



BACKGROUND SCREENING
TRENDS_{INDIA}

Quantifying the trends and Qualifying
the nature of hiring discrepancy in India

FOREWORD



We remain committed towards aligning Indian recruitment and pre-employment screening practices with the best in the world.

Dear Readers,

COVID-19 has temporarily changed the way world does business, but it has not changed the need for a trusted background screening partner. We are committed to serving our customers and have continued to communicate with them openly and honestly throughout this crisis.

Identifying common and newer gaps with uncommon and newer mechanisms is the need of the hour. It is essential to be one step ahead of the wrong doer by deploying newer ways and making screening more robust, foolproof and sustainable.

At First Advantage, we have embarked on a digital journey and integrated technology into our day-to-day processes. Our digital work environment is in place to increase both effectiveness and efficiency in support of our clients' hiring needs.

Innovation, transformation and leadership occur in many ways. Our focus will be on enhancing our customer onboarding experiences, reducing delivery cycle times and providing improved quality performance. Looking ahead, we are shifting our focus to product-centered innovation - delivering what our clients need when they return to work - and helping them navigate this new normal.

First Advantage is humbled with the encouraging feedback from many of you utilizing our Trends Report to re-model your background screening programs and establish best practices. This proactive approach to background screening is enabling your organizations in making informed hiring decisions, resulting in improving the quality of hires and reduced hiring cost.

Please feel free to drop me a note in case you are looking for some specific information in our next trends report and we will do our best to incorporate them.

Always, proud to be of value to you!

AMIT SINGH

Head - Commercial
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GLOSSARY OF TERMS

Cases

One case indicates one candidate. It is denoted by a case reference number which is unique to that particular candidate.

Client

The organization which authorizes First Advantage to conduct the verification.

Industry

The industry sector/segment under which the Client falls. All abbreviations used are as per Indian standards of industry bifurcation and are easily accessible via the internet.

Fake

A confirmation shared by authorized personnel/body on the authenticity of the document/university.

Component(s)

Screening carried out for various phases of the candidate's background like Employment, Education, Address, etc. are termed as Components.

Checks

One case can have one or more than one check based on the credentials being verified.

Employee Category

The designation at which the candidate worked/is working [current employment] in the organization.

Possible Suspect

Any organization or company whose credentials might not be genuine.

FOR EXAMPLE

First Advantage is conducting a background check for a candidate ABC **[Case]**.

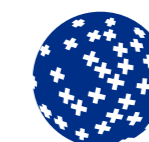
The check is authorized by a **[Client]** say XYZ Corp. This client belongs to the BFSI sector **[Industry]**.

As per the client's mandate, the screening components include latest Education and two previous Employments of the candidate. Here Education and Employment are **[Components]** & there are a total of three Checks - one Education and two Employment **[Checks]**.

Depending on a predefined matrix followed by the client, either as standardized by First Advantage or a client customized matrix - a disconnect identified **[Discrepancy]** would be categorized as major or minor discrepancy, suspect, **[Possible Suspect]**, etc.

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COVID 19 - SPOTLIGHT ON BUSINESS IMPACT SUMMARY

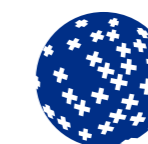
In the wake of Covid-19 virus outbreak, serious implications are not just towards people's health and healthcare services; but the pandemic is also having a growing impact on the global economy. The report talks about how the pandemic has impacted the employment and hiring across the industries.

Despite job market slow down in the wake of a global pandemic, essential services like medical and public health fields continued to be in demand. E-commerce industry has boomed since the outbreak began and has impacted the way consumers pay for goods. Recruitment processes in Industries like IT, Consulting, Insurance, BPO, Manufacturing and Pharmaceutical adhered to social distancing norms and shifted to digital hiring & onboarding.

While the magnitude of the impact may vary from sector to sector, there are some sectors that have been largely impacted and are in a phase of recovery. Aviation, Retail, Financial and Automobiles are the sectors majorly impacted.

Recruitment is taking place in various sectors that are digitizing and automating their work processes. Financial services companies are automating their call centers to deploy RPA, education providers are going online, financial services companies are launching apps to access retail customers and are automating credit appraisals, restaurants are going online with their own apps.

Few industries actively hiring during this time are industries working directly with vulnerable persons—industries like health care, transportation, and food or grocery delivery—where background checks are a critical safety step in the hiring process.



CASE LEVEL TREND

1.A. Discrepancy Percentage By Quarter [Q1-17 to Q2-20]

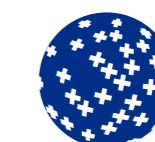
A study of the Case Level Quarterly Discrepancy Analysis for Q2-20 shows that the discrepancy percentage is at 9.7 percent In the first quarter of 2020 the discrepancy percent was at 7.8 percent.

A deep dive into the study remarkably showed that although in terms of absolute numbers, the total number of screenings and the discrepancies identified were both individually toeing the worldwide market trends and had shown a fall - the discrepancy percentage [screening versus discrepancy] on the other hand had significantly increased by 24 percent in the second quarter of 2020 as compared to the first quarter.

The discrepancy versus verified percentage in 2017 has averaged at 10.8 percent. In 2018 it was at 9.6 percent. In 2019 it was at 9.1 percent.

Q1	10.7%	10.3%	9.2%	7.8%
Q2	10.6%	9.3%	9.5%	9.7%
Q3	11.5%	9.4%	9.3%	
Q4	10.4%	9.6%	8.4%	
	2017	2018	2019	2020

Based on Discrepancy Vs. Verified Cases.

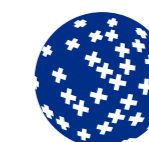
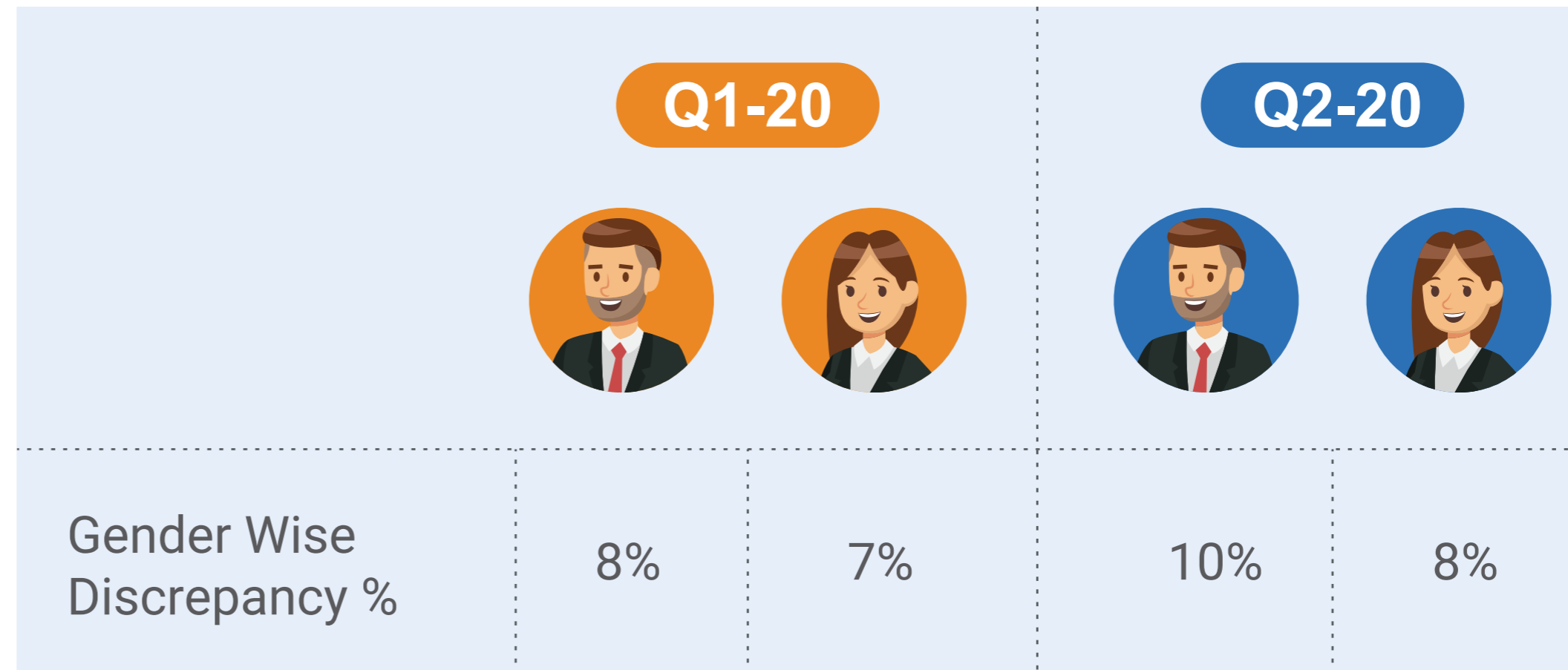


CASE LEVEL TREND

1.B. Discrepancy Percentage By Gender [Q1-20 v/s. Q2-20]

In the second quarter of 2020, 10 % of the Male verified cases were discrepant. 08 percent of the Female gender verified cases were discrepant.

Compared to Q1-20 where males were at 8% which increased to 10% in Q2-20.



CASE LEVEL TREND

1.C.Discrepancy Percentage By Age

Highest number of cases have been verified for the >= 22 to 30 years [age bracket] candidates.

Q1-20
Q2-20
















Similarly highest number of discrepancies have been detected in the >=22 to 30 years [age bracket] candidates.

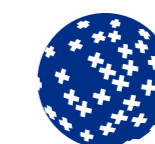
92 percent of the fraudulent occurrences have transpired in the 22 to 40 years age bracket in both the quarters.

Q1-20
Q2-20

Please note: Cases wherein the date of birth is not mentioned have been excluded from the analysis. These cases have a 07 percent and 04 percent discrepancy in Q1-20 and Q2-20 respectively.

Q1-20
Q2-20

AGE BRACKET	<= 21 years	>= 22 to 30 years	>= 31 to 40 years	>= 41 to 50 years	>= 51 years	Grand Total
VERIFIED CASES%	 Q1-20: 3.1% Q2-20: 4.0%	 Q1-20: 62.3% Q2-20: 60.1%	 Q1-20: 28.9% Q2-20: 30.2%	 Q1-20: 5.0% Q2-20: 5.1%	 Q1-20: 0.6% Q2-20: 0.6%	100.0%
DISCREPANCY CASES%	 Q1-20: 0.8% Q2-20: 0.8%	 Q1-20: 57.0% Q2-20: 55.8%	 Q1-20: 35.4% Q2-20: 36.3%	 Q1-20: 5.9% Q2-20: 6.2%	 Q1-20: 1.0% Q2-20: 1.0%	100.0%
DISCREPANCY Vs. VERIFIED%	 Q1-20: 1.9% Q2-20: 1.9%	 Q1-20: 7.1% Q2-20: 9.0%	 Q1-20: 9.6% Q2-20: 11.7%	 Q1-20: 9.1% Q2-20: 11.8%	 Q1-20: 12.3% Q2-20: 14.7%	



CASE LEVEL TREND

1.D.Discrepancy Percentage By Industry [Q1-20 vs. Q2-20]

