

CI TIMES



Quality and Customer Service:

A Story of How a Pair of Skinny Jeans Changed My Life

When I was in eighth grade, I really wanted skinny jeans. At the time, they were the new, “hip” thing that everyone was wearing. Say goodbye to those loose, sagging jeans from the 1990’s. It was the 2000’s, it was a time for change. It was a time for growth. But, more importantly, it was a time for really tight pants. As the century turned, so did I, to the internet – where I decided to do some research. I had to have the perfect pair of jeans. After days of searching, I finally felt prepared to embark on my journey. The particular style of denim I had chosen was at the cutting edge of jean technology. They were low rise jeans, cut close through the thigh, with a slim, lightly tapered fit through the leg. In other words, they were perfect. The only trouble is they were \$54.99! In my 13-year-old world, that might as well have been a million dollars.

However, young me was stubborn and could not be deterred from my quest of pants perfection. I set out on the journey of a lifetime. It was the longest fourteen minute drive of my life, until I finally saw it, the mall – the mecca of teenage life, glowing in the distance. I thought to myself, “today is the day I achieve my dreams.” Once we arrived, I was on a mission. My first stop, of course, was a department store; let’s call it “P. J. Nickel’s.” I had spent many grueling hours in that store on days prior, shopping with my mother and sister. If they could find (or at least try on) so many pairs of pants there, perhaps I could as well. I marched right into the men’s section – surpassing the young men’s section – because, at that moment, I became a man.

My friends and I combed through the various displays. After what felt like hours (which was more than likely, approximately five minutes), I felt defeated. I had resigned to the fact that today was not the day I was going to find my pants. I began making my way towards the exit, carrying nothing but my shattered dreams in my hands. When, suddenly, I stumbled upon the clearance rack. My inner bargain hunter coerced me towards the assortment of discounted and discarded clothing, remembering that my mother once got a two hundred dollar coat for only ten dollars. I decided that it couldn’t be any more disappointing to just take a look.

It was there, I found a pair of skinny jeans – for only twelve dollars! Sure, they weren’t the brand I had been looking for – in fact, I had never even heard of the brand they were. And yeah, they didn’t fit exactly right. But they were skinny jeans, they were within my budget, and they were too convenient to pass up in my time of desperation. I was tired of shopping and I didn’t really think I could survive another store. So, I left with my twelve dollar discount jeans in hand. They lasted exactly one month before they began to fall apart. The hem started to fray, one of the buttons popped right off, it wasn’t a pretty sight. Not to mention the chafing.

It was then I knew my search for the perfect pair of pants would have to continue. This time, I did some more extensive research. I had to find the right store, with the

right people that could assist me in my search. After some comparing and contrasting, it was decidedly chosen that Roscoe’s would be the store where I would find my perfect pants. This was due to their wide selection of options and their reputation for superior customer service. I marched into that store, went right up to their service desk, and asked for my jeans. In hindsight, I should have probably asked for a new shirt as well. Seeing as interacting with other people makes me nervous, and sweaty.

The saleswoman, Deborah, was incredibly helpful. She led me to a display in the back of the store – all the while answering my questions, and trying her hardest to find the absolute best pair of jeans for me. Here, I had finally found my beloved pants. Now the only decision was to pick which shade of denim suited me best. I, of course, opted for the darkest pair they had, strengthening my efforts in being so-totally-super-cool. It’s been over ten years since my mom purchased those jeans for me (thanks, mom!). Surprisingly, I can still fit into them. We’ve been through a lot together – four apartments, six different washing machines, and loads upon loads of laundry. They are still just as amazing as they were ten years ago. I even hiked up a mountain in them (not recommended).

Now, I bet you’re wondering why on earth I have just told you this (amazing) story of my journey to find the perfect pants. But I learned a very important lesson that fateful day I found my pants, a lesson about quality over convenience. A lesson about not settling for less than I deserve. I deserved to find the perfect pair of skinny jeans, ones that fit great and looked even better. Just as the clients of Commercial Investigations LLC deserve a background investigations company that will be a perfect fit for all their needs. What I have learned since working at Commercial Investigations, is that the service we deliver to our clients is a direct result of the people behind that service. We are a company full of Deborahs (without whom, I would have never found my perfect pants). We are committed to providing our clients with the absolute best service, because we know they’re worth it.

