



MIND YOUR BUSINESS, INC.
BACKGROUND INVESTIGATION AND INFORMATION SERVICES

Capabilities Statement



Mind Your Business, Inc
305 East 8th Avenue Hendersonville, NC 28792
Telephone: 828-698-9899
Facsimile: 828-698-9918
Email: mail@mybinc.com



Mind Your Business, Inc
"We're Doing It!"

Vision

To be regarded throughout the region as a high quality service provider in the field of Pre-employment, Background Investigative Services to be utilized by government entities.

Mission

To develop Mind Your Business Inc's (MYB) capabilities through research, development and improvement in Human Resource and Background Investigation strategies, so that an integrated range of services can be offered.

Certifications

MYB is a woman-owned, HUB certified, NC vendor link small business registered with the SBA ProNet/CCR program. Our headquarters is located in Zone 5 of an Economic Development area of Henderson County, North Carolina.

MYB is a member of the National Association of Professional Background Screeners (NAPBS). NAPBS exists to promote ethical business practices, compliance regulations, and mandates with the FCRA. Additionally, the NAPBS establishes awareness of issues related to consumer protection and privacy rights within the background screening industry. MYB is a licensed PI firm.

MYB is Safe Harbor certified to perform international background investigations. MYB also holds the Women's Business Enterprise National Certificate, South Eastern Council.

MYB maintains a vast field of SF86 cleared and credentialed investigators and researchers nationwide.

Background

MYB has been in business for 13 years and we provide background investigations for employment, retention, promotion, reassignment, and appointment purposes. Additionally, MYB conducts workshops for employers around the country and custom tailors security solutions specifically for each client. Please view an actual background investigation workshop for WCI, Inc. on the link below.

<http://www.wci.omnicast>



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Karen Caruso, CEO/President and founder of MYB is a licensed private investigator with over 20 years experience in investigations/security management, background reporting, executive protection, physical security, vulnerability assessments, and surveillance detection while working in a corporate capacity. In addition, Karen is a featured guest speaker and educator among many trade related conferences and television host shows. Her professional experience extends to numerous compliance mandated industries with a focus on project management and operational administration. She has worked at the highest levels of personal security in Fortune 500 firms during her career.

Greg Rothwell, Independent Consultant working with MYB is the former first Chief Procurement Officer of the Homeland Security Department, and spent three decades in the federal government including the last two years with DHS building a reputation among federal and industry officials for his honesty and integrity. He also served for four years as the Deputy Chief Agency Wide Shared Services at the Internal Revenue Service where one of his responsibilities was the IRS personnel security program nationwide. Mr. Rothwell has received many awards during his career including the Presidential Rank of Meritorious Executive in both 1994 and 2000, five Commissioner Awards, the highest recognition given at the Internal Revenue Service, four Hammer Awards, and three Federal 100 awards. In addition, Greg worked for 34 years in 10 different agencies, including 14 years at the IRS and was honored as the Public Sector Partner of the Year in the 2005. He represents MYB initiatives in the Washington area and can be reached directly at 703-731-1571.

Joy Osburn, Operations Manager supervises the workflow and conducts/oversees performance of Quality Control. Joy also provides each client with an individual account representative and insures that no account representative is assigned more than 5 clients.

Jenny Adams is the Facility Security, Quality Control Manager, and Account Specialist. She provides IT support and monitors MYB's infrastructure for background checks. She performs quality control on searches and troubleshoots for credential coordinators and other related issues

In addition, MYB employs a talent pool of highly skilled, seasoned, and qualified experts. Each professional staff member possesses an impressive background in customer service, background investigations, loss prevention, and human resource operations. Our collective years of experience are unrivaled.



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MYB developed and maintains customized programs providing pre and post employment background investigations for the following government and commercial clients just to name a few:

- Coach Leatherwear Nationally
- Ashley Furniture Nationally
- RTI International
- Diocese of Hartford, CT
- The Illinois Department of Human Resources Home Health Services
- Washington DC Metro Transit Authority
- Niscayah Security International
- Housing Authority of Stanislaus County
- EHDOD Housing Program Nationally

MYB will provide reference contact information upon request.

