for negligent hiring. This legislation may include certain “safe harbor” presumptions if required background investigations are completed on their independent service companies and employees.

Identity Theft – The high rate of identity theft in our nation today places responsibility on companies to know the identity of their workers and to take measures to protect the confidential personal information of their customers.

Consumer Protection – Customers expect companies they do business with to screen their workforce.

Public and Private Brand Protection – Public and private companies are requiring that outsourced contractors undertake protective measures to minimize the risk to their brand and image.





Legal Reasons for Screening

While the vast majority of servicers are highly skilled and law-abiding professionals who take great pride in the quality service they provide, it is almost certain that the network of independent servicers representing companies do not meet the minimum standards that would permit them access into a customer's home or on their premises.

Keeping in mind that companies have an obligation to use reasonable care regarding the welfare of their customers; when this obligation is not met, these companies run the risk of negative media attention, expensive litigation, large settlement awards, damage to their reputation, and the loss of their customer base.

With a single incident, the cost of litigation can easily escalate into millions of dollars to defend against plaintiff claims. While damages to a company's brand can amount to millions of dollars in lost sales, other costs for the company can include the loss of its customer base and a reduction in customer loyalty. Negative customer perception gets passed on by word of mouth to family and friends. This "negative perception" results in a "bad reputation" for the company that can last for years and can end up costing millions of dollars to rebuild confidence and regain customer loyalty.

As a means to protect their image and brand name, a number of companies have instituted screening programs to reduce their liability risks and subsequent costly litigation. These companies include:

- THE HOME DEPOT®
- Sears®
- Lowe's®
- ServiceMASTER®
- KIRBY®
- STANLEY STEEMER®

Courts are finding that companies have a legal responsibility to perform "due diligence" when hiring independent servicers. As a result, companies have to assume the added burden of knowing the identities and characters of the individuals they are sending into consumers' homes and commercial establishments. A company may be found liable for damages if, without completing a "due diligence background check," it hires someone with a criminal past and places the person in a position where harm could be done to a customer or another individual.

Courts have found that by having a strong independent servicer screening solution in place, companies are demonstrating "due diligence." PlusOne Solutions' Background Screening Solution assures that all individual servicers are screened by a reputable national Consumer Reporting Agency and are compliant with consumer protection legislation.

As a result of highly publicized crimes and in reaction to public demand for action, state legislators are quickly proposing and enacting legislation aimed at ensuring public safety in both the public and private sectors. Examples of Statutes that have been enacted and Bills that have been introduced include:

- National Child Protection Act
- Florida's Jessica Lunsford Act
- Texas' Sue Weaver Act (Texas House Bill 852 (2005))
- Texas Act relating to negligent hiring (Chapter 145 as part of House Bill 705 (2003))
- Georgia House Bill 620 (2005)
- Florida Senate Bill 1636/House Bill 1349 (2005)

The States of Georgia and Florida introduced in 2005 Bills related to the liability of in-home services companies and residential delivery subcontractors, for negligent hiring, retention or supervision. The State of Texas enacted the "Sue Weaver Act" (Section 145.0015) as part of House Bill 852 which became effective September 1, 2005. The Texas Statute requires criminal record background checks on any employee or prospective employee whose job requires him/her to enter a person's home.

The summary language preceding Georgia House Bill 620 reads:

...relating to rights and liabilities of principals to third persons, so as to provide for criminal record background checks for employees, agents, subcontractors, and independent subcontractors of in-home service companies and residential delivery companies whose job duties require or will require entry into another person's residential dwelling; to provide for civil immunity for employers which perform such criminal record background checks under certain circumstances;...

Therefore, even though a contracting company may be independent from the servicing company,



according to the Georgia and Florida Bills, both the contracting company and servicing company would be responsible for compliance with the laws.

As a result of the Jessica Lunsford Act http://www.flsenate.gov/session/index.cfm?BI_Mode=ViewBillInfo&Mode=Bills&SubMenu=1&Year=2005&billnum=1877 and other similar crimes across the country, states are enacting stricter legislation and penalties for sexual predators. In addition to FL, TX and GA, the following eleven (11) states have adopted restrictive movement measures that require the disclosure of the whereabouts of sexual predators: AL, IN, KY, LA, MO, ND, NH, NM, NV, PA, and WI.

It's No Longer "If", But "When"

Although retailers and government agencies are the primary service channels implementing background screening services, manufacturers, extended warranty providers and any company offering services performed within a residential home are now requiring the screening of independent servicers.