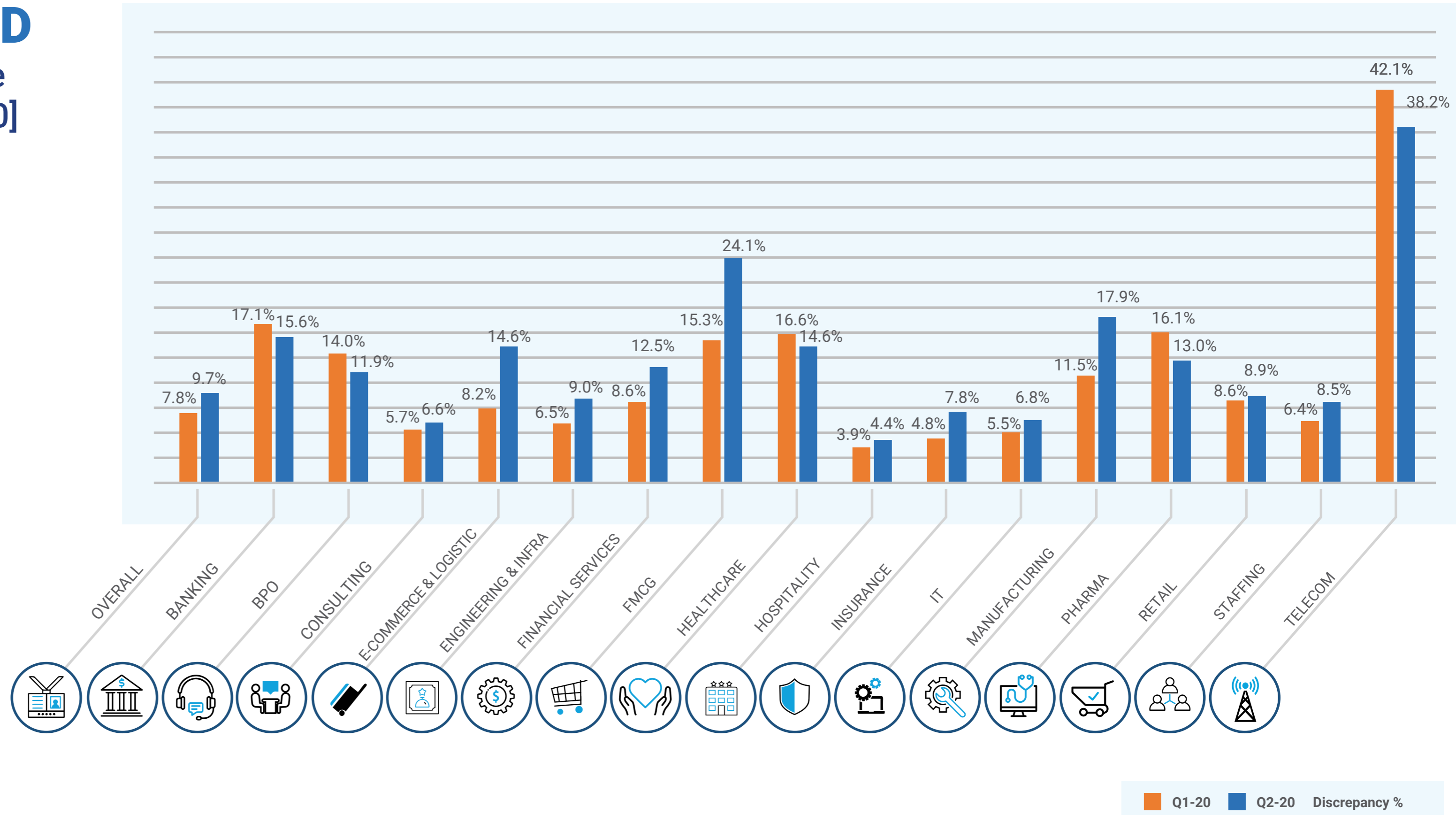
Sectors like Banking, BPO, E-Commerce & Logistics, Financial Services, FMCG, Healthcare, Manufacturing, Pharma and Telecom display discrepancy percentages way above the industry average of 9.7 percent in Q2-20.

38 out of every 100 candidates screened in the Telecom sector were discrepant which is in line with the usual high trending of the Telecom sector.

The FMCG sector surprisingly shows a high discrepancy percentage of 24.1 percent, way above 15.3 percent in the previous quarter.

Several industries like Consulting, E-Commerce & Logistics, Engineering & Infra, Financial Services, FMCG, Hospitality, Insurance, IT, Manufacturing, Retail & Staffing have hugely contributed to the increase in the discrepancy percent in the second quarter as compared to the first quarter of 2020.

The Telecom, BPO and Engineering & Infra are some of the industries where the absolute number of screenings have increased in Q2-20 as compared to Q1-20, strongly defying the COVID-19 effect of a dip in markets worldwide.

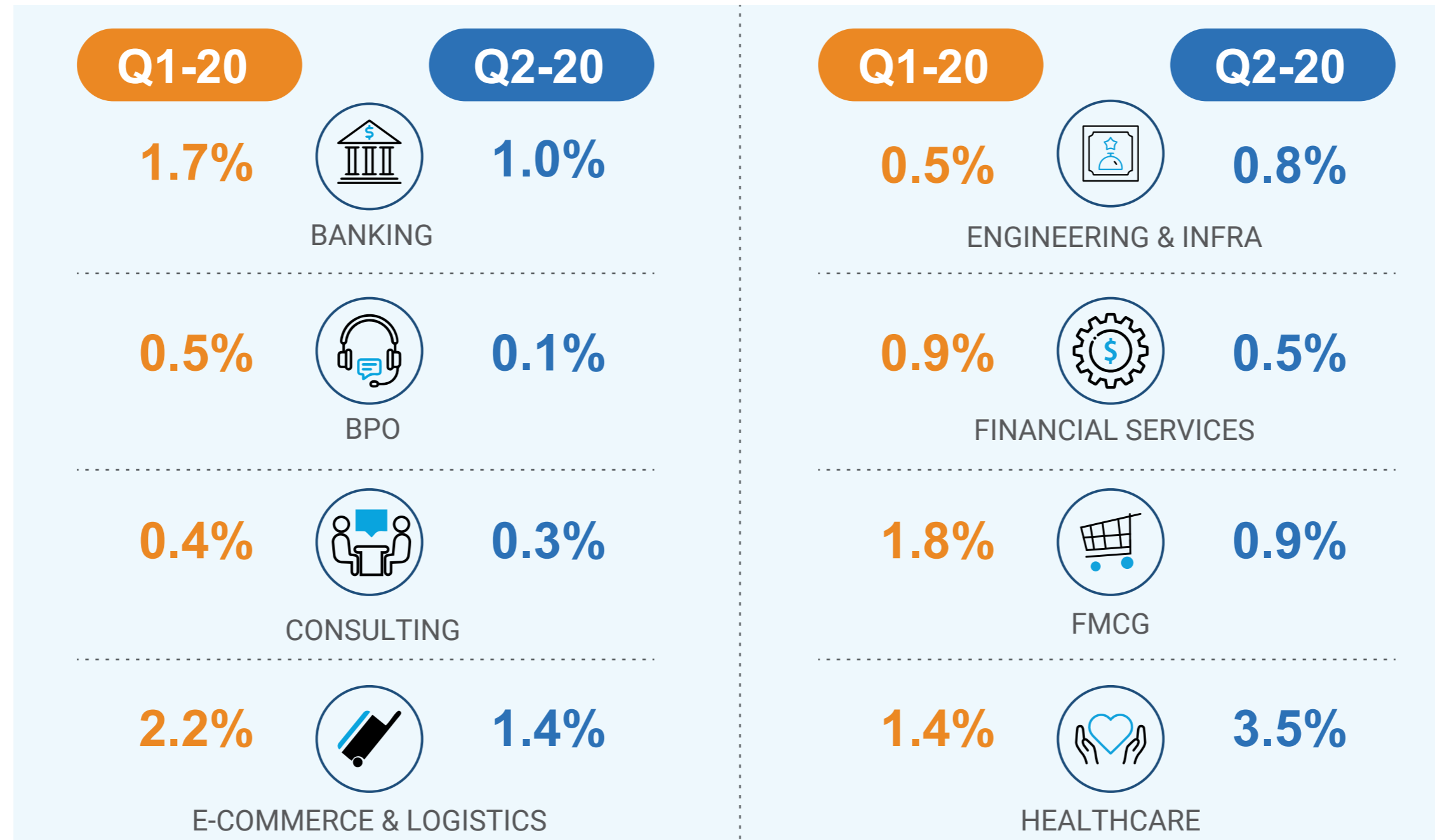


CHECK LEVEL TREND

2.A. Discrepancy Percentage By Industry by Component Education [Q1-20 vs Q2-20.]

The Healthcare sector shows a discrepancy percentage of 3.5 percent in the second quarter of 2020 as compared to 1.4 percent in the first quarter.

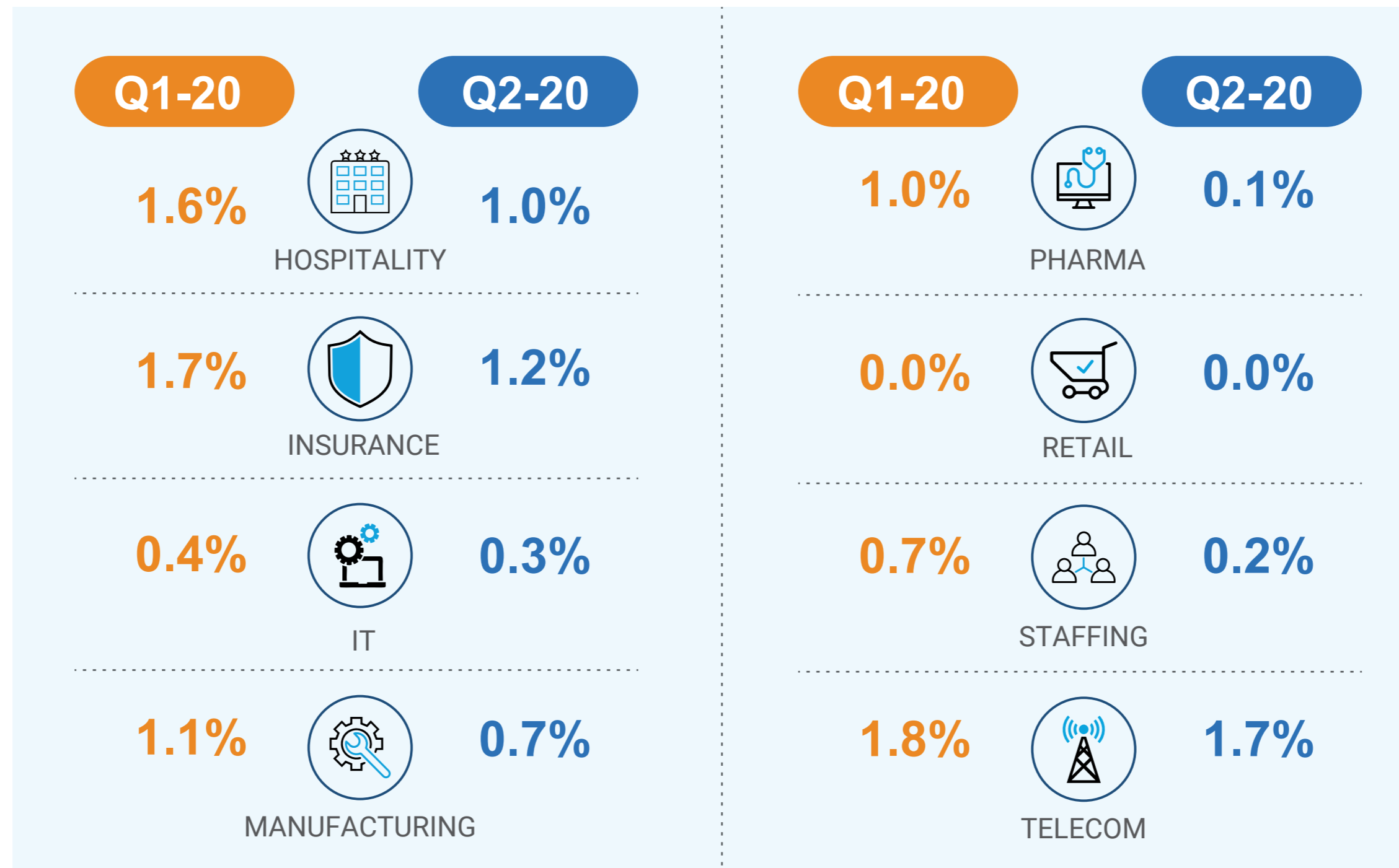
However, other sectors remained similar or rather decreased in second quarter compared to first quarter of 2020.



