Details on Safety

Below is further information on Handy's approach to screening potential service professionals.

Handy's Screening Process

Handy has created a multi-step process to screen potential service professionals before they can be activated to use the Handy Platform. The process is designed to filter qualified potential service professionals with appropriate backgrounds, in compliance with applicable law, to join the Handy Platform.

The potential service professional must provide detailed personal information. Potential service professionals must provide their full name, address, date of birth, social security number, a valid form of identification and validate their applicable home services experience.

Handy verifies the potential service professional's identity. Handy requires the applicant to submit a photograph—which requires eye-blinking in order to ensure a live subject—along with a copy of photographic identification. Handy utilizes Jumio, an identification verification company, to match the photographs and confirm the integrity of the identification documents.

The potential service professional submits to a background check. Handy's current third-party professionals (Checkr, Inc.) conducts its check. No potential service professional is activated to access the Handy Platform until the background check is completed.

An activated service professional must provide bank account information subject to verification by Stripe. After being activated, the approved applicant provides his or her name, bank account number, and Social Security number to third-party payments vendor Stripe. Stripe then verifies the information provided by the applicant.

Checkr's Background Check Process

Checkr, a third-party background check provider accredited by the National Association of Professional Background Screeners, conducts a record search which looks back seven years and longer in other jurisdictions when permitted by applicable law and available records, conducts the following checks and searches:

Identity Check

-**IDENTITY VERIFICATION** Social Security Number (SSN) verification is the most efficient way to verify a potential Service Professional's identity. If an identity cannot be verified, the Checkr system alerts the Service Professional to request additional documentation.
-**ADDRESS HISTORY** Checkr's Identity Check includes a trace of all known domestic addresses over the past seven years. Based on this information, Checkr searches relevant court jurisdictions for the same time period.

Criminal Records Check

- **COUNTY CRIMINAL RECORDS CHECK** Checkr performs direct searches of county court records. Results include felony and misdemeanor criminal cases as well as, charges, disposition, dates and sentencing information.
- **NATIONAL CRIMINAL RECORDS CHECK** This check scours over 30 million records and is run concurrent with the county criminal records check.
- **GLOBAL WATCHLIST CHECK** This check searches known domestic and international terrorist watchlists as well as the records of the Office of Inspector General (OIG), Excluded Parties List (EPL) and additional domestic and international agency lists.
- **SEX OFFENDER REGISTRY CHECK** Checkr searches registries for every state. In certain states, the information publicly available does not include all registered sex offenders and may not include all out-of-state sex offenders, depending on variations in state law.

DISQUALIFICATION

The following explains the criteria applied when reviewing, in compliance with applicable law, a potential service professional's criminal history—this is not an exhaustive list, but covers the primary criteria that, along with any other disqualifying criteria required by law, leads to disqualification of a potential Service Professional.

The following convictions:
- Any felony
- Any violent crime
- Any sexual offense
- Any abuse or endangerment
- Any crime of moral turpitude (e.g., theft)
- Any drug-related offense
- Any public disturbance
- Any property damage
- Any weapons
- Any harassment or trespassing

LIMITATIONS

As discussed on the previous page, when it comes to screening, every system has its flaws. That is because no background system in the U.S. is one hundred percent accurate. This is true even of finger-based background checks.

For example:

The National Instant Criminal Background Check ("NICS") system used to approve or deny potential gun buyers is often incomplete. This is because each state has different rules on what records to keep, how to store them and what to report to the NICS. Each state passes different laws that restrict the information made available through the background check process. For example, California's Live Scan database which is only made available to screen people working with the elderly, disabled or children. Despite this, California's Live Scan system does not report all criminal history and is often incomplete. The FBI is not a complete source of all criminal history records in the United States. According to the Washington Post, the outcomes of many criminal cases often are not reflected in the FBI's records. A 2006 U.S. attorney general's report estimated that half of the FBI's arrest records did not include disposition information.