Just as I fell to the temptation of the discount jeans in my youth, we at Commercial Investigations understand that cost is a big factor when deciding on a product or service. Some other companies certainly cost less. But what they lack in cost is often equal to what they’re missing in both quality and service. These are two integral components of the background investigations business, which our company prides itself on. And just like my jeans, still holding strong and flattering my assets ten years later – Commercial Investigations LLC aims to exceed our clients expectations. Let us be your perfect pair of jeans, and we will show you the difference outstanding quality and service make.

This true life event is brought to you by Derek Masterson, CI Call Center and Data Entry Associate.

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Reimagine

Background Investigations

Michelle has been booked to speak at various events around New York State. Her presentation is entitled, "Reimagine Background Investigations," and it takes you through the latest evolution in technology and practices of the background investigations industry. These changes can alter not only the way you think about background investigations, but also the way you implement them into your hiring practices.

So far, she has been scheduled to speak on:

Thursday, 9/17/2015 at the 2015 Iroquois Upstate HR Conference

Wednesday, 10/7/2015 at the 2015 Capital District Business Expo

Wednesday, 11/18/2015 at the Columbia Greene HR Roundtable

To have Michelle present at your event, contact us now at info@commercialinvestigationsllc.com.

Due Diligence: Close Calls for Clean Cut Clippings

In our last edition of CI Times, Rick Mitigation went to bat for Due Diligence by suggesting Due's company, Clean Cut Clippings, get the new lawn care contract with Corporation of Philanthropic Services (COPS). Rick's boss agreed to give Clean Cut Clippings a shot, contingent upon the employees doing the work pass a criminal background investigation. Just after getting the good news, Due realized that he won't be able to work on the property due to his extensive criminal history. However, things were looking up for Due. His two new employees, Rob Berry and Justin Justice, would be perfect for this contract. Upon telling his employees about the criminal background investigation, Due worried about Rob Berry's apprehension in saying his check would come back clean. After receipt of the news about the contract, Patty Larceny decided it was time to go shopping on the company dime! By the time Patty is done shopping, she had maxed out the company's credit card and Due is none the wiser. Rick received threats by their old lawn care company's head, Paul Pinchpenny. Rick realized that if something goes wrong with the new Clean Cut Clippings contract, it could very well be an issue for him. Due brought all the paperwork to Rick to initiate the criminal background investigations with Commercial Investigations LLC, and waited for Rick to be in touch after receiving the results.

Will Rob Berry and Justin Justice be able to pass Commercial Investigations rigorous background investigations? Or will CI find something that might sink the dreams of Due Diligence again?

An entire week passes, but Due has yet to hear from Rick. This makes Due worried, because he knows that Commercial Investigations LLC has an above average turnaround time for completing thorough background investigations. Due knows his company really needs this contract to stay afloat, and little does he know that more bills are on their way – a result of Patty Larceny's shopping spree. Due decides it will be business as usual until he hears from Rick. The very next morning, before Due even rolls out of bed, he receives a call from Rick Mitigation asking him to come into the office. Rick explains to Due that Justin Justice's criminal background investigation came back clean; however, there was an issue with Rob Berry's investigation. Rick tells Due that Rob Berry has a pending case for Assault in the 3rd degree, as well as Driving Under the Influence (DUI), both misdemeanors! Rick states that the background investigations came back a few days ago, but they had to send Rob Berry a copy of his report – a summary of his rights under the Fair Credit Reporting Act (FCRA), along with the preadverse action notice. Rick explains that if Due does not come up with another candidate to work on the property within a few days, he won't be able to give them the lawn care contract. Due hangs his head and tells Rick he will be in touch. As Due is leaving, Rick receives a phone call from Commercial Investigations LLC. They tell him that Rob Berry is disputing the criminal information that they found! Rick explains to Due that

Commercial Investigations LLC has 30 days to do a reinvestigation of the results and will be in touch as soon as they have completed the report. Due feels slightly relieved as he leaves Rick's office.

