

Details on Safety

Below is further information on Handy's approach to screening that applies only to those cleaning and handyman service professionals that may be booked and paid for directly through the Handy platform.

Handy's Screening Process

Handy has created a multi-step process to screen potential cleaning and handyman service professionals before they may be booked and paid for directly through the Handy platform. The process is designed to filter qualified potential cleaning and handyman service professionals with appropriate backgrounds in compliance with applicable law.

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

Handy verifies these potential service professional's identities. Handy requires these potential service professionals to submit a photograph— through a program 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.

These service professionals then submit to a background check. Handy's currently uses a third-party background check provider, Checkr, Inc., to conduct the background checks.

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 at least seven years or longer in other jurisdictions when permitted by applicable law and available records. Checkr specifically conducts the following checks and searches:

Identity Check

- **IDENTITY VERIFICATION** Social Security Number (SSN) verification is the most efficient way to verify these potential service professional's identities. If an identity cannot be verified, the Checkr system alerts these potential service professionals 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.

Service Companies

Some professionals are employees, franchisees, dealers, or independent contractors ("Service Company Pros") of larger national or corporate companies ("Service Companies"). In using the Handy platform, you may be matched with a Service Company or with one of their Service Company Pros. For Service Companies and their Service Company Pros, only the Background Check step of the screening process is performed.

Review & Activation

Handy reviews the background checks in compliance with applicable law before determining whether such applicant should be activated to use the Handy platform.

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 is 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.

Furthermore, 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.