

ORCA TALES

April 2008

"We can tell you more about them than their mother"

Volume 15 Issue 4

Client Evaluation Results

What you, the Clients, said about ORCA...

-out of only 22 that came back

Excellent / Average / Poor

Customer Service	20	1
Greeting & Service from Screener	22	
Knowledge of Information	16	3
Handling of Special Requests	16	2
Quality of Report	12	2
Report Format	19	3
Gives Detailed Recommendation	14	4
Response Time on Initial Report	21	1
Response to Follow-ups	17	4
Information on Legal Issues	14	4
Applications and Forms	15	4
Newsletter	17	2
Eviction Services	8	
Website	9	2
Pre-Employment Screening	8	1

Comments that you made:

"I didn't just mark all excellent for a reason—I'm very happy with your services, availability, etc." - *Trail West Apartments*

"Wonderful service - great people!" - *Somerset Apartments*

"Keep up the outstanding job! Your employees are a pleasure to work with!" - *Rainsheild, Inc.*

"Very Happy with Your Services!" - *WISH (Julie)*

"It's a pleasure doing business with you!" - *Bavarian Village*

"I used to use another company and the main difference is with you guys, I can actually talk to a person. and I'm not calling into a phone bank. Emails are returned promptly with your company and just talking with someone on the phone is pleasant. I don't get the sense I'm trying to be hurried so they can get off the phone (like I'm bothering them with work) and I just get an overall sense that folks are enjoying what they do...you can hear it in their tone of voice. I distinctly remember calling the other company once and whoever I was talking to just sounded like she had something better to do than talk to me" - *SAJAH (James)*

PROPERTIES FOR SALES IN LAKE CHELAN

Contact: Dan and Jan Folsom

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ORCA ♦ WISDOM ♦

Seven Blunders of the World

**Wealth without work
Pleasure without conscience
Knowledge without character
Commerce without morality
Science without humanity
Worship without sacrifice
Politics without principle**

** Mahatma Gandhi **

Credit Reports

Available for Your Business!

Own a business?

Extend credit to customers?

Pull a Credit Report!!

Now Available To Many Businesses!

Call Rebekah for information!

800-341-0022 ext. #103

SPECIAL THANK-YOU Ad-West Site Manager!

We wanted to put a special thank-you in this month's newsletter to Sharon, the Property Manager of Ad-West Realty Services, Lake Fenwick Estates!! Our bookkeeper is so impressed with the way Sharon manages the payments for the screening fees. She insisted that I come and take a look at the detailed paperwork we just received from Lake Fenwick Estates for payment for last month's statement. Shirley, our bookkeeper is happy because Sharon makes her job that much easier by doing the Fee Log Sheet correctly and sending payment to us in a timely manner.

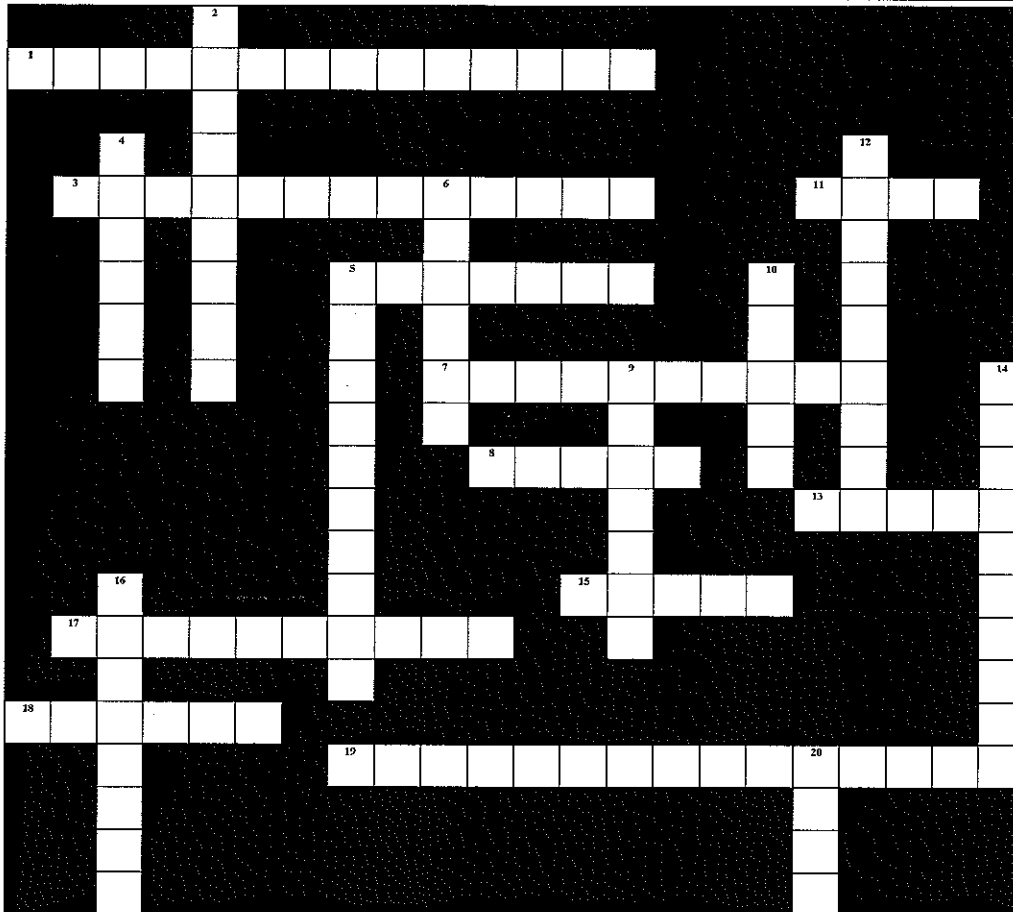
THANK-YOU SHARON!!! A baby whale is coming your way from the Orca Pod!

