



## CI'S RED-HOT GOALS FOR 2016

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At Commercial Investigations, we reexamined our mission, vision, and values from the beginning, all the way up to 2015. As this business is ever evolving, so are we. We gave ourselves a make-over, and hope you like our red hot new look! We take self-improvement seriously around here, which is why you'll notice changes to our website as well. One of our goals for 2016 is to continue to improve our background investigations processes, for clients and participants alike. We resolved to take good care of ourselves and continue to learn all we can about the industry, so our company will naturally do its best. Some members of our team provided their own unique insight to share with you.

Melissa - who found out that she is expecting her first child - wants to spend this year continuing to improve client relations, while also becoming the amazing mom we all know she will be. Sherry would like to improve her overall business knowledge, allowing her to serve our clients in the best way possible. She also plans to study martial arts and archery, so in her own words she "can become a superhero".

Jerad, the newest member of the Commercial Investigations team, plans to immerse himself in the variety of services we offer to develop his skills accordingly. Kyra, another fresh face, resolves to provide the utmost support to the development team to ensure Commercial Investigations LLC is perceived correctly as THE investigative agency to contact for background investigations, for any organization, large or small.

Yvette aims to continuously exude positivity in her work and strives to make her two awesome sons proud. Derek has resolved to remain a source of joy and amusement for his colleagues, while increasing his behind the scenes work at Commercial Investigations. Patricia wants to increase her knowledge of the criminal aspects of our investigations and to pursue her passion for music and performing. The rest of our eclectic staff, along with those mentioned here, are working hard to improve themselves each and every day - for this business, and for you!

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### CI UNVEILS CLIENT SOFTWARE

Qualified clients may now upgrade to Clware 2.0, with its enhanced security features, simpler navigation, and easy to read reports.

Call us to see if you are eligible to upgrade! Commercial Investigations LLC enhanced proprietary software will best serve our clients. We always strive to be on the cutting edge!



**As you can see, we here at Commercial Investigations look forward to all the things we can do this year to improve ourselves and our company. We know 2016 will be our best year yet, and — we can't wait to share it with you!**



## COCO'S (NOT SO) LITTLE SECRET

*Meet Due Diligence...*

*Last Scene From Due*

*In the latest edition Due receives a large cash bonus after pulling off a job to repairing the damages to the property that supposedly Paul Pinchpenny was responsible for. Due comes home to share the news with Patty and hears a familiar voice...*

Due walks into the living room and his jaw just about hits the floor. "Hello, Due. It's been quite a while," Coco Cain says as she stands up to greet him. Due reflexively takes a step back, "Coco, what are you doing here? I haven't seen you since -" "Since you left me to take the fall back in Indiana?" she interrupts. "I never got a chance to thank you for that. Anyhow, that's all in the past now. We have more important matters to discuss," Coco says as she motions into the other room. "This is Due Diligence Jr." Due cannot believe his eyes! A young man slightly shorter but otherwise Due's spitting image walks up to Due, looks him right in the eyes, smiles and says, "Hey, Dad. My friends call me Duey." Due is flabbergasted. "It's true," says Coco Cain. "He's your son, and we need your help."

At this point, Patty - whom Due had forgotten was there - stands up. "I think it's time that I go. I don't want to intrude in this family matter. Please stay here for as long as it takes to sort out your personal affairs." After Patty is gone, Coco explains to Due that when she found out she was pregnant she thought she could handle it on her own. Due knows that Coco is no angel, and he figures that she got herself - and his son - in some sort of trouble, which caused them to end up on his doorstep. When Due Jr. began asking questions about his father, she decided to find him so they could try to be a real family. When Due asks how Coco tracked him down, she reveals that Corey Uption told her about their recent run-in. Due agrees to let Coco and Due Jr. stay for the time being, until they get this whole situation figured out.

Due sits up thinking about his new guests until sunrise. "Wow, you look great," Coco tells him sarcastically as he exits his room. Coco is making pancakes and Due Jr. is sitting at the kitchen table drinking orange juice. For a moment, Due can actually see them as a family. He makes a declaration to Coco and Due Jr. - he's decided to turn his life around. Due wants to do right by

his son and set a good example, for once in his life. "I don't know what she's told you about me, Duey. But things are going to be different for us from here on out."

