HORIZON
PRIVATE INVESTIGATIONS - BACKGROUND CHECKS

Employment Screening Client Success Guide

Beyond the Database. Verified at the Source.

A practical introduction to Horizon Background Screening, our services, and the client experience.

Version 1.1 | July 2026

Welcome from the President

Thank you for considering Horizon Background Screening as your employment screening partner.

Choosing a background screening provider is more than selecting a company to deliver reports. It is selecting a partner that will help protect your organization, support your hiring decisions, and reflect your standards throughout the hiring process.

Since our founding in February 2008, Horizon has been committed to providing accurate, professionally verified information and responsive service. We believe important hiring decisions deserve more than a database search. Whenever reasonably possible, we verify information at the source through official records, courthouse research, employers, educational institutions, licensing authorities, and other reliable primary sources.

Our commitment is simple: responsive communication, practical compliance guidance, and reports you can trust. We appreciate the opportunity to earn your business and look forward to becoming a valued extension of your hiring team.

Sincerely,

William Peacock
President
Horizon Background Screening
william@horizonscreening.com

OUR COMMITMENT
Important hiring decisions deserve accurate information, responsive support, and professional verification whenever reasonably possible.

About Horizon

A professional screening and investigative partner since 2008.

Founded in February 2008, Horizon Background Screening began as a pre-employment background screening company dedicated to helping employers make informed hiring decisions. From the beginning, our work has been guided by accuracy, responsiveness, confidentiality, and respect for the responsibility clients place in us.

As client needs evolved, Horizon expanded into investigative services, litigation support, courthouse research, insurance investigations, open records research, and other specialized services while continuing to strengthen our employment screening division. This combination of screening and investigative experience allows us to approach records carefully, identify when additional verification may be appropriate, and provide clients with more than a database-only result.

Our operating standards have also been influenced by experienced corporate security professionals who assisted in the development of the company. The guidance of a former FBI Special Agent further reinforced the importance of confidentiality, compliance, objective reporting, and the protection of sensitive information.

Today, Horizon serves employers, law firms, insurance professionals, nonprofit organizations, government agencies, and businesses throughout the United States. Although technology continues to change our industry, our central philosophy remains the same: databases are valuable tools, but important decisions deserve professionally verified information whenever reasonably possible.

THE HORIZON PHILOSOPHY
We do not simply collect information. We work to understand it, verify it, and present it clearly so our clients can make informed decisions with confidence.

Why Organizations Choose Horizon

Our goal is not simply to deliver reports. It is to become a trusted extension of your hiring process.

Every background screening provider can access records and commercial databases. Horizon differentiates itself by combining technology, source-level research, responsive communication, and professional support into a practical screening partnership.

Beyond the Database

Commercial databases are valuable research tools, but they are only one part of a professional screening process. Whenever reasonably possible, Horizon uses official records and trusted primary sources to support and verify report information.

Verified at the Source

When information may affect a hiring decision, verification matters. Horizon may use courthouse records, government agencies, employers, educational institutions, licensing authorities, and qualified local researchers to confirm information at its source.

Compliance First

We provide practical resources and responsive assistance to support clients in meeting their responsibilities under the Fair Credit Reporting Act and other applicable laws. Final hiring decisions and legal compliance remain the employer's responsibility.

Responsive Communication

Emails and telephone calls are acknowledged the same business day whenever reasonably possible. When an immediate answer is not available, we confirm receipt, explain the next step, and follow through.

Professional Partnership

We work alongside human resources professionals, managers, and decision makers as a resource—not simply as a report vendor. Our team assists with onboarding, report interpretation, applicant questions, and additional research needs.

Clear Reporting

Reports are organized, objective, and designed so decision makers can quickly locate the information they need. We distinguish confirmed information from supplemental leads and avoid unsupported conclusions.

Continuous Improvement

We continually review our research methods, technology, quality-control procedures, and client feedback to strengthen the services we provide.

What We Screen

Services can be selected individually or combined into packages based on the position, industry, and level of risk.

SERVICE	DESCRIPTION
County Criminal History	A direct search of county-level criminal court records using official court systems or qualified courthouse researchers where available. This search may identify felony, misdemeanor, and pending criminal cases within the jurisdictions requested and is a foundational component of many employment screening programs.
Federal Criminal Records	A search of applicable U.S. District Court records for federal criminal matters. Federal searches may identify offenses that are not maintained in county or statewide criminal systems.
Multi-Jurisdictional Criminal Database	A supplemental database search covering multiple jurisdictions. It is commonly used as a broad research tool to identify potential records or jurisdictions that may require additional source-level verification. It should not be treated as a substitute for appropriate county or federal court research.
Sex Offender Registry Search	A search of available sex offender registry information. Coverage and reporting requirements vary by jurisdiction, and records are reviewed in accordance with applicable law and client instructions.
Social Security Number Trace and Address History	A research tool used to identify names, aliases, and address history associated with an applicant. The trace helps develop jurisdictions for additional research but does not verify identity by itself and is not a determination of Social Security Administration validity.
Employment Verification	Verification of prior employment directly with employers or authorized verification providers when available. Information may include dates of employment, positions held, and eligibility for rehire, subject to the employer's policies and applicable law.
Education Verification	Confirmation of attendance, degree or credential earned, graduation date, major or field of study, and other available academic information through the institution or an authorized verification service.
Professional License Verification	Verification of professional or occupational licenses, issuing authorities, current status, expiration dates, and publicly available disciplinary information when applicable.
Motor Vehicle Record	A review of driving history and license status for positions involving driving or vehicle responsibilities. Records are obtained and used only where permitted by law and with appropriate authorization.
Employment Credit Report	An employment-purpose consumer credit report requested only where legally permissible, job-related, and properly authorized. State and local restrictions may apply.
Reference Check	A structured interview with professional references to obtain job-related information about work history, performance, reliability, and other position-relevant considerations.

