

VERIFICATION PROTOCOLS

DEFINITIONS

Verifying Party

Any person, department or third-party service whose purpose is to verify official personnel, educational or licensure records.

Valid Attempt

Defined as, but not limited to:

- Any contact with the Verifying Party
 - Leaving a message for the Verifying Party
 - Awaiting results, requested via fax, email or Web service, from any third-party verification provider
 - A request for release or additional information from Client
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Valid Telephone Number

Number provided by the client or a working number retrieved from any of the following sources, including but not limited to:

- An internal Verifying Party Database
 - Directory assistance
 - Various commercially available databases
 - Internet search engines/websites (e.g. Google)
 - Secretary of State / State Board of Education Websites
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HOW VERIFICATION WORKS

Standard Process

Following the establishment of Valid Telephone Number:

- One Valid Attempt is made each business day with three Valid Attempts being made within a maximum of 72 business hours
 - Immediately following the third Valid Attempt, additional research is conducted in an effort to obtain an alternate Valid Telephone Number
 - If an alternate Valid Telephone Number is located, additional Valid Attempts will be made using alternate Valid Telephone Number
 - If an alternate Valid Telephone Number is not located, 24 hours following a fourth Valid Attempt, by Quality Assurance, order will be closed or placed On Hold
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Closing Exceptions

Orders may remain open in excess of the 24 hours following aforementioned third Valid Attempt, if warranted under the followingsituations:

- On Hold per Client request
 - Institution temporarily closed (e.g. holiday school closing)
 - ETA of results provided by Verifying Party
 - Verifying Party contact is sick/on vacation or has indicated a delay in retrieving results
 - Request made by Client
 - Conditions beyond our control (e.g. natural disaster)
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