Industrial, Retail and Hospitality industries are imposing similar screening requirements on commercial servicing companies and their servicers. In addition, these industries are including U.S. PATRIOT Act screenings as a condition to protect against threats of terrorism.

Consumer advocacy groups and legislators are championing various bills throughout the nation to adopt legislation to protect consumers against negligent hiring of employees and independent servicers when performing in-home services including the public notification if a company mandates and oversees a compliance program.

What You Can Do To Protect Your Company

The failure to provide for a customer's welfare occurs primarily in the following two ways:

- The inadvertent hiring of independent servicers who have violent criminal backgrounds, or
- Utilizing independent servicers who do not have the skills and credentials necessary to provide safe, high-quality customer support

In response to increased legislation and consumer demands, companies are requiring background screenings for **all** independent servicers who, on

behalf of the company, are providing services either inside a customer's home or on their premises.

By adopting a program for background screening your company will be able to demonstrate that it has performed its "due diligence." While this will not **prevent** a servicer from committing a crime or engaging in illegal behavior, the fact that you are able to demonstrate that your company exercised its "due diligence" by conducting background screening could indemnify you against negligent hiring lawsuits.

IMPACTS ON INDEPENDENT SERVICING COMPANIES

State and federal legislation prompted by strong consumer sentiment is sweeping the nation. As a result, in order for independent servicing companies to remain in compliance and continue servicing their clients, they must incur the additional costs for background screening. Many of the larger independent servicing companies have thrown their support behind background and regulatory screening. They see it not only as a legal requirement, but as the **solution** for promoting the safety of their customers, upgrading the quality of service, and managing business growth while removing many of the low-cost and non-compliant competitors.

Traditional Costs to the Independent Servicing Company

Traditionally, if a company worked for multiple clients requiring background investigations, the independent servicing company would be required to pay for multiple background investigations even if the investigations occurred within days of each other due to the consumer reporting agency and client requirements. This could cost servicing companies several hundred dollars per individual employee or sub-contractor.

To compound the problem of increased costs, if the employee or sub-contractor worked for multiple servicing companies each requiring checks, all servicing companies would pay for identical checks for the same client again exponentially doubling or tripling the cost of background investigations.

Cost Savings for Independent Servicing Company

PlusOne Solutions has developed an application and a business model that eliminates the duplicate



investigations at both the servicing company and individual servicer or sub-contractor levels. By offering a single background investigation that can be shared, PlusOne Solutions maintains the information and shares the results with multiple clients.

To eliminate the multiple investigation costs for employees or sub-contractors working for multiple companies, PlusOne Solutions has created a unique "PlusOne ID" as an identifier to track a single individual throughout their lifetime. This identifier can be linked to multiple servicing companies which eliminates the need for multiple payments for the same investigation.

Additional Value for Independent Servicing Companies

The challenge for independent service companies is to discover new ways to benefit from this mandatory shift in the industry toward screening. PlusOne Solutions – a leader of innovative screening solutions – offers independent servicing companies the benefits of reducing costs while at the same time adding value. Some of the other benefits servicing companies receive as a result of PlusOne Solutions' background screening include:

- A single flat rate for screening with no "hidden" additional charges that get tacked on at billing
- When budgeting for background screening, companies know exactly what they will be charged
- Protection against liability risks
- Protection for customers
- Improved screening of a company's employees
- Competitive advantage when doing business with clients who require the assurance of background and regulatory screening
- Opportunity for business growth
- Portability of background and regulatory screening results

MINIMIZING YOUR LIABILITY RISKS

Consumers view independent servicers dispatched to their homes or businesses as an extension of the company they have chosen to do business with. They rely on the company's recommendation that the independent servicers are qualified to repair products in their homes and businesses. Each time

a company sends an independent servicer on a service call it assumes responsibility for consumers' products, homes, property, and commercial establishments. Therefore, it is imperative that companies receive reasonable assurance that an independent servicer is:

- Licensed and Qualified to service the product
- Reduced risk of damaging the product or consumer's property
- Able to compensate the consumer for damages resulting from accidental or intentional actions so that companies are not held financially responsible

To mitigate the risks of expensive litigation and damage to their business reputation, companies offering in-home services are demonstrating "due diligence" by requiring an advanced level of screening for their employees, agents, subcontractors, and independent subcontractors. The next crucial step involves the on-going monitoring of independent servicers' compliance with the company requirements to:

- Maintain appropriate qualifications to perform repair services
- Provide assurance that independent servicers are trustworthy
- Maintain adequate insurance coverage to indemnify themselves and you against financial losses that result from their actions

PlusOne Solutions' managed system of Background Screening and Regulatory Screening offers you innovative Compliance Solutions for dealing with increased Client responsibilities stemming from safety and security concerns and legislative requirements.

