

RHR Information Services, Inc

# SelectRent News

## Editor's Note



Check out our new **Demographic Report** online.

We've made huge enhancements allowing for additional filter categories and pie charts that illustrate your data in a more useful format.

The New Year is upon us, and that means one thing - resolutions! I'm a huge fan of the process of resolving to get things done, but I also have to admit that like many others, I often times fail at my personal resolutions.

Professional resolutions however are an entirely different matter, and every year RHR has offered some resolutions to our customers. I'm happy to say we've done a pretty darn good job so far. So without further delay, here are RHR's 2006 resolutions:

**Provide the best product at the most competitive prices in the industry.** RHR has not imposed a price increase to our customers in

over 6 years, and we will strive to make 2006 the same. We alternatively look for ways of improving efficiencies internally.

**Deliver our products faster and more efficiently.** Just this month we announced same day turnaround on our county based criminal record searches and are currently working with several management software providers to discuss vertical integration possibilities to reduce the amount of data entry that is required.

**Provide new and innovative screening solutions.** RHR has always been an innovator, and if you haven't already heard about our "Apply Now" on-line application or our automated Exit Referral system,

please call for details. We also provide ID scanners to automate the application data entry process. Currently we are developing an electronic signature capturing software to avoid the need to fax applications to us for rental and/or employment verifications.

This is just the beginning. We've got a lot of time ahead of us this year, and your valuable ideas keep pouring in. If you have an item that you would like to see addressed please don't hesitate to give us a call and let us know. Happy 2006!

*Tony Karels*  
Account Manager

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## ID Theft

A con artist who knows your SSN, bank account information or other personal details can become you in order to commit fraud. Fixing the damage could take years. Here's how to reduce your risk:

Federal and state laws plus banking industry practices may limit your losses from ID theft. For

example, under the Truth in Lending Act, if a crook opened a credit card account in your name and ran up big charges, the most you'd, likely owe is \$50 and many creditors will agree to excuse you of all liability. Still, innocent victims are likely to face long hours closing tarnished accounts and opening

new ones, fixing credit records, and otherwise cleaning up the damage. They may also find themselves being denied loans, jobs and other opportunities because an identity theft ruined their reputation and credit rating.

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## We don't carry guns at RHR, but....



We are licensed as Private Detectives / Investigators. As you are aware, during the carrying out of our normal business day we gather credit reports, address histories, social security number traces, criminal records on both the state and federal level, and employment verifications.

While it may be true that not all screening providers carry a private detective/investigator license we believe there is a trend toward needing this license to conduct business. This trend is due, in part, to the increase of lost records that contained many identifiers that could help drive identity theft. It is resulting in legislatures in various states writing laws that require background screening providers to carry a private detective/investigator license.

During last years National Association of Background Screeners annual meeting this trend crystallized for everyone in attendance. During the break-out groups a keynote speaker asked the room to indicate which providers had already been licensed by standing up. More than one half of those in the room stood to show that the firm they represented had already become a licensed Private Detective/Investigator. While many of those licensed were not sure that licensing was absolutely necessary to conduct background checks the most compelling reason can

probably be found in your home states statutes. The state of Minnesota, which is where the corporate office of RHR is located, statutes 326.32 to 326.339 state that the duties of a private detective/investigator, if a fee is collected for said service(s), are:

- ◆ Investigating the identity, habits, conduct, movement, whereabouts, transactions, reputation or character of any person or organization.
- ◆ Investigating the credibility of witnesses or other persons.
- ◆ Investigating the affiliation, connection, or relationship of any person, firm or corporation with any organization, society, or association, or with any official, member or representative thereof.
- ◆ Investigating the conduct, honesty, efficiency, loyalty, or activities of employees, persons seeking employment, agents, or contractors and sub-contractors.

In a cursory look at selected statutes from other states you could make an argument that language similar to this exists on the books of 35 or more states presently. In addition, even if similar language does not exist at the state level, there are states that regulate the activities of private detectives/investigators at the county level (Alabama) and even the city level (Alaska).

This could mean that in a minimum of 35 states it would seem prudent if not necessary to be licensed, and in 15 other states the bar could either be a little higher or lower.

The licensing process varies from state to state but largely consists of gathering references, proving the officers and employees of your firm are without any felony records, displaying that you have gathered a staff and a Qualified Representative with at least 6000 hours of experience, and providing proof of insurance acceptable to the particular Board of Private Detectives and Protective Agent Services governing body. In Minnesota, that department has gone so far as to say they absolutely expect screening providers who provide the types of services we do to be licensed and has expressed a willingness to seek out and insist on compliance for those screening providers that are not licensed. In some cases if compliance is not accomplished in a timely fashion, court action can result. This has happened twice in the recent past in Minnesota, and a cease and desist order is not out of the question. This would leave the screening provider that continues to do business as normal in violation of a court order.