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2.A. Discrepancy Percentage By Industry by Component Education [Q1-20 vs Q2-20.]

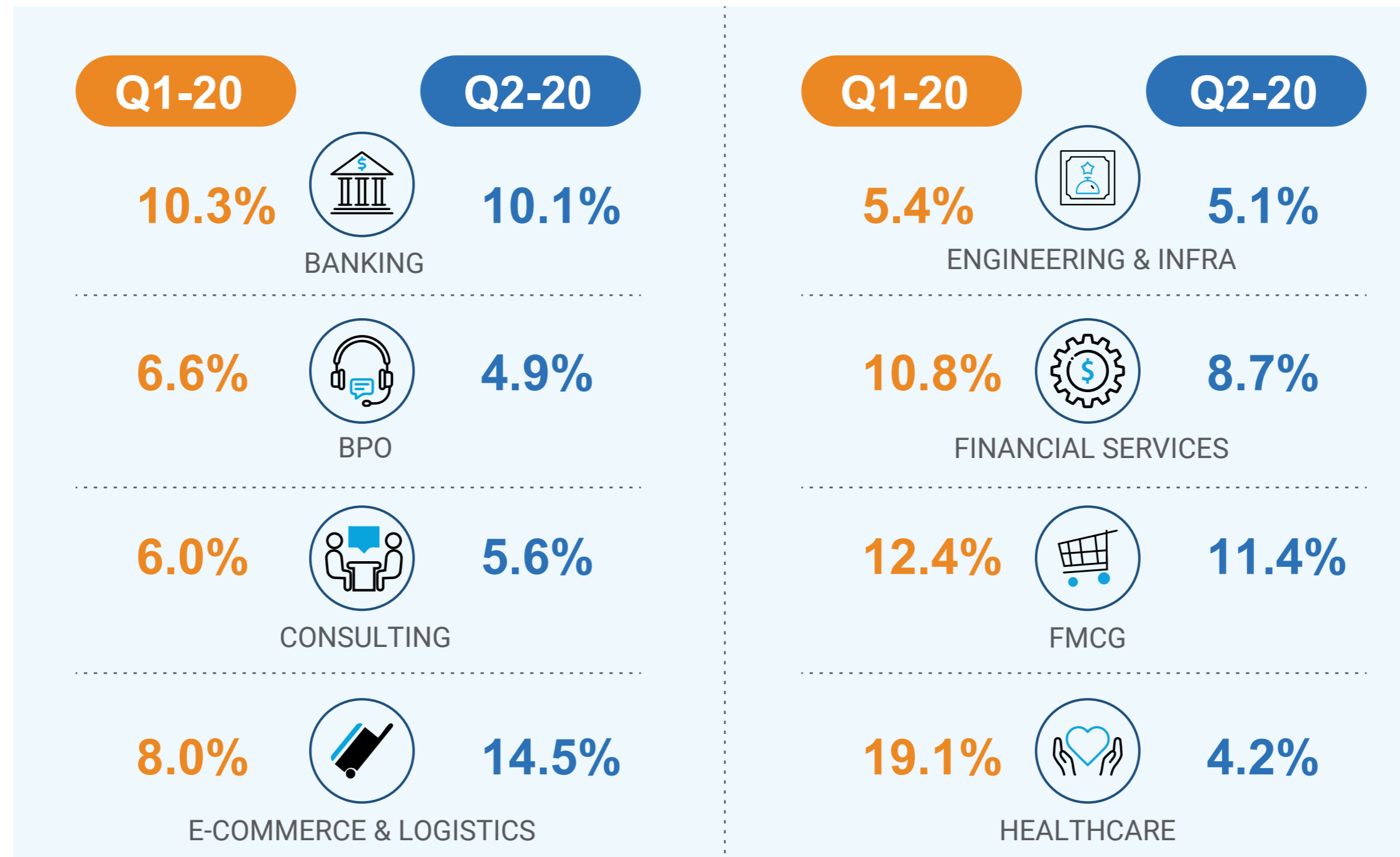
Sectors like Hospitality, Insurance and Manufacturing has shown lower discrepancy percentage in second quarter compared to first quarter of 2020.



CHECK LEVEL TREND

2.B.Discrepancy Percentage By Industry by Component Employment [Q1-20 vs Q2-20.]

Employment discrepancies versus verifications have increased significantly in the E-Commerce & Logistics, Hospitality, Insurance, Manufacturing and Telecom sector in the second quarter of 2020 compared to the first quarter.

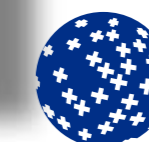
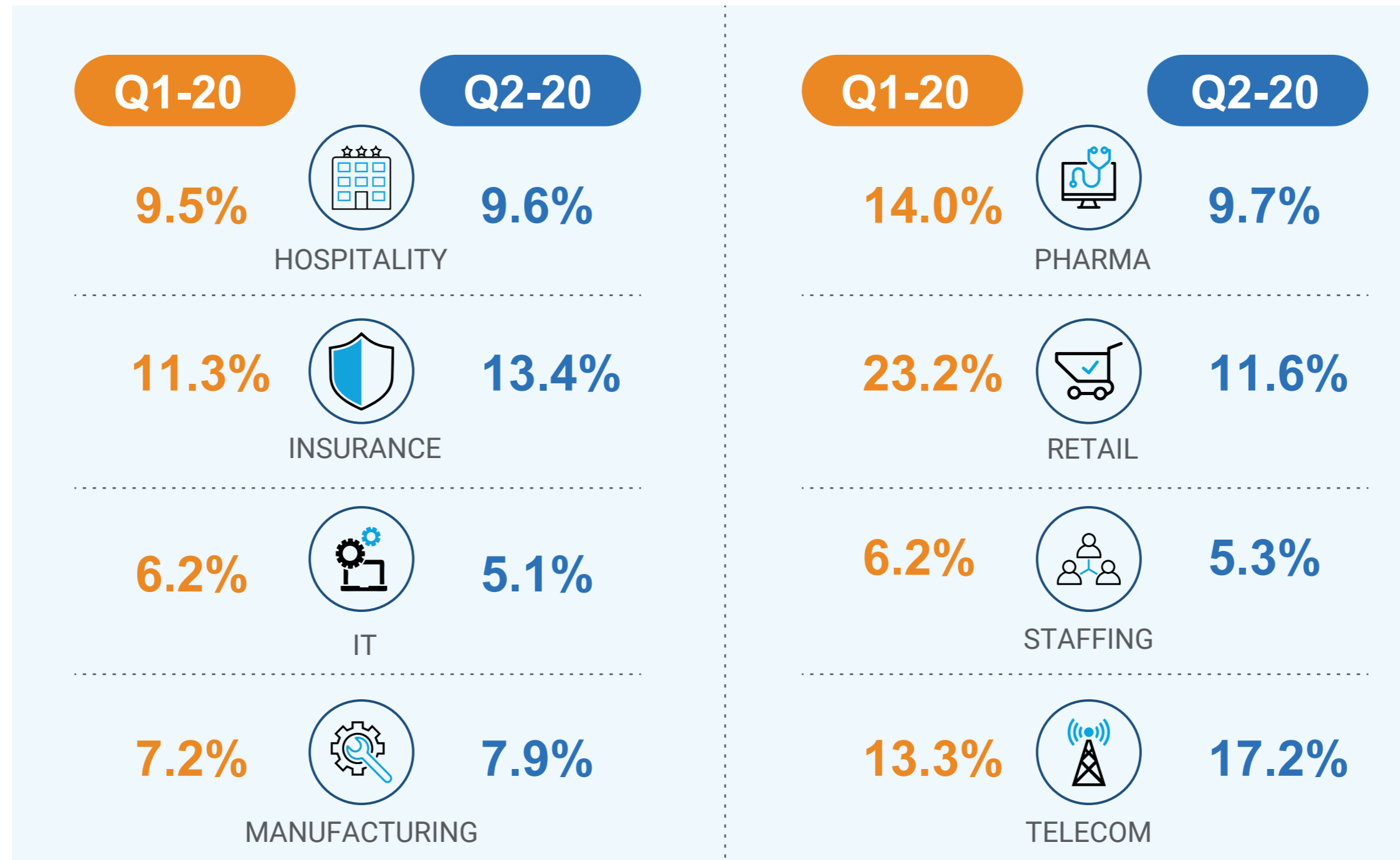


CHECK LEVEL TREND

2.B.Discrepancy Percentage By Industry by Component Employment [Q1-20 vs Q2-20.]

Employment component has witnessed high number of discrepancies in most of the industries.

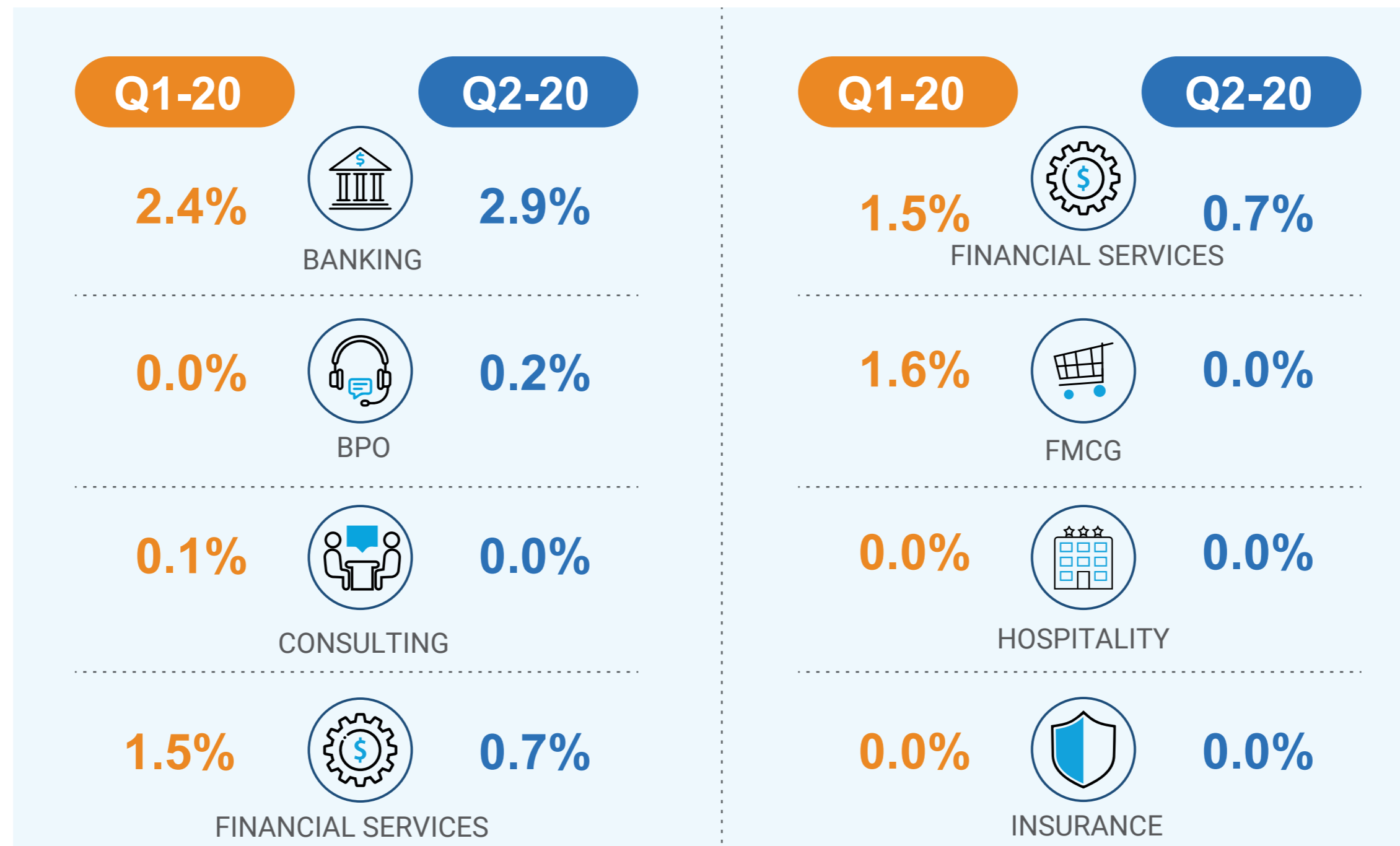
Out of every 100 Employment checks verified in the Telecom sector – 17 were discrepant in Q2-20.