Rebekah

Crossword Puzzle Answers:

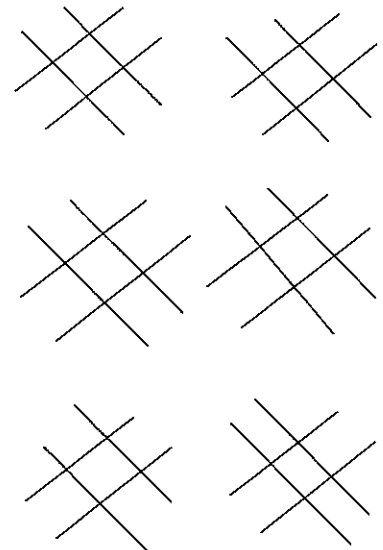
Across: 1. consumer rights, 3. nonrefundable, 5. tenants, 7. employment, 8. black, 11. mini, 13. lease, 15. court, 17. transunion, 18. credit and 19. twentyfourhours

Down: 2. supermini, 4. mother, 5. turnaround, 6. denied, 9. orcapod, 10. green, 12. signature, 14. references, 16. friendly and 20. help



Down:

- 2. Credit Report, Court Records and Current Rental Reference make up what type of report?
- 4. We can tell you more about them than their _____.
- 5. 4-6 Hours is the _____ time to receive a Killer Whale Report back.
- 6. A person with 3 or more negatives and or 1 or more terminals on your criteria is _____.
- 9. What is the client only password on our website?
- 10. Help Orca "Go _____" by receiving your statements via email!
- 12. What is required on an application in order for it to be processed?
- 14. Current and Previous address verifications, as well as employment verifications are all considered what?
- 16. Our staff is always very _____ and eager to help you!
- 20. We are always here to _____ you!



Across:

- 1. The form that you must give to the applicants that are denied is called?
- 3. The screening fee that the prospective tenant pays is _____.
- 5. Persons living in rental homes/units are called _____.
- 7. Besides tenant and commercial screening, Orca also provides what type of screening?
- 8. Besides blue, what color of ink should applications be filled out in?
- 11. Credit Report and Court Records make what type of report?
- 13. A document that a new tenant may sign when renting a unit is called a what?
- 15. Mini report includes both Credit Report and _____ Records.
- 17. Majority of our credit reports come from which credit bureau?
- 18. Trans Union is the _____ bureau that we obtain credit reports from.
- 19. We receive faxes how many hours a day!

F	E	E	M	P	L	O	Y	M	E	N	T	B	P	D	T	R	A	N	S	U	N	I	O	N	C
A	X	S	H	I	Q	M	U	D	K	R	E	X	A	E	Q	U	I	F	A	X	E	S	M	F	O
Z	P	U	U	T	N	E	M	I	T	R	N	H	C	O	P	Z	N	P	R	E	V	I	O	U	S
Z	R	P	U	B	R	I	I	R	K	W	A	L	R	R	H	D	I	S	T	R	I	C	T	T	L
K	O	E	L	Y	C	K	U	D	I	O	N	N	E	C	C	N	Y	I	S	F	C	L	W	G	D
Z	P	R	T	I	I	O	V	S	L	I	T	E	D	A	P	P	L	I	C	A	T	I	O	N	E
M	E	M	U	D	C	B	K	T	L	V	S	K	I	P	D	U	M	T	R	V	I	T	K	I	S
Z	R	I	M	E	Y	A	S	R	E	P	O	R	T	O	Q	I	B	E	E	J	O	N	P	R	O
P	T	N	R	B	Y	C	N	S	R	K	Q	E	K	D	A	O	G	K	E	T	N	E	V	O	L
T	Y	I	L	E	F	K	U	T	W	C	M	F	W	W	B	A	D	L	N	I	E	R	O	I	C
E	B	Y	W	N	U	G	Z	M	H	Y	E	E	P	R	N	M	Q	X	I	M	K	R	V	R	S
D	C	O	M	M	E	R	C	I	A	L	V	R	Q	A	C	S	I	G	N	A	T	U	R	E	I
A	G	R	H	O	B	O	Q	C	L	Y	A	E	M	V	R	H	O	Z	G	L	D	C	Y	P	D
H	Q	P	S	U	R	U	N	U	E	C	J	N	W	E	C	N	A	I	L	P	M	O	C	U	N
I	E	X	K	U	V	N	F	U	R	W	M	C	Z	M	E	R	U	K	D	W	T	M	X	S	U
Q	E	L	L	A	N	D	L	O	R	D	U	E	X	P	E	R	I	A	N	Q	R	H	I	L	Z

Applicant	Manager
Application	Mini
Background	Orca
Commercial	Orcapod
Compliance	Previous
Court	Property
Credit	Reference
Current	Report
District	Screening
Employment	Signature
Equifax	Superior
Eviction	Supermini
Experian	Tenants
Killer Whale	Transunion
Landlord	Undisclosed

Background Investigations ~ Eviction / Collection Support ~ Employment & Rental Screenings

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