Competitive Advantage

MYB's competitive edge is due to the company's technology, integrity, and ability to provide an unparalleled level of service that consistently exceeds the expectations of our clients. MYB has achieved this capability through exceptional customer service, innovative technology, and accurate, quantifiable results.

MYB adheres to a stringent compliance program in accordance with the Fair Credit Reporting Act, (FCRA) The Safe Harbor Act, and all applicable guidelines for obtaining consumer investigative reports. We also maintain an attorney on staff to assist us in remaining compliant with all legal and regulatory requirements.

MYB has established an innovative working environment committed to promoting and providing the highest level of professional services for our clients. MYB prides itself in being responsive and flexible to our clients specialized needs. By combining these traits, we offer exceptional service at lower competitive rates without sacrificing our "hands on" approach to Customer Service. This philosophy is proven and evident by MYB's 98% retention rate. Reference can be provided upon request.

Turnaround Times

MYB is committed to delivering the fastest turnaround times in the industry. Our resource network is comprised of over 500 researchers that authenticate and maintain our network thereby allowing MYB to guarantee delivery of background check results within 24 to 72 hours after the receipt of the request. Cultivating and maintaining our own network of researchers allows our company to remain competitive and pass these savings on to the client.

Our superior client commitment and customer service hold the highest standard of quality and accuracy. Utilizing these uncompromising attributes paired with our sophisticated technology, hands-on accessibility, and turnkey operations, MYB proudly maintains a diverse client base of over 1000 businesses nationwide.



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Technology

Our industry-specific software allows us to communicate with our court researchers, employment verifiers, and other relevant personnel in real time virtually eliminating in-house processing delays. The MYB LinX module fully accesses our system for interchange by providing XML capabilities for the exchange of background screening requests and results via the internet. With the MYB LinX system we are able to transmit this information with any of our clients or researchers regardless of what technology platform they currently use. The MYB module provides a complete XML Schema for MYB, which was developed as a hybrid of HR-XML Consortium's Background Checking standards. This XML module was developed with the following possible implementations in mind:

Interfacing with HR software packages
Interfacing with HR, recruiting, and applicant-tracking web-based services
Interfacing with our client's proprietary technologies
Interfacing with our vendor's proprietary technologies

We invite you to view our website at www.mybinc.com. We feature a streamlined, user-friendly site with many helpful tools and resources. Our state-of-the-art software offers great flexibility that is proven to be effective, efficient, reliable, and highly beneficial when compiling critical analysis reports.

Service Details

Felony Convictions:

MYB provides conviction records along with the dates, charges, dispositions, and sentences associated with the records. Felony convictions are searchable based on state reporting laws. Criminal records searches can be conducted at the local, state, and national levels.

Misdemeanor Convictions: unlimited length of time

A Misdemeanor conviction follows the same criteria as stated above in the Felony Convictions section. Misdemeanor convictions are also searchable based on state reporting laws. MYB will review any misdemeanor convictions that have occurred within a 10-year period.

Social Security Search: 10 years

MYB will conduct a 10-year residence history search based on social security and/or credit reporting results; this address history automatically assigns the state and county criminal searches. In addition the report lists the state and year the SS# was issued, which can be used as a tip and tool. MYB utilizes the applicant's full name and social security number to complete this search.



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Credit check

MYB provides a candidate's financial history to include indebtedness and payment patterns. Credit reports may also help to verify an individual's name, social security number, current and previous addresses, and former employers. MYB obtains credit reports in accordance with the Fair Credit Reporting Act (FCRA). MYB has an auditing program whereby we will request a copy of a release at any given time to insure that the client is maintaining FCRA compliance.

Occupations: 10 years

Based on information supplied by the candidate, MYB will attempt to verify the candidate's current and past employment. Information that MYB requests from former employers includes dates of employment, position, and reason for leaving, and eligibility for rehire. In addition, MYB makes contact with the candidate's former supervisor to conduct a supervisor interview. Current employers can only be contacted with the authorization of the applicant. Also, whenever possible, MYB will report any date discrepancies in employment history or those associated with job title.

Highest level of education

Based on information provided by the candidate, MYB will attempt to verify the candidate's dates of attendance, major course of study, degree obtained and date of graduation, and any other additional educational information provided to us.

