



CUSTOMER FAQ'S



We are thrilled to announce that Background Decision will be merging with Data Facts, another industry-leading provider of background checks. Background Decision and Data Facts have had a long partnership for more than a decade, and the combination of our entities will make both companies even stronger. We currently share and have collaborated on the design of our technology platform, and we have worked closely together on a number of important industry initiatives. Formalizing this merger is a natural step forward that will make both companies stronger in the marketplace. Please see below for some key information regarding the merger, as well as answers to some frequently asked questions.

Who is Data Facts?

Since 1989, Data Facts, Inc. has provided information that Human Resource professionals can rely on and trust to make sound hiring decisions. The company stays at the forefront of its industries by cultivating strong client relationships, providing accurate and thorough information, investing in innovative technology, and adhering to strict standards of industry compliance and regulations. The company holds a National Association of Professional Background Screeners (NAPBS) accreditation, sustains a SOC 2 certification, Data Facts is certified by the Women's Business Enterprise National Council (WBENC) as a 100% woman-owned business, and in 2018 was ranked by HRO Today's Baker's Dozen Customer Satisfaction Ratings as a top background screening provider.

Why did Background Decision choose Data Facts?

Background Decision chose Data Facts because of the similarity of our corporate cultures and the years we have worked together in industry organizations. We have come to learn from and lean on each other over the last decade. Combining our companies will help ensure we are providing the best of both worlds to business partners and consumers on all levels.

Will my pricing change?

You will continue to have access to the same packages at the same pricing in accordance with the terms listed in your current pricing agreement.

Will my ordering platform be impacted?

You will continue to login to the web portal using the same URL, username and password as before. You'll notice the landing page and dashboard will be rebranded with the Data Facts logo. However, all functionality will remain the same. We will eventually shift clients to order through a different URL location in the future, but that will be done carefully to ensure a smooth transition.

How will the quality of service be impacted?

You won't lose the level of tailored solutions and customer service you're accustomed to having. In fact, you'll benefit from the synergies of Background Decision and Data Facts in a variety of ways. These include:

- Increased speed and accuracy with which data is processed
- Greater compliance support
- Greater purchasing power to offset rising labor & regulatory costs
- Expanded client support resources
- A louder industry voice with regards to legislative and regulatory issues.

When will these changes be taking place?

Branding changes for the background screening division will take place over the weekend of June 15th 2019. Some beneficial changes have already taken place, and others will be carefully implemented during the remainder of 2019 to ensure no disruption to our clients.

Who should I contact if I need support?

The contact phones and emails will remain the same. Feel free to call our background screening support line at (800) 813-4381, or email support@backgrounddecision.com. The domain for this email will change in the future, but with plenty of notice and care to ensure this transition advances as smoothly as possible.

Where should I go for more information about this transition?

Direct any additional questions you might have about this merger to jmctighe@datafacts.com