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**What's New at IRBsearch****MILLIONS OF NEW CONTACTS**

We have added Phones Plus to our Comprehensive and Custom Comprehensive Reports. Phones Plus accesses 86.7 million contacts, including an estimated 41.9 million cell phones, which means more opportunities for you to reach the right party!

Beginning May 1, 2008 the Comprehensive Report price will change from \$7.95 to \$8.50 to reflect the additional data. With more than 22 unique searches, the IRBsearch Comprehensive Report remains the best value in the industry when compared with similar information from other data providers.

**UPGRADED CIVIL COURT COVERAGE**

Our coverage for Civil Court Search has been changed so that it is more comprehensive. You can now click on each state (within the coverage icon in the online locate product) to view the available county coverage within that state including the coverage start dates and end dates where applicable.

**ADDITIONAL DIVORCE COVERAGE**

Our Marriages and Divorces search coverage has been recently updated to include Divorces for Oklahoma (statewide); Hall County, Georgia; Bucks County,



Pennsylvania; and Dallas, Harris and Harrison counties in Texas.

## MORE CRIMINAL RECORDS

We have added more data to our Criminal Records search. In addition to those already online, you can now search for Criminal Court records in Cobb County, Georgia; Franklin, Fulton, Hancock, Licking, Mahoning, Richland, and Wayne counties in Ohio; Marion and Hernando counties in Florida; Greenville County, South Carolina; and St. Tammany, Louisiana. You may also search for statewide court records in Hawaii. We have also added Rhode Island Department of Corrections records. Click on the coverage icon inside the online locate product to view a detailed list of the coverage available in the Criminal Records Search.

Click [here](#) to login or for more information, email us at [marketing@irbsearch.com](mailto:marketing@irbsearch.com).

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### Up Close & Personal

Scott G. Hall was born June 8, 1964 in Linden, Alabama and graduated high school from Marengo Academy in 1982. He joined the United States Marine Corp Reserve the same year where he served ten years and was honorably discharged in 1992. He received his BA in Finance from the University of South Alabama in 1987. He moved to Atlanta and went to work for a financial planning firm. He started his own firm specializing in estate planning in May of 1991 with his business partner, Christopher J. Bohrer. Chris and Scott decided to enter the bail bond business in 1994 by incorporating Anytime Bail Bonding, Inc. ([www.anytimebail.com](http://www.anytimebail.com)). He and his business partner have grown Anytime Bail Bonding from two employees to over forty with eight offices covering 13 counties.



He was elected President of the Georgia Association of Professional Bondsmen ([www.gapb.org](http://www.gapb.org)) in fall of 1998, and is currently serving his fourth two-year term as President. During his involvement with the GAPB he has helped pass the bail agent education law requiring continuing education for licensure to write bail in Georgia, has helped pass legislation to establish minimum standards for recovery agents, and has helped pass legislation increasing the allowable bond fees charged on bonds.

He has also been a member and served on the Board of the Professional Bondsmen of the United States ([www.pbuis.com](http://www.pbuis.com)) since February of 1996. He has served as Senior Vice President, and currently serves as the Deep South Director. He served as a Member of the Council of Presidents for eight years, and as member of the Technology Committee, member of the Visa Bond Committee, Future of Bail Committee, and the Legislative Committee. He is a Certified Bail Agent and a member of PBUS since 1996.

He currently lives in Augusta, Georgia with his wife Robin and his daughter Madison. He is a member of the Warren Baptist Church.

## LOCATING PEOPLE USING ADVANCED PERSON SEARCH

Sometimes it is necessary to search on a deeper level to find your subjects. We have made that search easier with Advanced Person Search. Our proprietary database combines data from hundreds of sources to create the most comprehensive collection of information about people in the United States.

Advanced Person Search's searching capabilities allow you to combine information you have to make searching for your subject faster and easier, saving you time and money.



Advanced Person Search allows you to include additional information about your subject, such as a relative name or previous state of residence, or even use partial information you may have, to more accurately pinpoint where they may be currently located.

