



## **Frequently Asked Questions (FAQs)**

### **Q - How do I contact customer service?**

A – You can contact our customer service via the following methods. If you have already placed an order, please be sure to have your Order Reference Number and answers to your security questions available for verification.

- Toll free - 1-877-272-0266 Ext. 1029
- Local – 919-459-2651
- Email - [licensing@mycrc.com](mailto:licensing@mycrc.com)
- Live Help – click the yellow “Live Help” tab located on the right side of each webpage

### **Q - I am applying for my license with the Home Inspector Licensure Board (HILB), what are my ordering options?**

A – Ordering your Home Inspector Licensure Board (HILB) Criminal Record Check can be done online. Payment is accepted via credit card.

### **Q - What information will I need to complete the ordering process?**

A - You will need to provide the following:

- Names, nicknames, or aliases used.
- Residential addresses for the past seven (7) years (dates included)

### **Q - Can I use someone else besides CRC?**

A - No. Beginning May 1, 2026, all criminal record checks for Home Inspector Licensure Board (HILB) licensing purposes must be ordered through CRC. Using CRC will guarantee that the License Applicants are receiving comprehensive and compliant checks that meet the requirements of the Board.



CRIMINALRECORDCHECK.COM

### **Q - What is included in the background investigation?**

A - CRC provides a detailed criminal record check that includes names utilized by the applicant, a Social Security Number trace for address history, Multi-Jurisdictional Criminal Database Check, Nationwide Sex Offender Registry, Federal Criminal Record Check, OFAC & Terror Watch Lists and County & State criminal record searches.

### **Q - How do I sign up or place an order?**

A - Individual license applicants can create one-time use accounts and order their Home Inspector Licensure Board (HILB) criminal record checks at <https://crclicensing.com/site/hilb>.

### **Q - How long does it take to register or place an order?**

A - Typically, the process takes 5 to 10 minutes. If you have any questions, please feel free to contact us.

### **Q - How long does it take to complete the criminal record check?**

A - Turnaround times vary greatly depending on the jurisdictions being searched. Some reports may be completed within 1-2 business days while others may take longer upon receipt of full and final payment.

### **Q - So how much will the order cost?**

A - The cost of your criminal record check depends on the number of names used and the states/counties where you have lived. For a full pricing schedule, please visit the “Need Help?” section <https://crclicensing.com/site/hilb>.



**Q - I accidentally entered incorrect information. Can I contact CRC and have them correct it for me?**

A - To protect the integrity of the information provided to CRC, our Researchers and Representatives cannot change, correct or manipulate the provided information in any way. It is very important to review all information prior to submitting your order. If you have entered any information that requires these changes, please contact our office and a Customer Care representative will assist you in making the necessary updates.

**Q - What if I do not have a company reference number?**

A - Simply input "N/A" or "Not Applicable" in that field.

**Q - What if I do not have a middle name?**

A - Check the "No Middle Name" box under the name fields.

**Q - I thought I paid for my order. Why am I being asked for additional payment?**

A - Additional payment is required when our Researchers identify additional names and/or jurisdictions that were not disclosed during the ordering process.