



Protect Your Family from Consumer Scams & Risks

Cable installers, appliance repair personnel, plumbers, electricians, and landscapers are really strangers coming on your property. How can you be sure that these strangers are trustworthy and safe for you and your family? While consumers are mindful of the threats with retail or online shopping, you actually might be more at risk in your own home when you open your front door to servicing companies that fail to properly protect you and your family by not vetting their employees.

Be smart! Be proactive!! Check on your contractor. DIY - here is all you need to know to run a search on your contractor:

1. Send an email to info@oraclescreening.com - please include
2. discount code in the subject line, if you have one.
3. Once we receive your email, we will send you a copy of a release to have your contractor complete and sign. We will also include an invoice to be paid via credit card.
4. Send us via email the completed AND SIGNED release.
5. Once we receive the completed and signed release as well as payment, we will process your request.
6. Once the report is completed we will email you a copy to review.
7. See the FAQ's below.

Q: How much is the report?

A: standard price is \$39.90 unless you have a valid discount code.

Q: Do I really need a signed release from my contractor?

A: Yes, every applicant must complete and sign a release before you request their background check. If they reluctant or refuse to sign - beware!

Q: How can I verify the information the applicant provided?

A: Before submitting your request, we recommend verifying the applicant's information by requesting a copy of their current government issued photo I.D. (drivers license).

Q: Should I submit a background check using an applicant's nick name?

A: We strongly recommend submitting your applicant's name as it appears on a current government issued photo I.D. (drivers license)

Q: Is there a monthly service fee?

A: No, we do not charge a monthly service fee or a monthly minimum fee. You will ONLY be charged for the requests you submit. There are no hidden costs or fees!

Q: Can I pay by credit card?

A: Yes. We accept Visa, Mastercard, and American Express.

Q: What is the turnaround time for reports?

A: Turnaround time is 24 hours (M-F) or less, If you have a special need or circumstance let us know.

Q: I submitted a request for the same applicant twice, will I be charged for both requests?



A: Yes, each name submitted is treated like a new search.

Q: Is anyone notified of my search?

A: No one is notified that you have ordered a report.

Q: Do you offer refunds?

A: No, there are no refunds.

Q: I didn't get the records I was expecting to find.

A: There are several reasons why no records might be found.

- The information entered was incorrect information like a misspelled first or last name and/or the incorrect date of birth.
- The search was conducted by name and date of birth; but available public records do not associate this name and/or date of birth with the record.
- The subject searched is a minor and we do not search juvenile records.
- A nickname was provided and court records use the subject's full legal name, not nicknames. The best example is submitted Bill for your applicants first name when his legal name as shown on his drivers license is William.

And last but not least and VERY important....

Q: The reports came back clear (no records found) does that mean my contractor has no criminal records?

A: Yes and NO - Yes, it might very well mean your contractor has no criminal records. However, the answer could be NO- They could have a record in a state or county that is NOT included in the search or there could be a recent conviction (last 30 - 90 days) or more or a pending charge and that has not yet been adjudicated.