CHECK LEVEL TREND

2.C.Discrepancy Percentage By Industry by Component Address [Q1-20 vs Q2-20.]

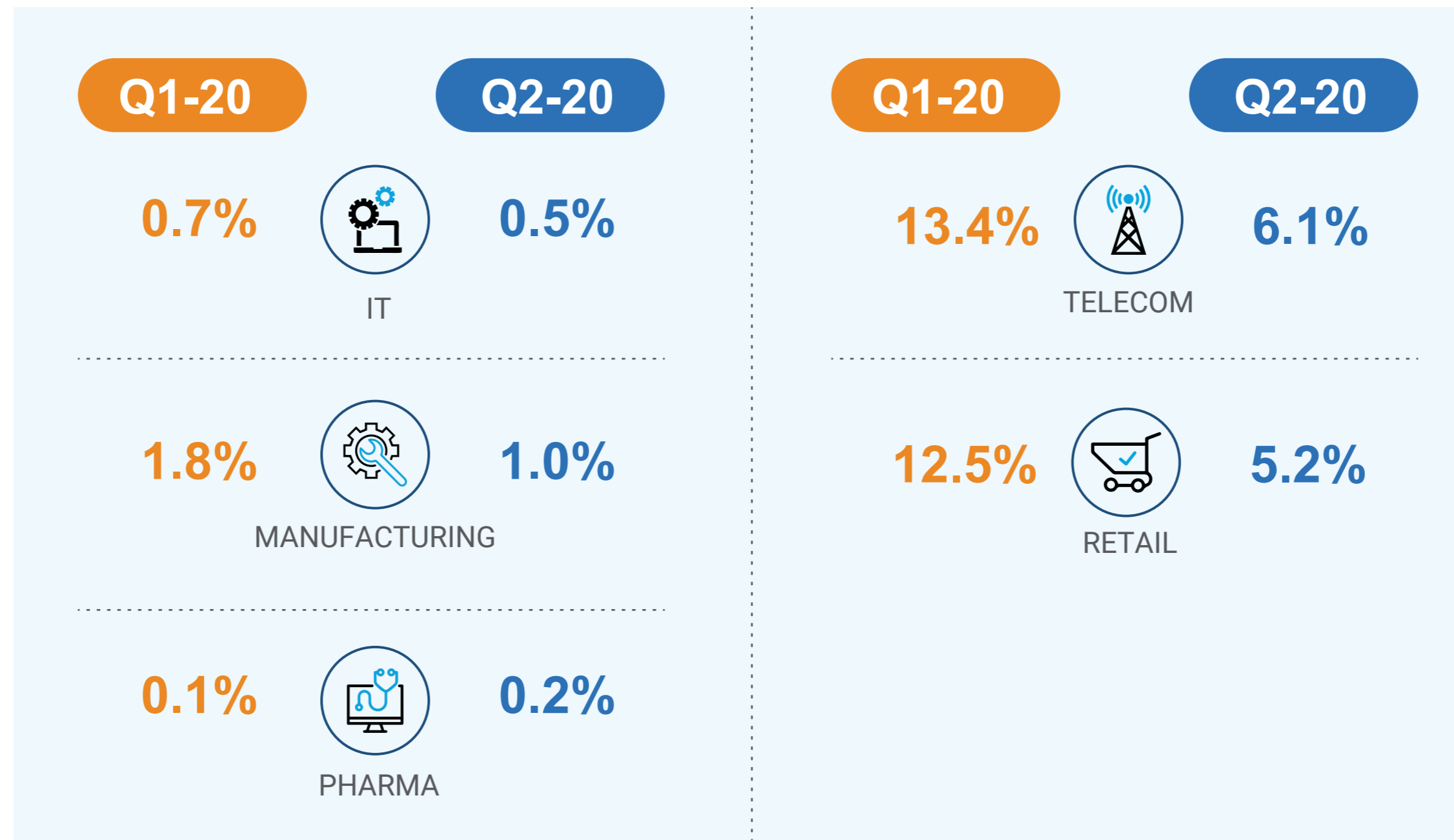
Banking sector has shown an increase in discrepancy from 2.4 percent in Q1-20 to 2.9 percent in Q2-20.



CHECK LEVEL TREND

2.C.Discrepancy Percentage By Industry by Component Address [Q1-20 vs Q2-20.]

Address component has witnessed high number of discrepancies in the Retail and Telecom Industries.



CHECK LEVEL TREND

3. Discrepancies

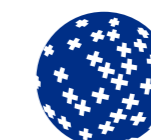
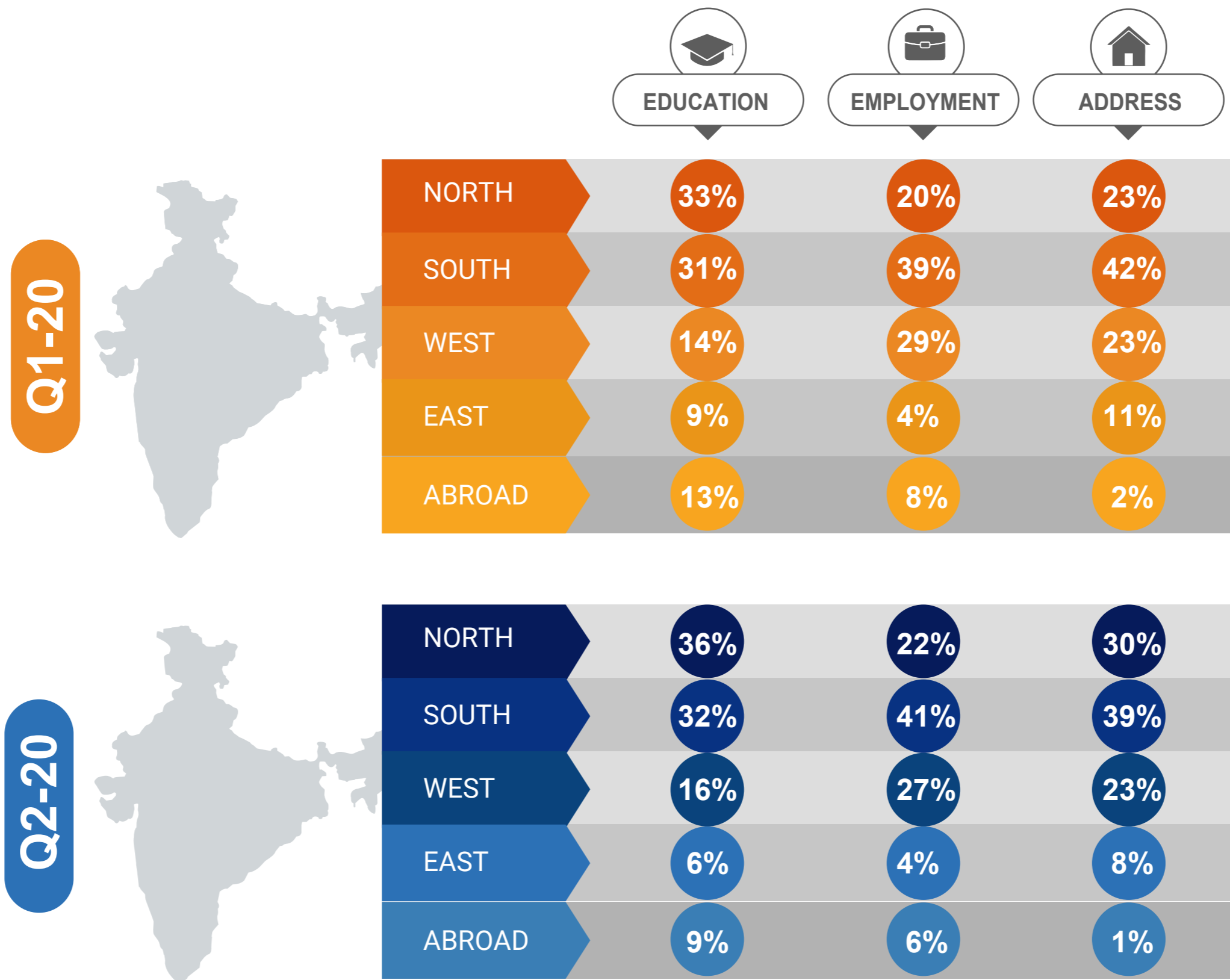
By Component across Zones in India and Abroad [Q1-20 vs. Q2-20]

The discrepancy trend across zones in India and abroad has displayed an interesting spectrum.

The highlighting factors:

a) Discrepancy rate for Education checks is the highest in the Northern zone and the Southern zone.

b) Discrepancy rates for Employment & Address checks are very high in the Southern zone.



