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What's New at IRBsearch

NEW - IRBSEARCH QUICK START TRAINING

Get a quick overview of IRBsearch and see an example of a basic person search with possible addresses, phone numbers, birthdates, ages, and report icons. The tutorial also shows users what information can be found in the Comprehensive Report as well as how to run the report.

[View Quick Start](#)

STRICT SEARCH OPTION NOW AVAILABLE

A new Strict Search option is now available on the Advanced Person, Bankruptcy, Corporations, UCC, and Liens & Judgment searches. Check this option if you wish to limit your search to **only** include matches on the full name criteria, and/or specific input street addresses. The Strict Search option performs a narrower search and will not allow for any additional options such as phonetic, radius, or nickname searching (where available).



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

Webinar Schedule

NEED IRBSEARCH TRAINING?

The IRBsearch Winter Webinar Schedule is now available! Register for classes today! As always, all training sessions are complimentary. Our classes cover running reports, popular searches, the comprehensive report, advanced search techniques, and the best practices for using IRBsearch. See our Winter schedule below.



Date	Time	Topic
January 14	4:00 PM EST	Best Practices
January 20	11:00 AM EST	People & Businesses in the News
January 28	4:00 PM EST	Best Practices

All times are Eastern Standard Time.

Go to irbsearch.webex.com to sign up today!

Up Close & Personal

RIKKI GLEN RIKKI GLEN & ASSOCIATES

Rikki Glen is a licensed private investigator from Madison, Wisconsin. She has been a PI for 15 years. Rikki did not come from a law enforcement background, but says she thinks that can be an advantage. Her area of specialization is criminal defense. "I love my part in the justice system, to find the truth and assist in providing the best defense for those accused of crimes. It is fun being in a profession that most people find interesting and intriguing," said Rikki.



Rikki has been the President of the Professional Association of Wisconsin Licensed Investigators for 3 years. She enjoys working with this group of people who are truly professionals in every way.

PAWLI's main function is to provide continuing education to members by offering regional and statewide conferences. In January, PAWLI will have its first one day seminar. The idea is to put this conference on for those who are unable to attend the 3 day conference in April. It is also free to PAWLI members. An invitation is extended to non members as well for a \$25 registration fee. "I want PAWLI to give back to the investigators who support our organization," said Rikki. "It is not always possible to attend the annual seminar either because of work commitments or the fees are not within their budgets."

PAWLI's Annual Conference will be April 2-4, 2009. As always, the well attended event will have an impressive array of speakers.

For more information about Rikki and PAWLI, please visit www.pawli.com.

Did You Know?

MOTOR VEHICLE DRIVING REPORTS

IRBsearch customers can access motor vehicle driving records from the states of AL, DE, FL, IL, IN, IA, KS, ME, MN, MS, NE, NC, RI, SC, TN, UT, VT, WV.

Not all states require the same information to conduct a search. It is best to input as much information as you have and then choose which state you wish to conduct your search in. The input boxes will highlight in green for any required fields for the state you have chosen. If you are unable to fill in the required field, you will not be allowed to proceed with a search within that state.

After inputting the required information, click the "Report" button. You will then be shown the price of the report and may choose your report type of Plain Text Web Page, Microsoft Word Document, or PDF Document. Click the "Purchase Report" button to view your report.



Results vary from state to state but may include:

- General Information -- such as the driver's license number, driver's license state, driver's license status and other information normally found on the driver's license.
- Activity Information -- such as violations, accidents, suspensions or any other activity relating to the driver's license.

For more information about this feature, call us toll-free at 1-800-447-2112, or email customerservice@irbsearch.com.

In the News

CELLULAR FORENSICS, PART II

Author: Tom Slovenski, Cellular Forensics, LLC

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In my [last article](#) on Cellular Forensics, we discovered the viable need for the Cellular Forensic Examiner and his importance in the role of not only discovering leads and information, but in his effective ability to testify on behalf of the evidence in court.

So now the rubber meets the road: Let's say you now have a cell phone you need examined. How do you preserve the evidence that this tiny wonder holds? How do you keep what's in that phone from being deleted?



Follow these simple rules:

1. Don't mess with it! If you don't remember anything else, remember this point. Don't push any buttons or try to extract any information on your own. Do not pull out the SIM card. A simple static spark can delete the whole card. Like any piece of evidence, you want it preserved so that those qualified can properly examine and extract what is in that phone. Remember, you

and the Examiner may very well have to testify in court as to how that phone was handled. If you play with it, you will pay for it somewhere down the road of your case.