PlusOne Solutions' Background Screening Solution

Whenever servicers respond to service calls in a consumer's home or business, clients and servicing companies share the responsibility for ensuring that the independent servicers have a criminal free background and are trustworthy. In the wake of several unfortunate events that have led to victims being raped and/or murdered by independent servicers who have entered consumers homes on behalf of major corporations, states are beginning to **require** that servicing companies perform background checks on **all** their servicers. New



legislation is being proposed to require companies to publicly report whether background investigations are being required **BEFORE** they dispatch to a consumer's residence.

In addition, when conducting background screening, companies must comply with consumer privacy protection legislation including information obtained on independent servicers. Examples of such legislation include:

- Fair Credit Reporting Act (FCRA) (and similar state statutes)
- Federal Driver's Protection Act (FDPA)

PlusOne Solutions' Background Screening Solution assures that all individual servicers are screened by a reputable national Consumer Reporting Agency in compliance with consumer protection legislation. The screenings cover a seven-year residency period and the results are compared against a defined decision matrix. The decision matrix consists of established criteria which act as a standard for reviewing consumer report results in determining compliance or non-compliance. Recommended criteria of ineligibility specified in the PlusOne Solutions' decision matrix include the following:

- Crimes against children
- Sex related crimes and registered sex offenders
- Domestic Violence
- Threats or violent crimes
- Intent to manufacture/distribute/traffic narcotics
- DUI/DWI convictions within 7 years
- Theft convictions

PlusOne Solutions' Background Screening Package

County Courthouse Search, Felony and Misdemeanor

The County Courthouse Search includes a search of felony and misdemeanor records of the primary courts including superior court, circuit court, county court, and common pleas court. Information can return both felony and misdemeanor records when housed in the same physical courthouse building. If a courthouse stores felony and misdemeanor records in separate index files, offices, or on different floors of the same building, all locations will be searched. This is the most thorough and complete search of information appearing in these court records concerning an individuals' criminal past.

State Criminal Database Search

A State Criminal Database search includes a search of criminal databases (Department of Corrections and Administrative Office of Courts) for individuals who have been convicted of a felony or misdemeanor crime in that particular state. This search, although not as dependable as the county level search, can capture convictions in counties reporting to a state database.

National Criminal File Search

The National Criminal File search includes a search against over hundreds of millions of criminal records covering all 50 states. New criminal record data is added regularly and the consumer reporting agency's proprietary data is added daily to be used as a supplement to county courthouse searches. This is the least complete database but can be used for "fast search" or as a compliment to the county or state level searches.

State Sexual Offender Search

The State Sexual Offender search involves searching sexual and/or violent offender registries in states where available since coverage is limited to specific states. Individuals included in these registries have been convicted of a felony or misdemeanor sexual offense and are required by law to register in the state in which they reside.

Motor Vehicle Record Search

The Motor Vehicle Record search provides verification of state specified operator licenses through the Department of Motor Vehicles. Information can include: name(s), state of issuance,



previous state of issuance, violations, points, and current license status.

Social Security Verification

The Social Security Verification will verify that the Social Security number is valid in a given state and time period. The verification will locate and include any other names associated with the Social Security number provided. This is the first line of defense in identifying potential identity theft.

OFAC and Terror/Subversion database searches

The Office of Foreign Assets Control (OFAC) of the Department of Treasury administers and oversees a series of laws that impose economic sanctions against hostile targets to further U.S. foreign policy and national security objectives. OFAC promotes national and international security by requiring asset freezing of: international terrorists, narcotic traffickers, and other specially designated persons. Examples of some of the watch lists include the FBI Most Wanted, FBI Most Wanted Terrorists, FBI Top Ten Most Wanted, FBI Seeking Information, OFAC Sanctions Programs, Primary Money Laundering Concern, and Terrorist Exclusion List.