CHECK LEVEL TREND

4.A. Categorization of Discrepancies By Component Education [Q1-20 vs. Q2-20]

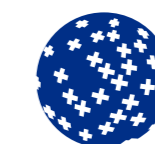
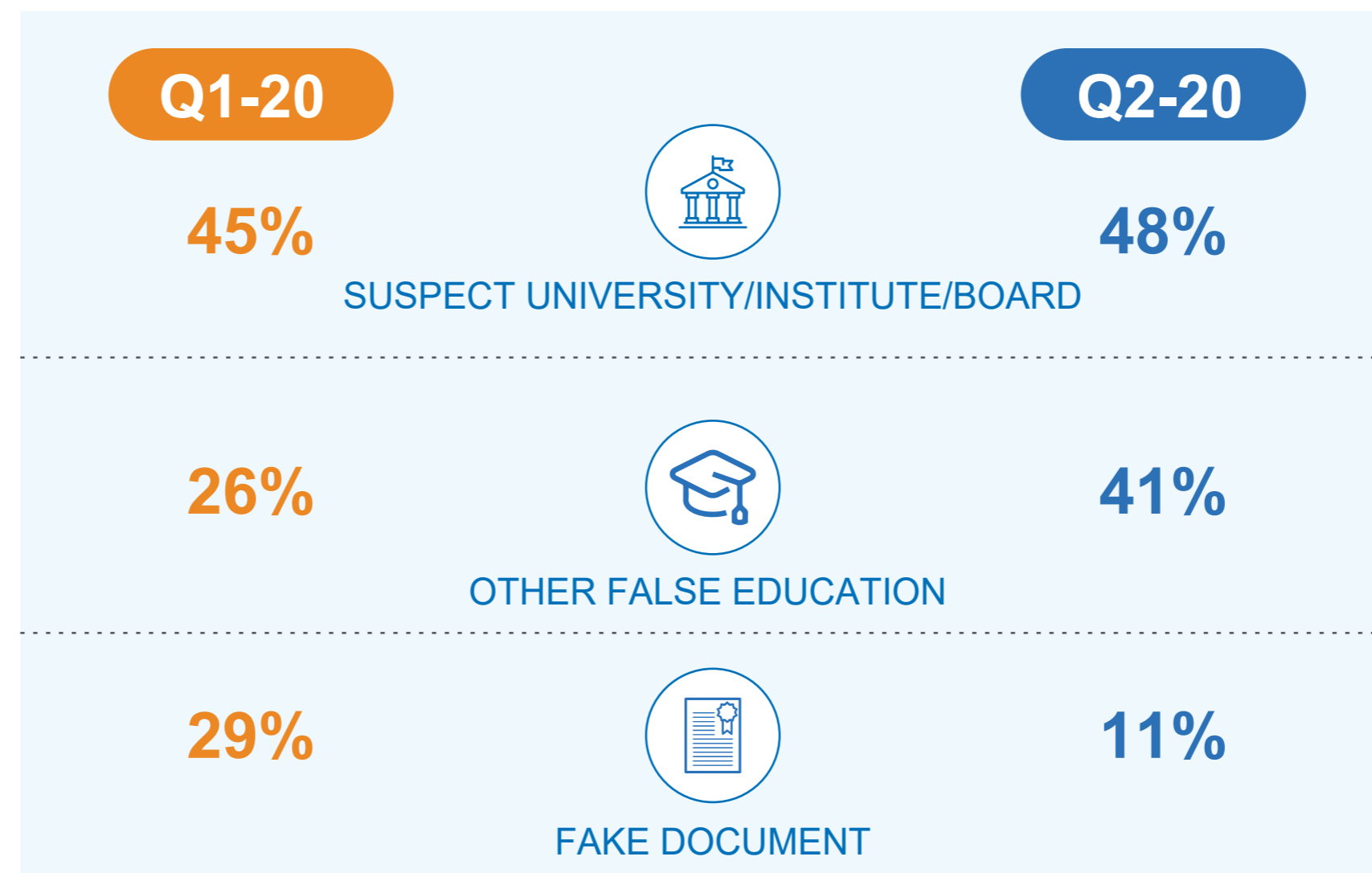
A study of Education discrepancies shows a very interesting spectrum in the first two quarters of 2020 trends.

The discrepancy trend for Q2-20 :

Suspect Institution forms the biggest chunk in this quarter at 48 %. Suspect Institution includes a minuscule percent of Fake Institution.

Discrepancies like 'Other False Education' were at 41 %. Other False Education includes 'Did not officially complete the course, Registration or Credential or membership expired, etc.'

Fake document is at 11 %.



CHECK LEVEL TREND

4.B. Categorization of Discrepancies By Component Employment [Q1-20 vs. Q2-20]

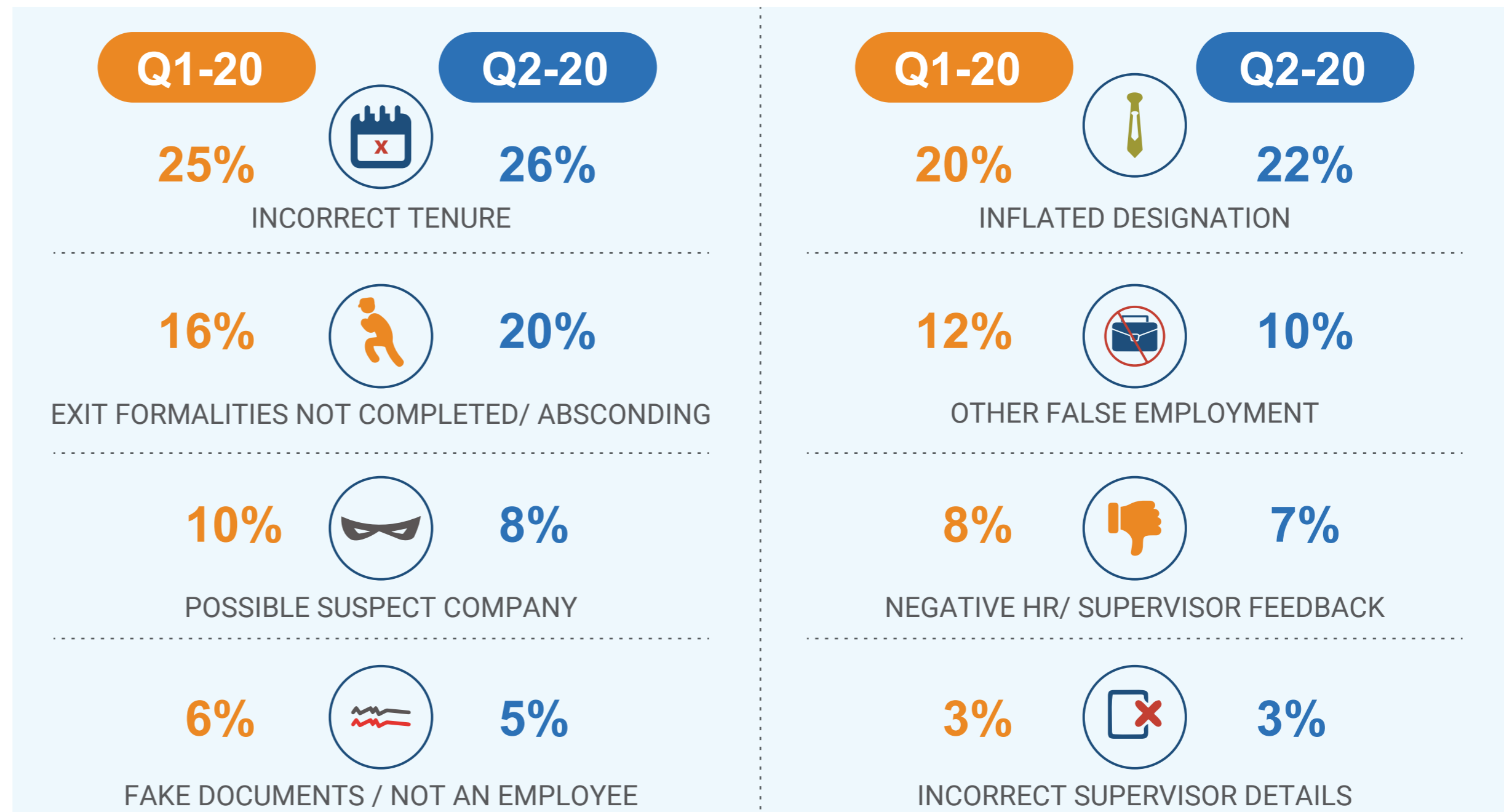
Employment screening involves confirming the accuracy of the candidate's claims about his/her previous employment records, with the HR and/or Supervisor [preferably the last reporting manager] of the previous employer/s. The verifications are conducted based on documentary proof (i.e. copy of salary slip, relieving letter, experience letter, etc.) submitted by the candidate.

The HR verification would ideally include questions about the tenure, designation, salary, reason for leaving, exit formalities, etc.

The supervisor verification is more focused on the skills, performance, strengths, weaknesses and areas of improvement, etc. of the candidate.

In addition to the above, it also involves an intensive research on the net, and/or physical verifications conducted to ascertain the existence of the company.

In the second quarter of 2020, 'Incorrect Tenure' has topped the graph at 26%. It is followed by 'Inflated Designation' at 22% and 'Exit Formalities Not Completed/Absconding' at 20%, followed by 'Other False Employment' at 10%.



CHECK LEVEL TREND

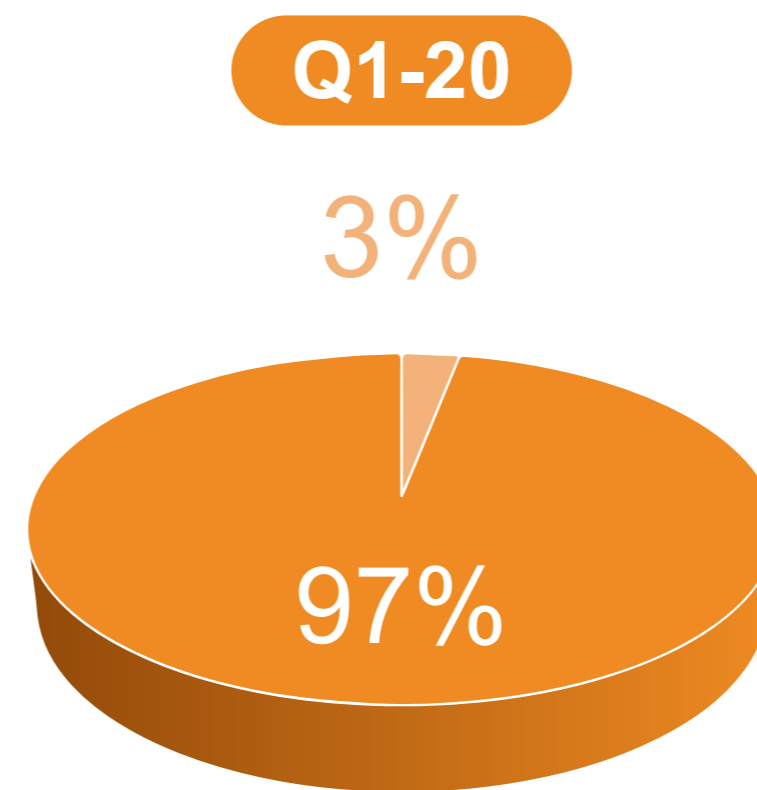
4.C.Categorization of Discrepancies By Component Address [Q1-20 vs. Q2-20]

Address checks are conducted based on the supporting documents and addresses shared by the candidate in his/her background verification form. The checks focus on basically two things, one is the period of stay at the given address and second whether he/she is actually a resident of the given address or not.

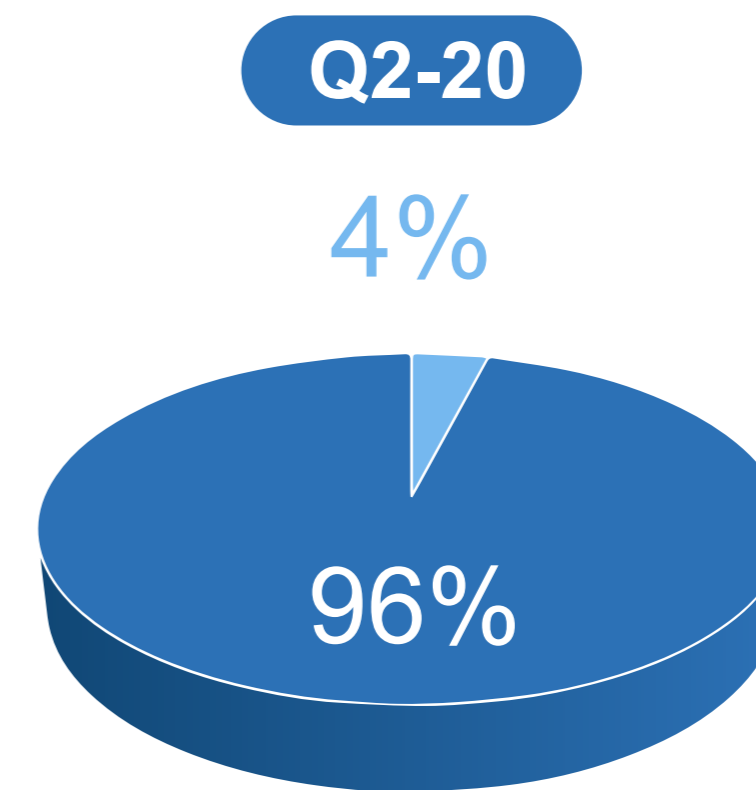
Most of these verifications are physical verifications - conducted by FADV field associates paying a visit to the given address, which makes the verification more concrete and precise.