Once you have obtained your license there are expectations

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# Same Day 7-County Criminal Searches!

Our MN 7-county metro criminal searches will be done 2 times a day starting Monday, January 23, 2006.

In the past, all 7-county metro criminal record requests ordered after 8am were returned by the end of the next business day—until now.

Today, our criminal researchers have been armed with portable computers and wireless internet accessibility which allows them

to check the counties twice a day. That means anything ordered before noon will have results returned the same day!

What does that mean for you? More information, faster! Now you can make leasing decisions even faster.

This is just one of the ways RHR Information Services, Inc is striving to make your experiences with us better. Have an idea that will help you? Let us

know, it may be the next project we implement.

For improvement ideas or concerns contact your RHR Representative today.



## ID Theft (cont.)

*(Continued from page 1)*

We are highlighting identity theft again because the problem appears to be getting more common—largely because the internet and other forms of electronic commerce have made it easier for sophisticated crooks to access Social Security Numbers and other personal information.

Here are some ways to protect yourself:

- Protect your SSN, credit card numbers, account passwords and other personal information
- Minimize the damage in case your wallet gets lost or stolen
- Protect your incoming and outgoing mail
- Keep thieves from turning your trash into their cash
- Practice home security
- Pay attention to your statements and bills
- Review your credit report at least once a year

Article taken from FDIC Consumer News. For the full article go to: <http://www.fdic.gov/consumers/consumer/news/cnsum00/idthft.html>

*“The problem appears to be getting more common—largely because the internet and other forms of electronic commerce have made it easier for sophisticated crooks to access personal information.”*

## Employment Verifications: Help us help you!

When you begin to check the facts on a potential employee’s resume, even areas where they told the truth can raise red flags. Here are 3 things that a prospective employer can look for on resumes to help ease employment verifications:

- Changing company names. Ask the potential employee if the name or location of the company has changed . Asking up front will save time
- Contract positions. If the applicant has worked on a long-term project for a company, they may

list them as an “employer”, when in fact it is a staffing or temporary agency.

-Inaccurate job titles. Verify the title listed as some applicants will embellish their title and the company won’t be able to verify that position.



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## The Right Path to the Right People

Disclaimer: This newsletter has been developed for informational purposes only for use by the customers of RHR Information Services, Inc., and should not be relied upon as definitively accurate. Due to the complex nature of your business, we strongly suggest that you work closely with legal council when making business related decisions.

## We don't carry guns (cont.)

*(Continued from page 2)*

from the departments for continued training and education for all staff members involved in the process. Our Qualified Representative, Brook Schaub, is a retired police sergeant with over 30 years law enforcement experience. In addition to his duties with RHR he is a consultant to the National Center for Missing and Exploited Children of the Justice Department, and a nationally recognized instructor in several disciplines. Mr. Schaub is a Seized Computer Evidence Recovery Specialist, having received his training from the Federal Law Enforcement Training Center and the National White Collar Crime Center. He is also a member of several professional organizations including the International Homicide Investigators Association. In Mr. Schaub's capacity with RHR he is actively involved in the quality control of our product. This entails review of credit products to insure the credit provider and ourselves are FCRA compliant. In addition, he is involved in the audit and configuration process of our criminal and civil records area to make sure our use of public records and other commercially available data is compliant with not only

FCRA, but also with the state and federal laws regarding the showing of the disposition of records. He also spends time working to refine and establish policies and procedures for the conducting of verifications and references to support our desire to put out the most comprehensive and accurate product while balancing the rights of the individuals and organizations on which we conduct our research.

To this end Mr. Schaub has developed a comprehensive training program for the staff involved in the production of screening reports that, among other things, focuses on:

- Traits of an effective background investigation
- Investigative resources, effective communications, databases, records and background information
- Circumstances which can create liability in the investigative process
- Interpersonal communications and active listening skills
- The value of effective notes and report writing to include principle elements
- Reasonable expectations of privacy and data privacy (state and federal)

- The Freedom of Information Act
- Laws relating to held record information.
- Public and private information sources, their lawful and effective use - How to legally obtain private and public documents
- Ethics and ethical behavior in investigations
- Conflict of interest, and the proper response to conflict situations
- Confidentiality, and the legal ramifications, liability concerns, and requirements
- Laws and rules that effect private detective/investigators and consequences for non-compliance

For more information on Private Detective/Investigator laws from state to state, or on how these laws effect background screening and the providers of background screening services you can contact RHR for the appropriate governing body in the state in which you are interested. As always you can contact your RHR Information Services, SelectRent representative at 888-389-4023.