1. Search using your subject's name and the first name of a relative. For example, if you are looking for John Doe and you know he has a relative with the first name of Jane.
2. Search using your subject's name and include a name they may have previously used or may be currently using. For example, Jane Doe may have previously been known as Jane Smith.
3. Search using your subject's name and state of residence as well as any previous state or states (maximum of two) in which they may have resided. For example, Jane Doe in Florida and previously resided in Connecticut and Rhode Island.
4. Search using your subject's name, city and state and include the name of another city and state in which they may have lived. For example, Jane Doe in Sunrise, Florida, and Tallahassee, Florida.
5. Search using your subject's name and the last four digits of their Social Security Number. For example, Jane Doe and 1234. You may even use a partial first name.
6. Search using your subject's last name and first and middle initials. For example, J.D. Doe.
7. Search using your subject's name and partial street address. For example, Jane Doe on Main Street, Anywhere, FL.

For more information about this search, call us toll-free at 1-800-447-2112, or email [customerservice@irbsearch.com](mailto:customerservice@irbsearch.com).

## CALIFORNIA SENATE BILL 1282

Source: [www.sen.ca.gov](http://www.sen.ca.gov)

Continuing Education is in the spotlight again for California private investigators. Senate Bill 1282 introduced by Senator Margett in February proposes completion of 12 credit hours in specified subjects. The bill also proposes increasing new licensing and licensing renewal fees. The California Association of Licensed Investigators ([www.cali-pi.org](http://www.cali-pi.org)) and the Professional Investigators of California ([www.pica-association.org](http://www.pica-association.org)) are aware of the bill and are following its status.



SB 1282 states the following:

- Licensees for renewal will be required to submit to the Department of Consumer Affairs, Bureau of Security and Investigative Services, a statement signed under penalty of perjury attesting that he or she has completed the specified continuing education requirements.
- Standards must be met by continuing education providers. The bill requires the department to convene a review panel to consult with the department in the consideration and approval of course providers and course content.
- Fees for an original license will be increased up to \$195 and the renewal fee up to \$145. Because this bill would expand the crime of perjury, the bill imposes a state-mandated local program.

To read the complete bill click [here](#). To check the status and history of SB 1282, visit [www.sen.ca.gov](http://www.sen.ca.gov).

## PHONE ETIQUETTE FOR YOUR BAIL BUSINESSES

*The Bail Report, November 2007*

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[www.AboutBail.com](http://www.AboutBail.com)

### Why Phone Etiquette Matters

Your telephone is one of the most important pieces of equipment in your office. You often make your first contact with new clients on the phone. Therefore, it is the place



you must make a good first impression. Much more personal than email, the telephone also allows you to infuse far more care into your relationship with your clients.

The way you answer your phone reflects on your company and affects the ways that others view you. When you answer a phone in a professional, warm manner, you place your clients at ease and express a genuine concern. Your customer is scared,

embarrassed and maybe confused. When you are professional and friendly on the phone, your clients – who may be facing a very difficult time in their lives – feel better about having phoned you. And that is precisely what you want.

Having good phone etiquette affects both new and repeat business. When you are consistent, it sends a professional message. People want to go back to businesses who have earned their trust and presented a professional image.

### Answering the Phone

Answering the phone may seem like a basic task, but it is a skill overlooked by most businesses. Many customers are surprised when they call a company and get to speak with a real person. Unfortunately, in many cases, companies drop the ball when it comes to something as basic as answering the phone properly.

If you are spending money and putting the effort into branding and marketing your company, it is likely that the goal of your efforts is to get the phone ringing with new leads and clients. However, it doesn't help you if the phone rings – and you have no idea how to maximize those phone calls.

If you want your phone calls to become actual clients, you need to ensure that there is someone there to answer the phone. Many clients dealing with sensitive or time-pressing issues will simply hang up and try a competitor if they get a busy signal or voice mail.

Answering the phone is especially tricky if your business cards advertise “Open 24/7.” Business cards that state this are advertising access to a real person around the clock. If you make this claim, you need to make sure that no one gets voice mail or busy signals when they call you. You may want to hire an answering service to ensure that all calls are answered professionally and promptly by a live person. If you cannot do this, consider toning down the claims you make on your business card.