Address discrepancies have shown a consistent trend. 'Period of Stay' forms the biggest chunk of discrepancies at 96% .

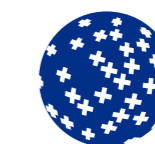
4 % of the Address discrepancies are for 'Not residing at Address'.



- PERIOD OF STAY
- NOT RESIDING AT ADDRESS



- PERIOD OF STAY
- NOT RESIDING AT ADDRESS



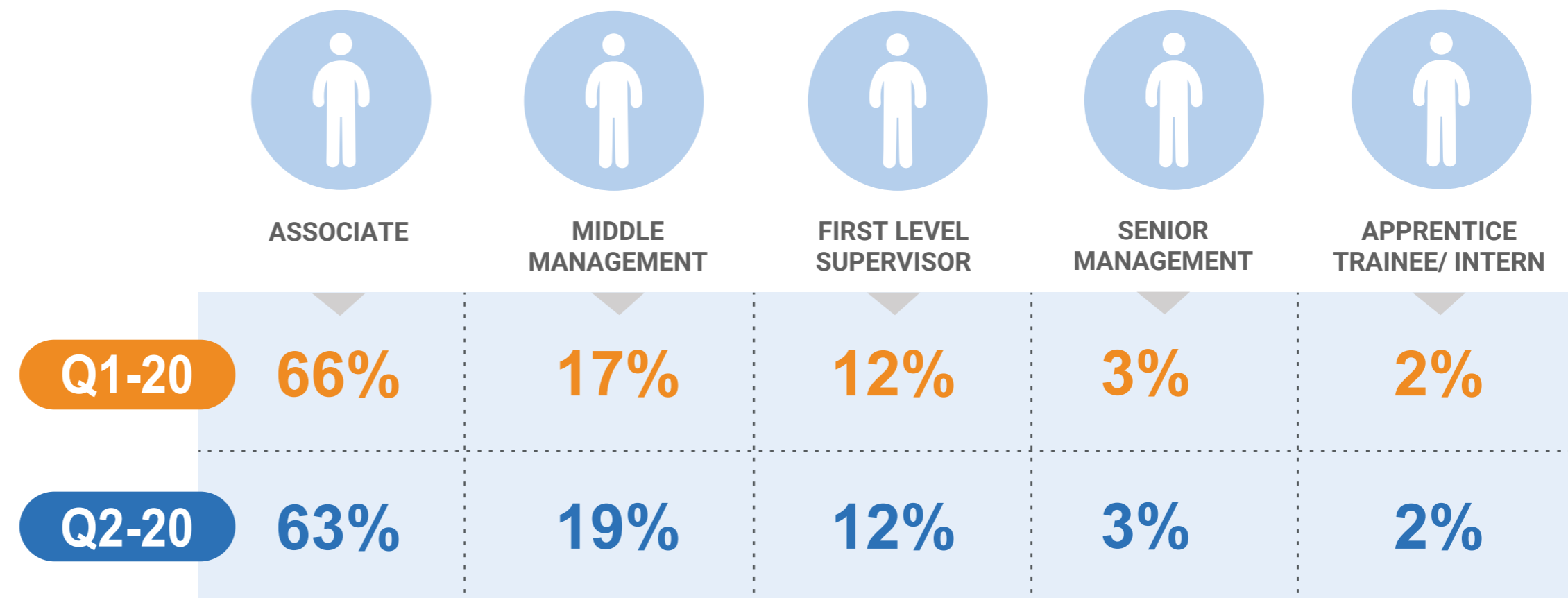
CASE LEVEL TREND

5.A.Discrepancies By Employee Category [Q1-20 vs. Q2-20]

The Hierarchy matrix graph is a quick insight into the discrepancy by Employee category [all levels].

In the second quarter of 2020 - Associate level discrepancy continues to top the graph at 64 % It is followed by Middle Management at 19 % and First Level Supervisor at 12 %.

The graph depicts the Senior Management employee level discrepancies at 3%.








CASE LEVEL TREND

5.B.Discrepancies By Employee Category By Age [Q1-20 vs. Q2-20]

The discrepancy - by Employee Category by Age Level analysis depicts interesting details which basically links both the candidate's age and designation.

Maximum discrepancies have been observed at the Associate level at 39.2 %

Highest number of discrepancies have occurred in the > = 22 to 30 years age bracket in all the employee levels.

AGE WISE BY EMPLOYEE CATEGORY					
	APPRENTICE TRAINEE/ INTERN	ASSOCIATE	FIRST LEVEL SUPERVISOR	MIDDLE MANAGEMENT	SENIOR MANAGEMENT
<= 21 years	0.0%	0.3%	0.0%	0.1%	0.0%
>= 22 to 30 years	1.4%	39.2%	6.4%	8.6%	1.2%
>= 31 to 40 years	0.7%	22.6%	5.0%	7.1%	0.9%
>= 41 to 50 years	0.1%	3.5%	0.7%	1.1%	0.3%
>= 51 years	0.0%	0.4%	0.1%	0.2%	0.1%








CASE LEVEL TREND

5.B.Discrepancies By Employee Category By Age [Q1-20 vs. Q2-20]

The discrepancy - by Employee Category by Age Level analysis depicts interesting details which basically links both the candidate's age and designation.

Maximum discrepancies have been observed at the Associate level at 36.3 %

Highest number of discrepancies have occurred in the > = 22 to 30 years age bracket in all the employee levels.

AGE WISE BY EMPLOYEE CATEGORY					
	APPRENTICE TRAINEE/ INTERN	ASSOCIATE	FIRST LEVEL SUPERVISOR	MIDDLE MANAGEMENT	SENIOR MANAGEMENT
<= 21 years	0.0%	0.4%	0.1%	0.2%	0.0%
>= 22 to 30 years	1.0%	36.3%	6.4%	10.3%	1.7%
>= 31 to 40 years	1.0%	22.7%	4.5%	7.1%	1.1%
>= 41 to 50 years	0.1%	3.7%	0.8%	1.2%	0.2%
>= 51 years	0.0%	0.5%	0.2%	0.2%	0.1%

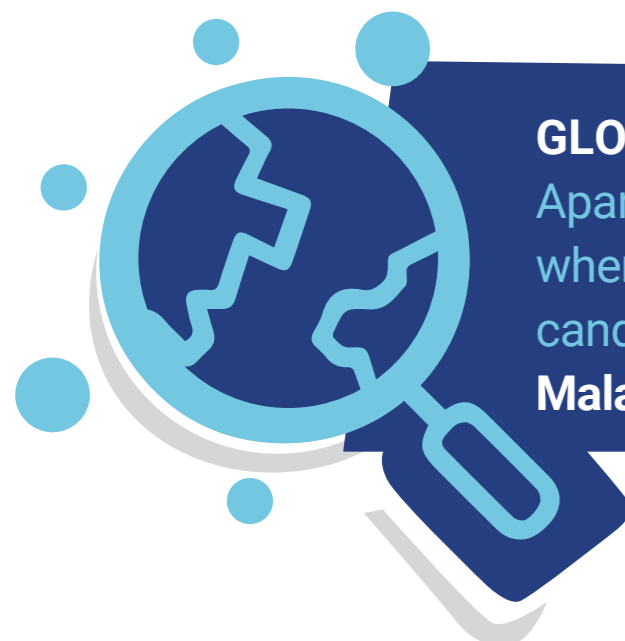


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6. Verification Success Percentage [Q1-20 vs. Q2-20]

First Advantage's Verifications success percentage is as high as 99 percent

Only a miniscule 1 percent of the checks are tagged as Unable to verify wherein the Verifying authorities refuse to provide verifications in spite of several requests.



GLOBAL SCREENING CAPABILITY –
Apart from India, other top 5 countries where screening searches were completed for India candidates were: **United Kingdom, USA, UAE, Malaysia & Singapore**



Q1-20



Q2-20



ALTERNATE METHODS OF VERIFICATION –

The COVID-19 pandemic is changing the way we approach employment background checks. While many companies have reduced hiring or implemented a hiring freeze, there are organizations hiring as usual – and in some industries, many are even ramping up.

To meet the hiring needs, companies transferred the verification process from standard to digital mode of verifications for address and Employment checks respectively.

14% of employment verifications get closed using these alternate methods.

21% of address checks get closed via Digital Address solution.

Introduction to DIGITAL ADDRESS

Alternate mode of address verification using digital methodology, thus enabling a fast, reliable validation of the address provided by candidates:

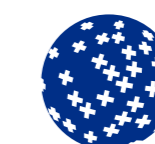
An automated solution which uses advanced GPS technology to match the geographic coordinates of the address provided by the candidate with the co-ordinates captured via the mobile device from where the candidate is physically present.



Introduction to E-COURT

With the physical courts been shut down and court activities coming to a halt. E-court verification which is an existing service saw an emergence, where in clients were eager to switch to the new mode of online court verifications.

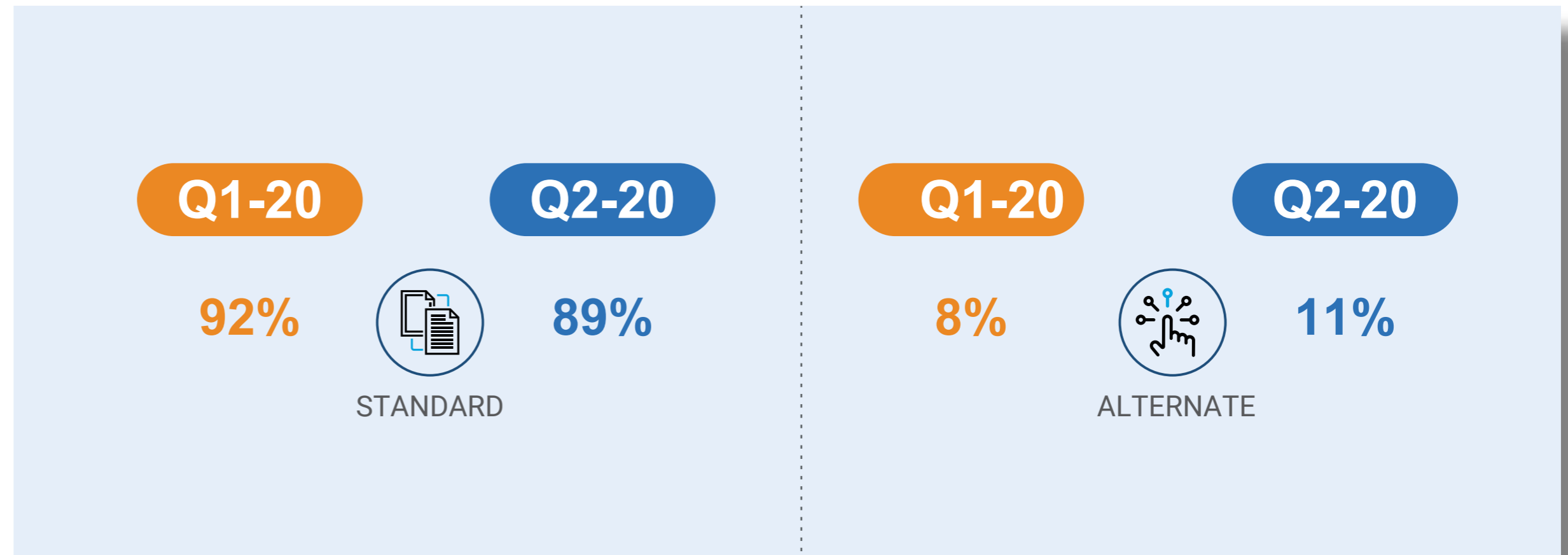
This automated solution provides instant and accurate information of the candidate's criminal background via the e-court database, by identifying any court cases against the candidate. It checks the respective courts relating to any legal cases of the candidate.



