

## COVID-19 NOTICE

As concerns surrounding COVID-19 (Coronavirus) increase, affecting people across the globe, know we are actively monitoring the situation and will provide ongoing information regarding COVID-19 and how your screening services 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:** Given the unprecedented nature of COVID-19, even with these contingencies in place, delays may occur in certain regions. In most cases, we are able to electronically obtain court and agency records. Whenever this is possible, we have access. For those locations that do not have electronic systems, government agency and courthouse closures, along with curtailed staffing at these locations may cause delays.
- **Drug and Alcohol Testing:** We are aware that some clinics are closing. We recommend contacting the clinic prior to the applicant arriving to ensure they are open and operating.
- **Verification Services:** With school and business closures, you may also see delays in verification services, such as education and employment due to the inability to obtain these verifications.
- **International Criminal Searches:** As each country acts independently, possible delays in International Criminal results due to closures globally.

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". This will be reflected like the image below:

<b>Incomplete</b>	<b>Court Type:</b> County Criminal	<b>Location:</b> Medina OH
	<b>Name Checked:</b> Sample, Sarah	
	<b>Date Ordered:</b> 3/18/2020	<b>Years:</b> 7
<b>Comments:</b>	Request unable to be processed due to COVID-19.	

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 at [cr@onesourcebackground.com](mailto:cr@onesourcebackground.com), 800.608.3645 option 1, or using our 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 screening services.

Thank you,

One Source The Background Check Company