Due tells his son he'll bring him to work at his lawn care company, Clean Cut Clippings, to earn some honest money. Due Jr. must pass a background investigation, of course. "Well, dad, I got into a little bit of trouble back in Indiana," Due Jr. says. "I guess the apple doesn't fall far from the tree, huh?" Due Jr. explains he got busted for vandalism when he was younger. Due hopes this won't affect his son's chances of working at The Corporation of Philanthropic Services (COPS).

Due drops the paperwork at Rick's office. Rick tells Due that this blast from the past doesn't reflect very well on the company, but since Due has done Rick a few favors, he's willing to give the kid a shot. A few days later, Due Jr. receives a Preadverse letter from COPS with a copy of his report included.

To see a copy of Duey's report and a copy of a Preadverse letter prepared by Commercial Investigations, go to: [www.commercialinvestigationllc.com/duespage.html](http://www.commercialinvestigationllc.com/duespage.html) and click on View Duey's January 2016 report.

Will Due Jr. be denied a job with his father for COPS?

Will Due be able to shape up before his son ships out?

Stay tuned . . .

***"...receives a Preadverse letter prepared by Commercial Investigations, with a copy of his report included."***





*CI is already investigating how we'll serve our community in 2016*

## FA-LA-LA-LA-LA PHI-LAN-THRO-PY

Santa wasn't the only one giving gifts this past year. The entire CI staff voted to support three separate charities during "the most wonderful time of the year". We helped to provide a Thanksgiving feast for Hope 7 Community Center, purchased real handmade Christmas wreaths from the St. Paul's Center for Homeless Women and Children, and adopted two families at The YWCA of the Greater Capital Region. All that was missing was some Figgie pudding!

Hope 7, a community center established in 1968 in Troy, NY, creates a safe haven for children and families to participate in recreational year-round activities. Each member of the CI team donated at least two items to be placed in a Thanksgiving basket for a traditional holiday feast, and provided a gift card for a turkey. Additional programs at this time of year include a "Santa Shop", a winter coat donation to children in need, and you can "adopt a family" for the holidays, to purchase gifts on a wish list for each member of the family.

To get everyone into the holiday spirit, the staff at CI continued a tradition of purchasing Christmas wreaths from St. Paul's Center for Homeless Women and Children in the City of Troy. These wreaths are beautiful, made with Douglas Fir Balsam boughs emanating that heavenly pine scent. They are sure to put even the fiercest Scrooge into the holiday spirit! St. Paul's always accepts donations, with many fundraising and charitable events throughout the year.

CI also adopted two families from The YWCA. "The Y" provides temporary to permanent housing for abused women and children, job training, counseling, chemical addiction treatment, a fitness center, next to new business attire to help women get back into the workforce, a food pantry with community meals, and most of all, *hope*.

Commercial Investigations received lists of three needs and three wish list items for each family member. It was quite humbling for us to see that diapers were included on the necessity list. Armed with these Christmas lists, we went shopping for simple home comforts, from pajamas, and bathrobes, to pots and pans, and Peppa Pig toys, of course. What a wonderful experience it was.

CI staffers glowed with the satisfaction and all around good feeling of helping those in need this holiday season. The Holidays may have ended but the spirit of Christmas lives on.

We will continue planning our philanthropy for the 2016 holiday season ahead. What an exciting prospect!

## Spotlight: Memorable Employment Verification

As many of you know, one of the services we offer to our clients is an employment history verification. We verify as much information as possible including position, dates of employment, and eligibility for rehire. During this process, your applicant, aka the subject, is asked to provide us with a reason for leaving a past employer.

Some of the more amusing reasons include, "Looking to spread my wings", and "I want to chase my dreams!" Our entire CI staff particularly enjoyed this well worded statement: "I am seeking a change in my employment due to the current management practices which I feel diminish my quality of life." One person even compared his previous employment to the wonderfully comedic Bill Murray movie, *Groundhog Day*, saying, "Sat down too much - felt like groundhog day.... over and over."

*"Sat down  
too much - felt  
like groundhog  
day...  
over and over."*

People have been succinct about their leaving: "Ran out of wells to drill", or "Became pregnant", and "Hourly cut backs". This one revealed just a little more than expected: "Ex-wife had an affair with the boss."

While perhaps not the best way to highlight your professionalism, these honest responses show an applicant is a more down-to-earth person. It makes you more relatable. Here at CI, we believe it's all about perspective.



## COMMERCIAL INVESTIGATIONS LLC

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providing accurate, timely, cost-effective and fully compliant  
reports - delivered with exceptional client service.



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