



In response to the COVID-19 pandemic and the fact that many courthouses are delayed or inaccessible, we have been able to quickly institute changes that will allow us to continue to support your business.

Our employees are here to support you; we have executed our business continuity plans and are working from home in full capacity to minimize the spread of the novel coronavirus.

Even though all of our employees and systems are fully operational, because many courthouses are closed, especially at the county level, some leads are impacted and not able to be pursued. We have decided to move forward with the following process:

- Driver iQ will close these leads as ***“Not Pursued – Contingent.”***

**What does this mean?** Candidate cases will not be held up indefinitely for jurisdictions that are inaccessible and you will not be charged for this lead. Our team is monitoring and tracking systematically these closures within our rules based engine so that this process is automatic. Once these jurisdictions are back online We will provide you a report of all candidates completed with this status. At that point, you will simply confirm the candidate is currently employed and advise your CSR that you are ready to run these jurisdictions in a new background case.

Keep in mind: Deciding to not bring a candidate onboard as contingent may be viewed as adverse action. We recommend that clients adhere to a consistent contingent hiring policy across the board for all candidates.

Please also contact your Account Manager or CSR for more details on other Product Solutions that may be a fit for your organization during this time. These include:

- Electronic I-9 Process
- Onboarding Product
- Mobile Document App
- IDVerity
- Continuous Criminal Monitoring

We are committed to providing you and your team with online, onboarding solutions during this period of “work from home” environment. Please let us know how we can help.