References - professional and/or personal

Interviews with former employers, co-workers, family, and friends may provide additional information when it comes to evaluating potential employees. MYB will conduct reference interviews by phone, fax, and/or email with those identified by the candidate.

Motor vehicle/driving record

MYB can perform thorough searches of driving records from all fifty states.

Office of Foreign Assets and Control (OFAC)

Patriot Act Name Search includes the following U.S. and foreign sanctions and watch lists. Lists notated with an asterisk (*) indicate a geographic-based sanctions list. MYB will add additional sanctions and watch lists as U.S. or foreign governments and international organizations release them. These lists currently include:

OFAC Specially Designated Nationals (SDN) & Blocked Persons
OFAC Sanctioned Countries, including Major Cities & Ports*
Non-Cooperative Countries and Territories*
Department of State Trade Control (DTC) Debarred Parties
U.S. Bureau of Industry & Security (formerly BXA) -



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Unverified Entities List
Denied Entities List
Denied Persons List
FDA Compliance Program
DEA Compliance Program
FBI Most Wanted Terrorists & Seeking Information
FBI Top Ten Most Wanted
INTERPOL Most Wanted List
Bank of England Sanctions List
OSFI - Canadian Sanctions List
United Nations Consolidated Sanctions List
Politically Exposed Persons List
European Union Terrorism List
World Bank Ineligible Firms
OIG/GSA (Office of Inspector General's Compliance Program)

Drug Screening

MYB can customize a drug-screening program to facilitate any requirements that a client may have. We can also provide on premises immediate collection and result testing.

Security, Regulation Adherence and Other Details

Building Security - MYB, Inc is located in a secure facility protected by a coded alarm system, fenced perimeter, and is monitored 24 hours a day including intrusion detection on all levels.

Records Security - All documents and consumer information is properly viewed, transmitted, and disposed in compliance with FACTA regulations.

Systems Security - our application servers are housed in a secure state-of-the-art data center. The facility is monitored by high-definition cameras and staffed by on-site security personnel twenty-four hours a day, seven days a week. Entrance to the facility is restricted to authorized personnel who must sign in, insert a valid card-key and undergo a biometric (fingerprint) scan, prior to being granted access.

All data transmitted to and from our application servers is encrypted using a 128-bit SSL certificate, issued and authenticated by Thwate (www.thwate.com), a division of VeriSign. Our application servers are also protected by dual-level firewall technology disabling hackers and viruses.

MYB subscribes to US-CERT (United States Computer Emergency Readiness Team). US-CERT is a partnership between the Department of Homeland Security and the public and private sectors. US-CERT coordinates defense against and responses to cyber attacks across the nation.



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We issue usernames and passwords to individual users, rather than an entire department. Our system authenticates the user on each transaction.

Information Accuracy

MYB is committed to providing the most accurate and complete information possible. Our quality control team verifies and re-verifies all derogatory information for accuracy before returning it to the client. We also monitor researchers and information suppliers for accuracy on a regular basis. However, for our and our client's protection, MYB carries a five million dollar error and omissions insurance policy.

State and Federal Legislative Changes

MYB partners with the law firm of Constangy, Brooks & Smith, LLC, a firm headquartered in the Southeastern United States that specializes in labor and employment law counseling for corporation management. Bulletins and newsletters are distributed as Federal and State employment/labor law developments are issued. MYB encourages and provides client access to Constangy, Brooks & Smith, LLC through our website utilizing an interactive format. "Ask the Expert" is available 24 hours a day to MYB clients at no additional charge.

MYB also has an alliance with HR Helpline, a Human Resources consulting firm. The HR Helpline supplies monthly reports, including any recent changes in State and/or Federal legislation and this information is immediately reported to our clients via e-mail and billing notifications. In addition, MYB partners with Western Carolina Industries, Inc. WCI is a regional business and management consulting firm that focuses on performance and quality improvement. WCI provides unlimited access for enhancing quality and performance information as well as human resources, safety, and environmental quality using updated, accurate, and reliable information programs.

Closing Mission Statement

"Our role at MYB is to play an active part in helping each and every company make informed hiring decisions. We have maintained communicating information that has had a significant impact on issues of employment, retention, promotion, reassignment, and appointment through the use of our products and services. By dedicating our total resources to this dream, everyone profits: our customers, consumers, and employees."



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