SERVICE	DESCRIPTION
Drug Screening Coordination	Coordination of drug testing through qualified collection sites and laboratories. Available testing options, timelines, and procedures depend on the client's program and the services selected.
Sanctions and Exclusion Searches	Searches of applicable federal and industry-specific exclusion, debarment, and sanctions sources, often used for healthcare, government contracting, financial, or regulated positions.
Civil Court Research	Research of county or federal civil court records for litigation involving an applicant, when relevant to the position and legally permissible.
Executive and Enhanced Due Diligence	A broader, position-specific investigation for executives, fiduciaries, board members, and other key personnel. The scope may include expanded court research, professional history, business affiliations, regulatory information, media research, and other agreed-upon services.

Service availability, scope, pricing, and turnaround time may vary based on jurisdiction, provider requirements, client needs, and applicable law.

Getting Started

A straightforward path from account setup to your first background screening order.

1. Execute the Employer Service Agreement
Confirm the responsibilities, terms, and expectations governing the screening relationship.

2. Select Screening Services or Packages
Choose individual services or position-based packages aligned with your hiring needs.

3. Complete the Employer Setup Guide
Provide company, billing, authorized-user, permissible-purpose, and program information.

4. Establish Secure Portal Access
Horizon will configure authorized users and provide instructions for secure ordering and report access.

5. Complete Onboarding and Training
Your account representative will review ordering procedures, report access, applicant workflow, and support contacts.

6. Begin Ordering Reports
Submit applicants through the secure portal and contact Horizon whenever questions or additional assistance arise.

TYPICAL ACCOUNT SETUP
Most accounts can be configured within one to three business days after Horizon receives completed documentation and any required verification materials.

What to Expect

A responsive, professional client experience from onboarding through ongoing support.

From the moment you become a Horizon client, our goal is to provide a professional, responsive, and dependable experience. Your organization will have a dedicated point of contact who will assist with onboarding, answer questions, and help ensure your screening program operates smoothly.

We strive to acknowledge emails and telephone calls the same business day whenever reasonably possible, provide clear communication regarding report status, and keep you informed when additional information or third-party action is needed. Some searches are completed quickly, while others depend on court availability, employer or school response times, laboratory processing, or jurisdiction-specific requirements.

Whether you need assistance with applicant questions, report interpretation, compliance resources, package adjustments, billing, or additional investigative services, our team is committed to providing timely and knowledgeable support. As your organization grows, Horizon will work alongside your team to help keep your screening program efficient, practical, and aligned with your hiring objectives.

COMMUNICATION STANDARD
Client emails and telephone calls should be acknowledged the same business day whenever reasonably possible—even when a complete answer requires additional research.

Contact Horizon

Your dedicated account representative will guide you through setup, onboarding, training, and ongoing support.

Whether you have questions regarding background screening, compliance resources, billing, report interpretation, or additional investigative services, our team is committed to providing responsive, knowledgeable assistance. We encourage you to contact us whenever we can help.

CONTACT	ROLE AND EMAIL
William Peacock	President william@horizonscreening.com
Walt Murray	Vice President & Lead Investigator walt.murray@horizonscreening.com
Angel Venker	Accounting accounting@horizonscreening.com
Katelyn Jackson	Social Media Manager katelyn.jackson@horizonscreening.com
Vicente Manzo	Open Records & QA Specialist vicente@horizonscreening.com

Accounting and Administrative Office

1422 Green Road, Suite H
Chatsworth, GA 30705

Regional GA Field Offices

Americus • Chatsworth • Columbus • Kennesaw • Marietta • St. Simons Island • Woodstock

Online

www.horizonscreening.com

Additional research is supported through Horizon's nationwide network of qualified courthouse researchers and investigative professionals.

Thank You

Thank you for considering Horizon Background Screening.

We recognize that choosing a background screening partner is an important decision. Our goal is not simply to provide reports, but to become a trusted extension of your hiring process by delivering accurate information, responsive communication, practical guidance, and professional support at every step.

Technology continues to transform our industry, and databases remain valuable investigative tools. However, we believe important hiring decisions deserve professionally verified information whenever reasonably possible. That philosophy has guided Horizon since our founding and continues to define the way we serve every client.

The strongest screening relationships are collaborative. When clients share their hiring objectives, position requirements, risk concerns, and compliance needs, Horizon can help develop a screening program that better supports those goals. In return, our team provides clear communication, dependable research, and a commitment to continuously improving the services we deliver.

We appreciate the opportunity to earn your trust and look forward to building a long-term partnership with your organization.

Beyond the Database. Verified at the Source.