As Due heads to work, he has mixed feelings and isn't sure how to approach Rob Berry. Due decides to call Rob and ask to meet for coffee. Rob arrives at the coffee shop with a smile on his face. Due does not understand how Rob can be happy; he may cost Clean Cut Clippings the contract that they so desperately need! Due tells Rob why he has called the meeting, and demands an explanation. Rob explains to Due that last year on his 21st birthday he went out and got in a bar fight, the cops were called. Rob, not thinking very clearly – due to being heavily intoxicated – decided he was going to run to his car and drive away. He tells Due that as he was putting the keys in the ignition, the cops came knocking on his window. Even though the car wasn't running, it is still considered a criminal offense. Rob was arrested, charged with DUI and Assault from the bar fight. Rob explains to Due that he went to court early this morning and his DUI and Assault charges were both dismissed! Due thanks Rob for his honesty and they both head out to work, as there is still time to salvage their day and make some money!

Within hours of their meeting, Rick calls Due stating that Commercial Investigations LLC completed their reinvestigation of the criminal information on Rob Berry's report. Rick explains that his report is now clean; the prior criminal information was no longer accurate as of earlier that morning when Rob went to court to get things cleared up. Due thanks Rick for handling this so quickly. Rick explains to Due that he did nothing; it was all thanks to Commercial Investigations and their awesome employees! Rick tells Due he will be in touch about a start date for the contract. Due is feeling hopeful again. Patty decides this might just be the opportunity she needs to let Due know what she has done. Later that night, Patty tells Due about the credit limit. Due becomes angry and does not know how to react. He decides that he needs to go for a drive to clear his head. Due is driving quite erratically, when he notices that Rick has called him several times and left several voicemails. Due realizes it must be important. As Due is speeding down the road, looking at his cell phone, he hears the sound of sirens and sees the red and blue flashing lights in his rear view mirror. Due's heart drops as he pulls over and the cop gets out of his car.

What was it that was so important that Rick called Due in the dead of the night? Will Due's run in with the cops effect his lawn care contract with COPS?

See Justin Justice and Rob Berry's reports here:

[Justice Justice COPS Report.pdf](#)

[Rob Berry COPS Report.pdf](#)

[Rob Berry Dispute Report.pdf](#)

Stay tuned ...



Meet Due Diligence

Last Scene from Due

Last edition, Rick Mitigation meets with his boss of COPS and convinces him to give the contract to Due and his employees of Clean Cut Clippings. Rick's boss is initially hesitant at first, but reluctantly allows Rick to go ahead and give Due the contract.

Due shares the exciting news with his employees and Patty. Due then tells both Justin Justice and Rob Berry they must pass a criminal background investigation. Due asks his two employees if there is anything he should worry about as they will be the ones personally doing the work.

Because of the business's recent success of obtaining the contract, Patty treats herself by going on a spending spree and maxing out a company credit card. Patty is so in love with all her new things, she does not even worry about what Due's reaction may be when he finds the first credit card bill.

Meanwhile, Rick gets a call from Paul Pinchpenny who is the owner of Raking It In Lawn Care, who had the previous contract with Rick's company. Paul voices his displeasure in not being renewed the contract and warns Rick that he is making a big mistake. Rick gets into a heated conversation with Paul, which ends in Paul quitting and Rick slamming down the phone. In the Aftermath of the heated exchange, Rick then realizes this contract with Due better work out.

Due comes into Rick's office the next day and gives Rick all the paperwork he needs to start with the background investigations. Rick tells Due he will be in touch with him once the reports are completed by Commercial Investigations LLC.

To see Due's past reports, view his page online at: www.commercialinvestigationllc.com/duespage.

Read previous issues of CI Times to see the full details of Due's life at: www.commercialinvestigationllc.com/news.



Michelle Unscripted — Take Two

If you missed the August Webinar where Michelle spoke unscripted, then you missed some exciting information! Don't worry, here is a recap of a few points of interest. Michelle was asked a few different questions about Commercial Investigations LLC and then some broad industry related questions.