The burden of remaining in compliance with all the required rules and regulations is placed on companies offering in-home services. PlusOne Solutions works with our clients to perform background screenings on their independent servicing companies, their employees or sub-contractors whose jobs require them to enter consumers' homes or businesses. Clients' costs can be reduced by having the servicing company or independent servicer pay for the background screening. The costs incurred by servicing companies and/or independent servicers are reduced by the portability feature offered by PlusOne Solutions which eliminates servicers having to pay for multiple background screenings when doing business with other clients or companies. Upon written request PlusOne Solutions will forward a notarized copy of background screening clearance to any client or company as requested by the servicer.

The Background Screening Process:

- Determine if the client, servicing company, or servicer will be paying for the screening
- Servicing companies inform their servicers about the PlusOne Solutions' Background Screening Solution and the reasons for it; directing them to PlusOne Solutions' website where they can learn about the benefits and get more information
- Forms necessary for completing the screening are available online at www.plusonesolutions.net
- PlusOne Solutions will request the background screening reports from the consumer reporting agency
- PlusOne Solutions receives screening results which consists of criteria that is predetermined by the client and based on a defined decision matrix
- If no adverse results are found a "Pass" notification is sent to the client
- In the event of an adverse finding, the decision matrix will be used as a guide in determining adverse results. PlusOne Solutions will notify the servicer, servicing company and client that an adverse condition has been reported. Only the servicer will be provided with specific information detailing the adverse finding. The servicer will be provided a copy of the investigative consumer report and a description in writing of their rights under the Fair Credit Reporting Act.
- The servicer may submit an appeal. There are two (2) levels to the appeal process. The first level of appeal will be to PlusOne Solutions. After a review, the servicer, servicing company and client will be advised if the appeal is accepted and if there are any conditions attached to the appeal such as a required recertification after a certain period of time. If PlusOne Solutions denies the appeal, the servicer can appeal directly to the client. However, PlusOne Solutions will need to receive a separate consent from the servicer before any personal information is released to the client since the client only receives summary data and never sees any background screening details. This is the privacy protection PlusOne Solutions provides to all its customers.



In traditional fee structures the fee quoted for a typical background check is not the total dollar amount clients, servicing companies, or servicers end up being charged. Additional charges are compounded for each level of screening, and county and state access fees are charged based upon each residence of the individual being screened during the previous 7 years.

Instead of the typical background check and fluctuating fee structure, PlusOne Solutions' Screening Solution offers a cost savings to clients, servicing companies and servicers by charging a single flat rate. There are no "hidden" charges that get tacked on at billing. When budgeting for background screening, independent servicing companies and their employees and sub-contractors will know exactly what they will be charged. PlusOne Solutions offers a special low fee screening package that is an all inclusive screening for criminal misdemeanor and felony convictions, sexual/violent offenses and motor vehicle. The screening involves a 7 year residency check. Recertification is conducted in accordance with the client's requirements but is typically every two years.

PlusOne Solutions' Regulatory Screening Solution

In the unfortunate event that poor workmanship or faulty repairs result in damage or harm to a consumer, the consumer's property, a servicer, or public property, it is important for clients to confirm that their servicing companies are adequately insured.

Specifically, clients should require that their servicing companies purchase the appropriate levels of general liability, workers' compensation, and automobile insurances. In addition, clients should monitor the continued maintenance of such insurance by their servicing companies. With today's inflationary pressures and escalating gas prices, the cancellation and expiration of insurance policies, licenses and/or certifications are likely to be the most common "out of compliance" conditions.

If a service provider has no liability coverage or inadequate coverage, it is likely that liability costs not covered would then be transferred to the client.

Federal, state/provincial, and local certification requirements specify minimum qualifications for servicing certain products. In addition to regulatory and legal requirements, clients may want to implement a process to certify that independent

servicers are qualified to service specific products. To verify the professional qualifications of servicing companies and servicers, clients need to identify the legal and regulatory requirements and confirm that the certifications are kept up-to-date.

PlusOne Solutions works with our clients and independent servicing companies by storing the required insurance, licensing and certification information. Necessary checks are in place to notify the servicing companies when insurance and/or certifications expire so that they can respond and avoid any non-compliance situations.

PlusOne Solutions' Regulatory Screening Solution tracks and verifies legitimate and active trade and professional licenses, skill certifications, and confirms whether proper insurance is in force and at acceptable coverage limits as defined by the client. Common types of insurance tracked include:

- General Liability
- Workers' Compensation
- Driving/Motor Vehicle

Proof of active Insurance is typically requested by all companies during initial engagement. However, the reality is that few licenses are checked for validity and active status. Industry certifications are rarely requested or confirmed. Most companies **fail to maintain an active record** after initial set-up and many companies **never verify the validity** of the initial forms.