### Phone Etiquette

Answering the phone is not enough – you also need to answer your phone in a professional, yet friendly way, so your potential client feels supported right from the start. Shouting “Bail Bonds!” into the receiver can literally drive away clients. Unfortunately, many people do not even know what they sound like. Call your own home voice mail system and say whatever you say when you answer your business

phone. Really analyze your voice and message. How does it sound? Ideally, you want to use a pleasant and well-modulated voice and say something such as “Hello, Acme Bonds...how can I help?” This identifies your business and emphasizes that your role is to make the client’s life easier. This will motivate the client to do business with you.



Some people think that using a busy-sounding voice or an assertive tone is important for establishing credibility, but a polite, professional manner can convey the same thing – only in a way that makes your clients much happier and much more willing to work with you.

### Call Waiting

Today call waiting is so inexpensive and simple to use that there is no reason not to have it. Call waiting allows your voice mail to pick up calls when you are on the phone and it prevents potential clients from getting a busy signal. When your clients call you, they may be a little confused, scared, and embarrassed by their situation. Nothing is more frustrating for them than a busy signal, so make sure that is not what they hear when they contact your business.

### Forward Calls to Your Cell Phone

If you are on the go quite often, you may be missing calls and opportunities simply because you are not at your desk to pick up the phone. One simple solution that saves you the money spent on an extra office assistant is to simply have calls forwarded to your cell phone. You can be out and about and still pick up calls from clients. Just make sure that your cell phone is consistently on and you have pen and paper to take down customer information. While cell phones have Caller ID, make sure that you pick up any unknown numbers on your cell phone with the same professionalism you would use with your office phone. Forwarded calls mean that you never pick up with a “yeah?”

Make sure you are giving off a first impression that will make potential customers want to use your business. Using these tips on phone etiquette will give your business a professional edge on the competition.

*For more information about The Bail Report or AboutBail.com, please visit their website at [www.AboutBail.com](http://www.AboutBail.com).*

## UPCOMING EVENTS IRBSEARCH IS ATTENDING

- NCISS/ALDONYS Annual Conference, April 30 - May 3, Hilton New York City, New York, NY, [www.nciss2008.org](http://www.nciss2008.org)
- SCALI Annual Conference, May 1 - 3, The M Grand Hotel, Myrtle Beach, SC, [www.scalinv.com](http://www.scalinv.com)
- NAPPS Annual Conference, May 15 - 18, Walt Disney World Swan Hotel, Orlando, FL, [www.napps.org](http://www.napps.org)
- **FALI Annual Conference, May 22 - 24, The Rosen Plaza Hotel, Orlando, FL, [www.fali.org](http://www.fali.org)**
- **GAPB Annual Conference, June 9 - 12, The Lodge, Callaway Gardens, GA, [www.gapb.org](http://www.gapb.org)**
- RSIG Conference, June 18 - 20, The Hyatt Regency Hill Country Resort, San Antonio, TX, [www.rsig.com](http://www.rsig.com)
- CALI 41st Annual Conference, June 29 - July 2, The Westin South Coast Plaza, Costa Mesa, CA, [www.cali-pi.org](http://www.cali-pi.org)

**Be sure to attend the IRBsearch seminars at the conferences in red!**

Please continue to visit our website to keep up to date with all the upcoming conferences and seminars IRBsearch sponsors and attends.

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## CLOSING COMMENTS

IRBsearch continues to develop more products and services that benefit our customers. Whether you are a private investigator, process server, repossession or bail agent, or in the judgment recovery business, we strive to find new ways to support you and your business. As we continue to fulfill the needs within these professional industries, we welcome all comments and suggestions.

IRBsearch values all the relationships we have with both our individual clients and the various state associations within the industries we serve. We have a huge range of promotions, giveaways, and door prizes at conferences. We love to see our customers face-to-face so be sure to stop by our booth and say hello!

We welcome your feedback! If you have any comments or concerns about the contents of this newsletter, please share them by emailing us at [marketing@irbsearch.com](mailto:marketing@irbsearch.com).