CHECK LEVEL TREND




7.A.1.ALTERNATE MODES OF VERIFICATION: COMPONENT EMPLOYMENT. [Q1-20 vs. Q2-20]

In Q2-20, 11 out of every 100 Employment verification was conducted through the alternate mode of verification as compared to 08 out of every 100 in Q1-20.



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7.A.2.ALTERNATE MODES OF VERIFICATION: COMPONENT EMPLOYMENT by INDUSTRY [Q1-20 vs. Q2-20]




	 CONSULTING	 ENGINEERING & INFRA	 FINANCIAL SERVICES
	Q1-20 Q2-20	Q1-20 Q2-20	Q1-20 Q2-20
STANDARD	95% 89%	91% 82%	92% 89%
ALTERNATE	5% 11%	9% 18%	8% 11%

In the second quarter of 2020 - almost all the industries like *Consulting, Engineering & Infra, Financial Services, Healthcare, IT, Telecom* to name few - have increased their percentages in terms of alternate mode of verification in the Employment component.

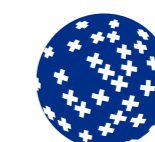


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7.A.2.ALTERNATE MODES OF VERIFICATION: COMPONENT EMPLOYMENT by INDUSTRY [Q1-20 vs. Q2-20]

	 HEALTHCARE		 IT		 TELECOM	
	Q1-20	Q2-20	Q1-20	Q2-20	Q1-20	Q2-20
STANDARD	96%	84%	92%	89%	92%	86%
ALTERNATE	4%	16%	8%	11%	8%	14%

Healthcare industry showcased a major shift in alternate verifications from 4 percent in Q1-20 to 16 percent in Q2-20.



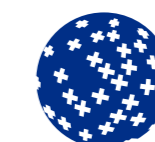
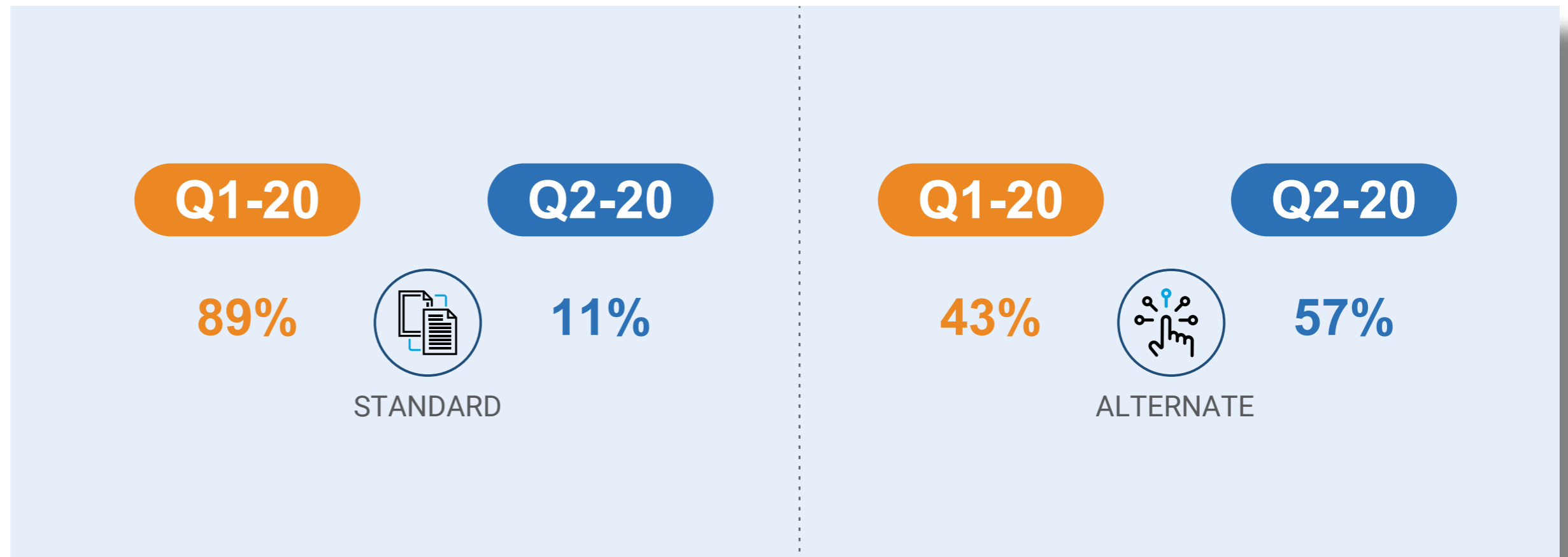
CHECK LEVEL TREND

7.B.1.ALTERNATE MODES OF VERIFICATION: COMPONENT ADDRESS. [Q1-20 vs. Q2-20]

As we delve deeper into data to comprehend the changes that have swept through industries primarily through a background screening industry perspective, two things become quickly visible – Darwinian’s evolutionary theory of survival of the fittest and the ability to quickly adapt to change in vastly uncertain times worldwide.



Alternate modes of verification in the Address component is a good example of how First Advantage- not only identified but moved swiftly from the standard modes of verification to alternate modes.

In Q2-20, 57 out of every 100 Address verification was conducted through the alternate mode of verification as compared to 11 out of every 100 in Q1-20.



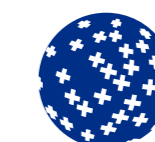
CHECK LEVEL TREND

7.B.2.ALTERNATE MODES OF VERIFICATION: COMPONENT ADDRESS by INDUSTRY [Q1-20 vs. Q2-20]

	 BANKING		 BPO		 CONSULTING	
	Q1-20	Q2-20	Q1-20	Q2-20	Q1-20	Q2-20
STANDARD	88%	44%	99%	16%	92%	36%
ALTERNATE	12%	56%	1%	84%	8%	64%




Almost all the industries including surprisingly traditional ones like *Banking, Consulting, Engineering & Infra, Financial Services, IT* to name some and new sectors like E- Commerce & Logistics have adapted to the alternate mode of verification in the Address component.

Industries like *BPO, Insurance and Telecom* have moved to alternate modes more swiftly than the others.

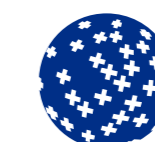


CHECK LEVEL TREND

7.B.2.ALTERNATE MODES OF VERIFICATION: COMPONENT ADDRESS by INDUSTRY [Q1-20 vs. Q2-20]

	 E-COMMERCE & LOGISTICS	 IT	 TELECOM			
	Q1-20 100%	Q2-20 43%	Q1-20 78%	Q2-20 41%	Q1-20 100%	Q2-20 24%
STANDARD						
ALTERNATE	0%	57%	22%	59%	0%	76%

BPO, E-commerce & Logistics and Telecom which transformed from their standard way of verifications moved to Digital method.



8. CASE LEVEL INFLOW

[Q1-20 vs. Q2-20]

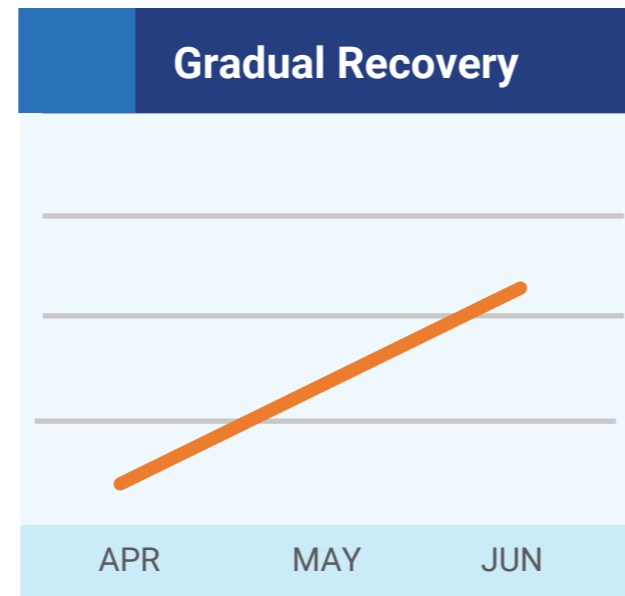
There is light at the end of the tunnel – only we do not know the length of the tunnel as of now!

With world economies slowing down, the impact of this global pandemic is going to have an impact on all dimensions of business. From manufacturing to marketing, 2020 has seen shifts in the way businesses and organizations operate in the wake of the deadly virus.

The inflow has dipped in Q2-20 as compared to the previous quarter. But again are a couple of surprises here like for example the inflow in the Telecom sector has increased by 19 percent in the second quarter as compared to the first quarter of 2020.

A significant observation on the month on month trends from April to May and May to June has been the quick recovery factor and gradual trends almost like a cautious wait and watch approach.

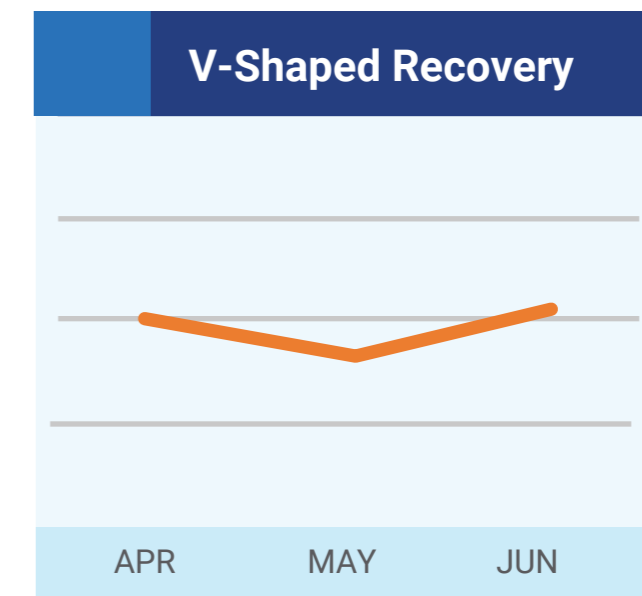
A quick bird eye view of the case inflow trends across various industries displays four different tendencies from April to June 2020:



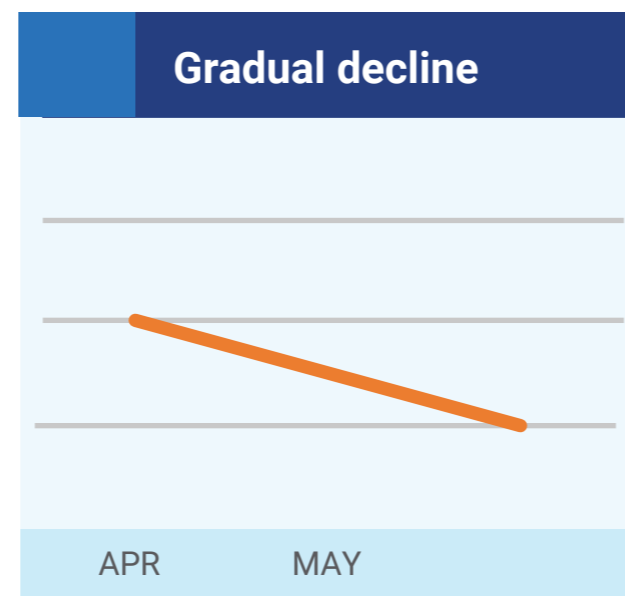
Industries like Engineering & Infra, Insurance, Manufacturing and Pharma have shown a gradual recovery from April to June after a fall in April.

