

COVID-19 NOTICE

As concerns surrounding COVID-19 (Coronavirus) continue, affecting people across the globe, know we are actively monitoring the situation and will provide ongoing information regarding COVID-19 and how your service with One Source may be affected. We want to take a moment to address the following to ease concerns in reference to the potential impact on business.

Like many organizations around the country, we have proactively implemented a variety of continuity processes for these situations that allow protections of our team member's health and safety, while maintaining the same level of service you have come to expect.

Possible Delays and Closures:

Court Closures: We remain pleased to report nearly all courts are currently updating records, activity and available to process requests. As states continue to reopen, we will see this number continue to rise. For locations that do not have electronic systems, government courthouse closures and curtailed staffing may cause some delays.

Drug and Alcohol Testing: Over 97% of clinics within our network are open and operating. Some clinics have requirements regarding masks and limitations on waiting room capacity. We recommend contacting the clinic prior to the applicant arriving for clinic-specific information.

If you have any questions regarding a drug test or rescheduling, please contact us.

Verification Services: : As some schools and businesses remain closed, you may see some delays in verification services, such as education or employment due to their curtailed staffing.

International Criminal Searches: As each country is in a different stage of the pandemic, possible delays in International Criminal results due to closures may occur.

In the event that a court, agency, school or employer is closed, and/or unable to process our request, we will not delay the report. Instead, that portion will be marked "Incomplete". For court records, this will be reflected as shown below:

Incomplete	Court Type: Statewide Criminal Location: NE
	Name Checked: Sample, Sarah
	Date Ordered: 4/17/2020 Years: 7
Comments:	
This court location is currently closed due to COVID-19. When the results from the impacted source are obtained, we will update with a new order and confirmation email.	

We will keep clients informed as situations evolve. Please check our website for additional updates. If you have any questions regarding your account or orders, please feel free to connect with our Client Relations Team using one of the following options:

CR@onesourcebackground.com

800.608.3645 option 1

Live Chat system

We appreciate your trust in One Source during these times. Know that we remain dedicated to providing your organization with accurate and timely services.

Thank you,
One Source The Background Check Company