Frequently Asked Questions – ASLB and PPSB Criminal Record Checks

I am applying for a License. Why am I being directed to CRC?

As of December 21, 2017, the Boards appointed CriminalRecordCheck.com (CRC) as the sole provider of criminal record checks for licensing with the Alarm Systems Licensing Board (ASLB) and Private Protective Services Board (PPSB) of North Carolina. Please refer to your licensing application for further detail.

How do I contact CRC?

Clients and License Applicants have access to our dedicated team of Research professionals to answer any questions you may have. If an order has been placed, please have the Order Reference Number available for faster service.

➢ Call us toll free at 1-877-272-0266 Ext 1029
➢ Call us local at 919-459-1029
➢ Email licensing@mycrc.com
➢ Live Help – click the yellow “Live Help” tab located on the right side of each webpage

What information do I need to place an order?

License Applicant information will include all names, nicknames and aliases used during the scope of your license. This includes any residential, employment and educational addresses (included name of the learning institution) for that same period of time. Please see the scope of each license/registration/certification below:

<table>
<thead>
<tr>
<th>PPS License</th>
<th>Registration</th>
<th>Alarm License</th>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPS License – New (5 Years)</td>
<td>Registration – New (4 Years)</td>
<td>Alarm License – New (5 Years)</td>
<td>Certification – New (5 Years)</td>
</tr>
<tr>
<td>PPS License – Renewal (2 Years)</td>
<td>Registration – Renewal PPS (1 Year)</td>
<td>Alarm License – Renewal (2 Years)</td>
<td>Certification – Renewal (2 Years)</td>
</tr>
<tr>
<td></td>
<td>Registration – Renewal Alarm (2 Years)</td>
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Can I use someone else besides CRC?

No. Beginning December 21, 2017, all criminal record checks for ASLB/PPSB licensing purposes must be ordered through CRC. Using CRC will guarantee that the Company and License Applicant are receiving comprehensive and compliant checks that meet the requirements of both Boards.

What is included in the background investigation?

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, OFAC & Terror Watch Lists and County & State criminal record searches.

How do I sign up or place an order?

Corporate users and individual applicants can create accounts and order PPSB/ASLB criminal record checks at https://crclicensing.com/site/ppsb.

How do I place an International order?

Download and complete the Mail/Fax form located https://crclicensing.com/site/ppsb. Please contact us if you have any questions.

How long does it take to register or place an order?

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

How long does it take to complete the criminal record check?

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.
So how much will the order cost?

The cost of your criminal record check depends on the number of names used within the search and the states/counties you have lived, worked or attended school in, or other jurisdictions in which you have criminal records. For a full pricing schedule, please visit the “Need Help?” section https://crclicensing.com/site/ppsb.

Why am I being charged $2.50 for a “Personal Identification Verification Procedure”?

This is a one-time fee charged to validate current and previous names and addresses used as required by the Board.

What address do I use for my employer – the local address where I physically worked or the corporate address?

All addresses should be the local address where you lived, worked or went to school. Corporate addresses or main offices are not to be included. This also applies to on-line universities where you took home-based classes.

I accidently entered incorrect information. Can I contact CRC and have them correct it for me?

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.

What if I do not have a company reference number?

Simply input “N/A” or “Not Applicable” in that field.

What if I do not have a middle name?

Check the “No Middle Name” box under the name fields.
I thought I paid for my order. Why am I being asked for additional payment?

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

I received an email request to provide a signed release. Why is that?

If you received an email for a signed release, you have either lived, worked or attended school in the state of Georgia. A copy of a “wet” signature is required to access records in the Georgia statewide record repository.

The CRC criminal record check seems very thorough. Will I need to obtain certified criminal record checks from each county that I lived, worked or attended school?

No. Criminal record check reports issued by CRC meet the requirements of the PPSB and ASLB.