The demand for life and health insurance policies has seen a jump of 35-40% on online insurance platforms in India.

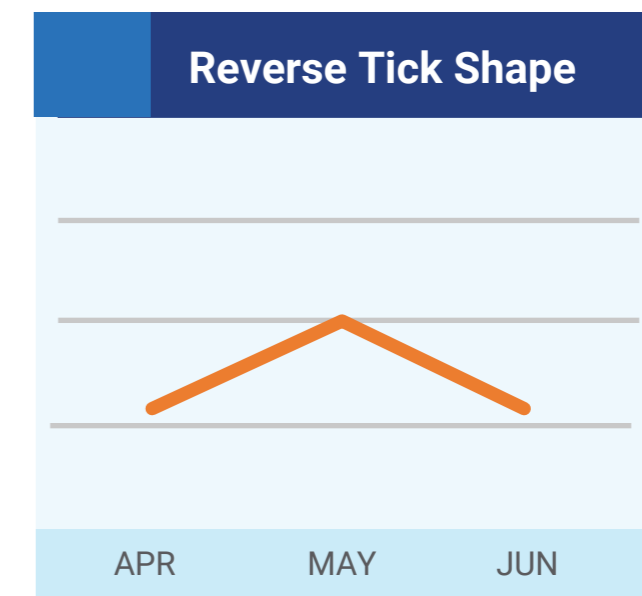
With an increased focus on pharmaceuticals, PPE kits, testing kits, and hospitals, this has been one of the obvious sectors to not suffer any major setbacks.



Industries like BPO, Consulting and IT have displayed a V-shaped recovery after a fall in May – it has recovered in the month of June.



Industries like Banking and Hospitality displayed a gradual decline from April to June for very apparent VUCA [acronym that stands for volatility, uncertainty, complexity and ambiguity, a combination of qualities that, taken together, characterize the nature of some difficult conditions and situations] worldwide prevailing conditions.



Industries like Financial Services and Staffing displayed a gradual increase in May after a decline in April but from May to June it declined again.



COVID 19 – INDUSTRY PREPAREDNESS

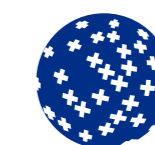


With world economies slowing down, the impact of this global pandemic is going to have an effect on all dimensions of business. From Manufacturing to Marketing, 2020 has seen shifts in the way businesses and organizations operate in the wake of the deadly virus.

History states that changes are not always temporary—crises can fundamentally reshape our beliefs and behaviors. Market trends shows Groceries and pharmacy products have increased by more than 50% compared to pre-crisis levels.

If there was one thing that was front and center that everyone relied on, it was technology – people began to harness technology solutions for optimization of processes, to stay connected and discover new ways of working.

Financial Services, Insurance, Manufacturing, Pharma and staffing have seen an increase in the hiring in May 2020. IT, Consulting and BPO shows a decrease in the hiring. Banking sector remained constant with the hiring requirement in May 2020.



COVID 19 - THE NEXT NORMAL

Work from home is a win-win situation for both employees and employers. In this rising digital era; work from home gives individuals a sense of independence and accomplishment while providing a better balance between their personal and professional lives and at the same time allows employers to save money, retain the workforce and attract top talent for their organizations.

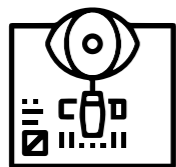


FUTURE OF BACKGROUND VERIFICATION INDUSTRY

ATS TRACKING SYSTEM INTEGRATION

1

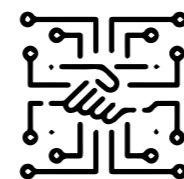
Initiate Background Verification from within your ATS to streamline the process and reduce Turnaround Time



DIGITAL CONSENT

2

Digital consent form helps in getting Candidate information quickly and to easily start the Background Verification process.



REVIEW OF BACKGROUND VERIFICATION PROCESS

3

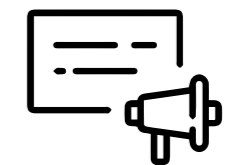
Filtering the report as per your business needs and concentrating on the specific requirements to help fast track your hiring process.



AUTOMATED STATUS NOTIFICATIONS

4

Automated status notifications ensuring real time process updates and access to current Background Verification status to employer and candidates.



LIFE AT FADV DURING COVID-19

When an extraordinary crisis brought the entire world to a complete standstill, First Advantage responded swiftly by taking the digital leap. We transformed our operations & processes to provide timely solutions which helped our customers make hiring decisions and proceed with candidate on-boarding.



While COVID-19 has temporarily changed the way the world does business, First Advantage stands strong as a true partner to you, every step of the way.

100%

ID, Court & Database verifications completed successfully.

94%

Employment verifications completed successfully.

76%

Address verifications completed successfully

Few experiences shared by our clients for our services

We are pleased with the quality of work that FADV has rendered to us. Their online verification systems are very critical to our company's operations and will definitely recommend their services because of professionalism, customer service and reliability. Staff members are quick in responding to any queries, have been courteous and focused on the needs of our business. We wish all the more success to FADV and look forward to a long term association not just domestic but globally as well

BGV Head, Brillio

CGI has been using FADV services since 2006, the quality of service and response has been extremely above expectations. They have a global reach with solutions which is customer friendly and accurate. Relationship with the account managers and the account leads are very proactive. We look forward for a greater partnership.

HR and BGV, CGI

On behalf of Artech, I would hereby like to appreciate FADV for the outstanding support towards achieving our business goals, especially during the pandemic situation of COVID. The SPOCs had always been available round the clock without a hitch, which is commendable. Artech looks forward to a continued long and fruitful relationship with FADV.

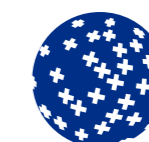
Sr. Manager Human Resources, Artech

We have been using FADV services since 2016. The service of FADV is very efficient in every aspect of BGV. Their timelines and enhanced checks with a user friendly portal is recommendable. The account managers and the entire team are extremely proactive and address the queries as needed. FADV's service quality and accountability is extremely satisfying.

HR, & Head of BGV, Mavenir (India) Pvt. Ltd

Excellent services, extremely customer friendly, Quick turnaround time, accurate & timely results.. They give us some good advises which also enhances our knowledge.

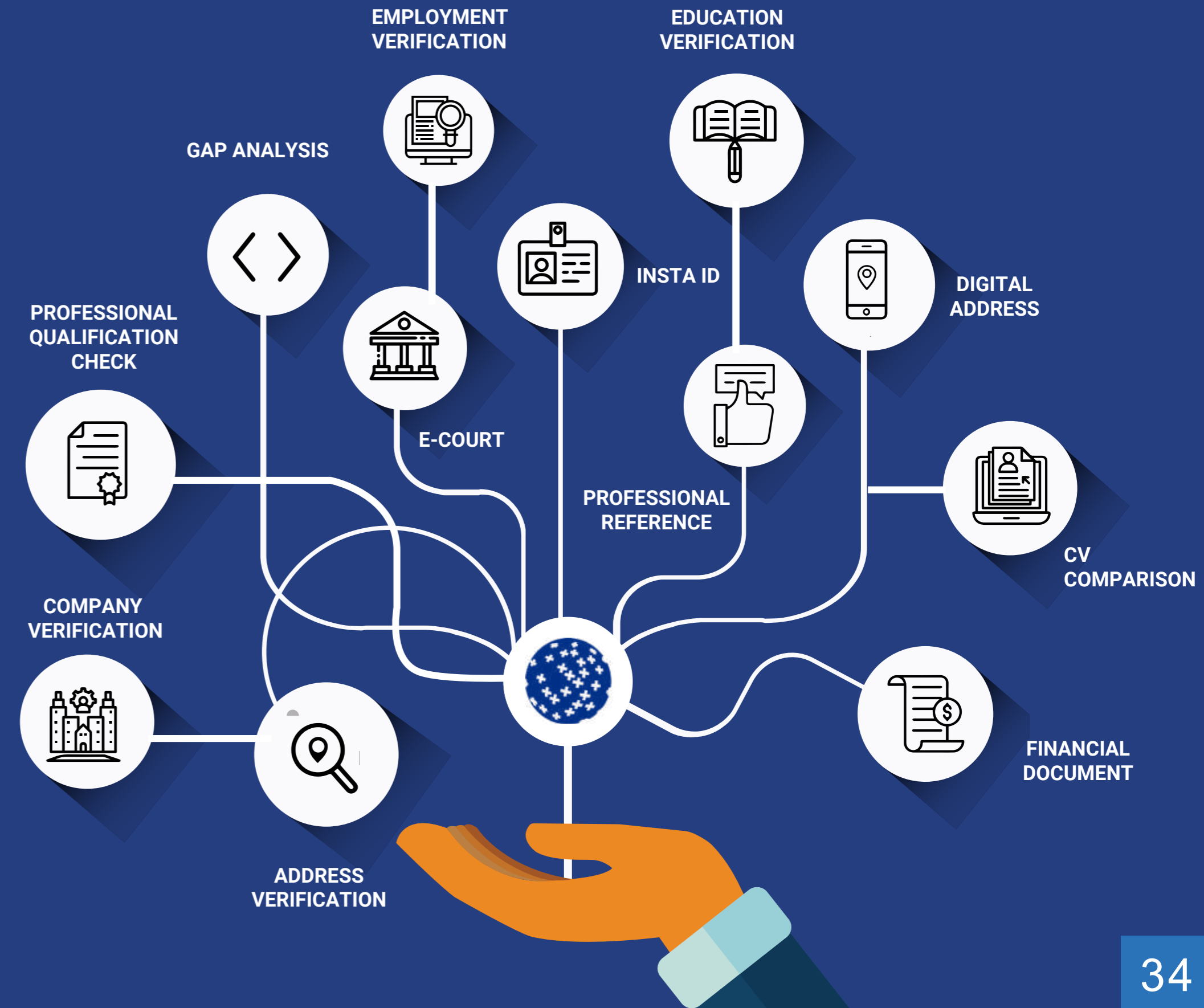
Head of BGV, Mindtree Ltd

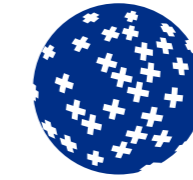


FADV CAPABILITIES AND SERVICES

Our verifications determine whether the information provided by a candidate is accurate. Common inaccuracies include grades achieved, positions held and length of employment - all of which can have a significant impact on a candidate's ability to perform effectively in their role. We always contact former employers / institutions directly, rather than the individual provided by a candidate, to avoid the possibility of speaking to someone masquerading as a legitimate referee.

Digital Onboarding is a solution for any organization in order to adhere to social distancing norms. The service assures efficient online onboarding of the candidate, removes the hassle of paperwork and further eliminates the need of the candidate's physical presence.





ABOUT US

First Advantage provides comprehensive background screening solutions including employee screening, vendor screening, consumer screening and 'know your customer offering. First Advantage supports thousands of clients globally featuring quality products and business practices, configurable technology, helpful compliance and managed services, and highly responsive client support allowing for faster decisions with dramatically better insights.

With an advanced global technology platform, superior customer service and compliance expertise delivered by experts who understand local markets, First Advantage helps customers around the world build fully scalable, configurable screening programs that meet their unique needs.



55%
of Fortune 100 trust FADV



4000+
Employees Around the World



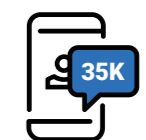
12 years
Average Customer Tenure



71 million +
Background Checks Annually



1/3
of Global 500 trust FADV



35k+
Active Customers

WE ARE YOUR



First Advantage