The Regulatory Process:

- PlusOne Solutions confirms that the servicing company meets the required insurance levels (General Liability, Driving/Motor Vehicle, Workers' Compensation) according to the servicing company's agreement with the client
- PlusOne Solutions advises servicing companies of potential "out of compliance" conditions: i.e. policy expirations or inadequate insurance limits
- PlusOne Solutions makes reasonable attempts to contact servicing companies to resolve each out of compliance condition
- If PlusOne Solutions is unable to successfully resolve any out of compliance conditions the client is notified



BENEFITS BEYOND COMPLIANCE

Background and regulatory screenings are necessary components for any service industry workforce. Given today's environment it is no longer a matter of "if" but "when" mandatory screening processes will be an industry-wide practice. Each day more and more companies are realizing the necessity for screening in order to comply with laws and regulations. But it will be the industry leaders who can visualize the many other benefits beyond compliance that will transform their industry and lead the way in redefining in-home service.

PlusOne Solutions – a leader of innovative screening solutions – offers its clients, independent servicers and consumers benefits that go well beyond compliance. These benefits include:

- A single flat rate with no "hidden" additional charges that get tacked on at billing
- When budgeting for background screening, companies know exactly what they will be charged
- Enables companies to focus on their core competencies while PlusOne manages both company level and servicer level background and regulatory screening
- Protection against liability risks
- Protection for the company's brand and image
- Protection and service satisfaction for the consumer
- Competitive advantage when providing service to both the client and independent servicer
- Enables clients and companies to measure job performance at the servicer level
- Portability of background and regulatory screening results for independent servicers

CONCLUSION

Heightened worries over workplace security are causing companies to increase their focus on advanced background and regulatory screening. In today's world they are finding good reason to fear even the temporary inadvertent use of criminals and non-compliant servicers. Anxious compliance officers, senior risk management executives, and legal department staff are taking the necessary steps to safeguard their companies from the risks of liability. Confronted with the challenges of compliance and mired in the pressures of regulation, companies are looking for innovative solutions that will minimize their risks while at the same time adding value to their bottom line.

PlusOne Solutions, the leading provider of cost effective background and regulatory screening solutions, focuses on reducing risks and maximizing value for clients, servicing companies, service providers and consumers.

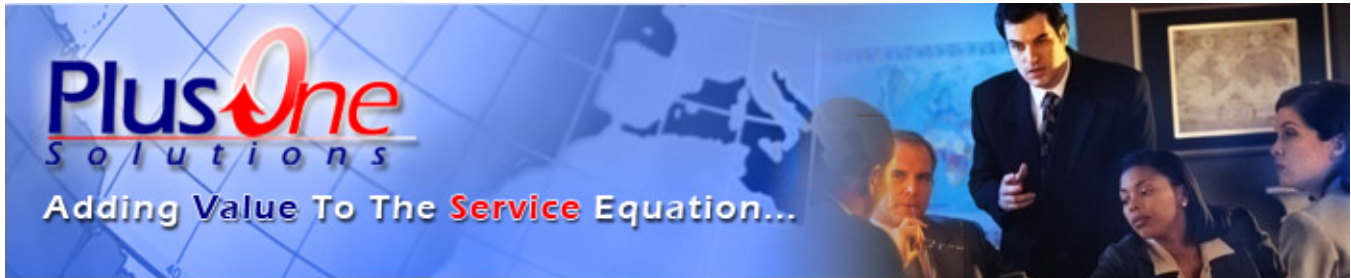
By adopting PlusOne Solutions' Background and Regulatory Screening Solutions, companies will not only meet legal and due diligence requirements that reduce their liability risk; but they will become today's leaders in promoting industry best practices with a level of protection that enables them to reduce their costs while continuing to promote their image and brand name.

As companies contend with liability risks and increased legislation, they will benefit from the managed compliance solutions offered by PlusOne Solutions. PlusOne Solutions manages client compliance programs so that our clients can focus on their core competencies.



About PlusOne Solutions, Inc.

PlusOne Solutions strives to continuously *develop innovative service* industry solutions with a focus on *reducing costs* and *adding value* to all segments of the service equation. Through the development of innovative solutions, PlusOne enables its customers to focus on their core competencies with the assurance that our solutions are providing them value and operational excellence.



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PlusOne Solutions, Inc.
Product Management Department
P. O. Box 195697
Winter Springs, FL 32719
Phone: 407-562-1889

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