Our host, Courtney Caola, asked her what makes CI different than other background screening companies. Michelle started by explaining the importance of human intervention. When companies rely only on larger companies with database only searches, they are putting themselves at great risk. Employing real investigators that work as a team is one of the biggest reasons we stand out in the industry. At Commercial Investigations, our trained investigators know what order searches should be run in. When beginning a background investigation, a subject's identity is validated before any additional searches are run. People with criminal pasts can be sneaky and we know what to look for. A case occurred recently at CI in an investigation where an Origin™ search was run on a subject with a valid name and social security number. Their address history showed up with a different date of birth than what was provided on the consent form. When the information was run by an investigator using the correct information, it was found that there were several convictions uncovered, including larceny and battery. This was a normal start to a routine background investigation that became much more than a typical outcome. If a database-only company had run this same information, the criminal would have slipped through the cracks and possibly taken on a position of trust and responsibility within the company.

Courtney asked Michelle about the trends of lawsuits rising in the industry. Michelle explained how a lot of current lawsuits seem to be going back to the basics. Organizations like the EEOC and FTC are making sure people are compliant with the laws. With the recent surge of lawyers looking for areas that are frequently overlooked, there are lawsuits being filed on companies of all sizes.

Some of the basic procedures that need to be complied with include sending a preadverse action notice, a copy of the subject's report, a copy of rights under the FCRA (Fair Credit Reporting Act), Article 23-A Notice if in New York, and then an adverse action notice roughly 10 business days after indicating you will deny a job based on adverse data found in a background investigation. A well-known company recently was sued based on not having the consent form as a standalone document from the application. Technicalities such as these are being found and exploited, many times for financial gain. Imagine your company being sued over a small detail such as this and needing to shut down due to a large settlement. This is a real concern happening daily with companies all over the country. Michelle advises to partner with a background investigations company that helps you comply with the complicated laws and protects you by shifting the liability. At Commercial Investigations we are truly your Proactive Truth Partner™.

Lastly Michelle spoke about innovations in the industry. One way the industry has changed is there has been a shift from companies working with hard copies to using online technology. There are many great advantages to this including saving time, transferring some of the shift of liability from your company to the background screening company, and having your paperwork electronic instead of needing to keep paper records. Our vision has always been to be the most innovative and educational partner in the industry. Products such as Cursory Indicator NY™, Vol-Checked™, and our vigilant monitoring services are a few of the ways we have helped lead the industry into the future. Also, years before "online investigating" became a big trend, Cyber Investigations™ were being completed by Commercial Investigations.

If you are interested in seeing "Michelle Unscripted", visit <http://commercialinvestigationllc.com/CIWebinarSeries.html>.

Spotlight:

Sex Offender Registries

Many people know that there is a Sex Offender Registry, but not all realize that there is a national registry as well as individual state registries. The Dru Sjodin National Sex Offender Public Website (NSOPW) was originally established in 2005 as the National Sex Offender Public Registry (NSOPR). In 2006 it was renamed in honor of Dru Sjodin, a 22 year old college student who was kidnapped and murdered by a sex offender who was registered in Minnesota.

The National Sex Offender Public Website retrieves information from all 50 states as well as territorial and tribal sex offender registries. The NSOPW is helpful in terms of geography and knowing when a sex offender crosses state lines; however, it does not always provide all sex offender information. For instance, New York has 3 different levels of sex offenders and only levels 2 and 3 are reported on the public website. Level 1 sex offenders, which are considered the lowest risk, cannot be accessed via the public website. The subject's information must be sent to NY State directly via email or fax with at least one identifier in addition to the subject's name. Not all states have levels like NY, so it is important to know the laws from state to state to be sure you are getting all of the pertinent information. Commercial Investigations knows these laws and how to be sure we are getting all of the information that is out there.

CI believes that the Dru Sjodin and the state specific sex offender registries compliment each other and should therefore be run in conjunction to be sure all sex offender information is retrieved on your subject. These resources can be used to protect both, employers and concerned citizens, from the detrimental harm that a sex offender can cause to a community. Knowing the full story as an employer can save your company a lot of backlash and harm. A sex offender registry inquiry is especially important when a future applicant would be around vulnerable populations such as children or the elderly.

Commercial Investigations LLC

A Licensed Private Investigative Agency

Providing the proactive truth with high quality background investigations through human intervention with an investigative approach.

Background Investigations

CI provides accurate, timely, cost-effective and fully compliant reports delivered with exceptional client service.

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