CRC
CRIMINALRECORDCHECK.COM

Frequently Asked Questions (FAQ's)

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.

1. Toll free – 877-272-0266 Ext. 2651
2. Local – 919-459-2651
3. Email – customercare@mycrc.com
4. Live Help – Click on the "Need Live Help?" prompt located on the top, right of each page of the website

Q – I am applying for my Real Estate license, what are my ordering options?

A – Ordering your North Carolina Real Estate Commission Criminal Record Check can be done online, by mail, or by fax. Payment is accepted via certified check or credit card.

Q – How do I order an International Criminal Record Check?

A – The Mail/Fax Form is required for all International Criminal Record Check requests. The Mail/Fax form can be found on www.ncreccheck.com. Please contact us if you have any questions.

Q – What information is required to complete the ordering process?

A – You will need to provide the following:

- Names, nicknames or aliases used
- Residential addresses for the past 7 years (dates included)
- Social Security Number, Date of Birth and Driver's License Number.
- Payment Information

Q – How many years should I go back when providing my names and residential address?

A – Provide all names you have used. Provide residential addresses for the past seven (7) years.

Q – How long does it take to complete the ordering process?

A – The ordering process takes approximately five (5) to ten (10) minutes.

Q – What is the average turnaround time for a Criminal Record Check to be completed?

A – The average turnaround time for a Criminal Record Check is 24 to 72 hours upon receipt of full and final payment.

Q - How much will my Criminal Record Check cost?

A – The cost of your Criminal Record Check depends on the number of names you have used, as well as the states/counties you have lived in within the past seven years.

Q – Why am I being charged $2.50 for “Personal Identification Verification”?

A – Personal Identification Verification is required for all Criminal Record Checks. It is a one-time fee that is charged for each Criminal Record Check request.

Q – I accidentally entered the wrong information, can I contact Customer Service and have them correct it for me?

A – In order to protect the integrity of the information provided to CriminalRecordCheck.com, our representatives and researchers cannot change, correct, or manipulate the information provided to us in any way. It is very important to review all information prior to submitting your Criminal Record Check. If you have entered any wrong information please contact our office, and a representative will assist you in making the necessary updates.

Q – What if I don’t have a company reference number?

A – You can put “Not Applicable” or “N/A” in that field.

Q – Why did I receive a notification that additional payment was required to complete my Criminal Record Check?

A – Additional payment is required when our researchers identify additional names and/or jurisdictions, per the requirements of the North Carolina Real Estate Commission, that were not disclosed during the ordering process.

Q – Does CRC require statewide or countywide criminal record checks?

A – Depending on a particular state's availability of information and turnaround time, either a statewide or countywide criminal record check is conducted. The search type is pre-determined as part of the RFP process. In five states, (Arkansas, Michigan, Minnesota, South Carolina, and Texas) statewide and countywide criminal record checks are conducted. Please refer to the pricing schedule for specific county fees/charges.