2. Determine if the cell phone owner placed a PIN on that phone. The PIN is the Personal Identification Number that the phone's owner entered into its memory to allow the owner to lock and access the phone. The problem with a PIN is that if you power the phone down, to preserve evidence, and you don't know the PIN, when you power it back up it's locked up tight and no one is going to get the information out of it. Just think of it like your PIN number on your checking account. No PIN, no info! Simple as that. So how would you know if the phone has a PIN or not? Simple...ask the owner. If they're not available, then you will have to take a chance that it's not. Don't sweat it. The majority of phone owners never PIN protect their cell phones. Recently, I asked a group of 15 private investigators how many of them use a PIN on their cell phones. 3 P.I.'s raised their hands. 'Nuff said.
3. Power the phone down. If you're sure it's not PIN protected, or you just don't know, the simplest way to preserve information on a cell phone is to just turn it off. If it's not on, it's not communicating with a cell tower.

BUT, what if the phone is PIN protected? How do you preserve the evidence until you can get it to the Forensic Examiner? Here's some do's and don'ts if the phone is PIN protected:

1. Leave the power on.
2. Get some heavy duty tin foil and wrap the phone in at least 3 sheets of tin foil. Be careful if you have the power cord connected to the phone. Even though the phone itself is wrapped, the power cord acts as an auxiliary antenna and will still allow the phone to receive and send information. If you have to use a power cord to keep it alive, wrap the cord with tin foil as well.
3. Place the phone in an approved container. Here's where an "Arson Evidence Can" (like the CSI boys use) comes in handy. Place the wrapped phone in the arson evidence can and seal it.
4. Fill out the proper "Property and Evidence" sheet and get it to the Forensic Examiner ASAP.

As we have stated before, today's cell phones are a modern wonder. The information sent and generated from them can be instrumental to your case and profitable to your business. However, proper handling of a cell phone, like any evidence, is of the utmost importance and vital to the success of any case.

Tom Slovenski is a Licensed Private Investigator and Cellular Forensic Technician. As owner of Cellular Forensics, LLC, Tom has over 20 years of experience in law enforcement and private investigations. Tom specializes in cellular forensic examinations and data recovery and can be reached at 864-905-7600 or at tom@cellularforensics.com. Visit his website: www.cellularforensics.com.

IMAGE BUILDING

Author: Joe Taylor, Chekmate International, Inc.

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When the words "bank" or "lending institution" are mentioned, what "images" conjure up in the minds of most people? Trust, confidence and a place where professionals advise you on matters of money and finance. A place where your money is safe because you are dealing with trained, bank certified professionals.



Banks and lending institutions spend millions of dollars on



building and sustaining this image of trust and confidence and a great portion of that money is spent on training and certification of competency for their employees.

What is my point?

Compare our perceptions of banks and lending institutions to their perceptions of us. Get the picture?

Since the lending industry is our client, if we are serious about building a lasting and profitable collateral recovery business, we must endeavor, continuously, to project the same image to them. We must work constantly to ensure that their perception of the collateral recovery specialist is that of a highly trained, skilled and certified professional.

And how do we accomplish this?

Just as the lending community requires their employees to demonstrate their knowledge, ability and professionalism through recognized curriculums of study, we must also avail ourselves of recognized training and professional certification programs that demonstrate our professionalism.

Just what is certification?

Professional certification programs have existed since the Middle Ages, when the 13th century Emperor Fredrick II, developed a "credentialing" program for physicians.

In the United States, the earliest certification programs appeared in the field of education. For individual members of a profession, certification identifies qualified practitioners, ensures recognition of their expertise and assists in a practitioner's development and self-improvement by offering a curriculum of knowledge and establishing professional standards.

Certification also provides added protection to clients and employers, enhances the prestige of the profession and establishes standards or levels of competency and performance. In the self-help collateral recovery process, where the creditor is liable for the acts of the collateral recovery specialists they hire, our "credentials" of professional competency are of great importance.

Insurance carriers also recognize the importance of professional certification within the collateral recovery profession and are beginning to require proof of professional credentials from those they insure.

As professional businessmen and women building our future, we all want the same thing: to maximize our "bottom line" by reducing our overhead and increasing our client base. Statistics clearly prove that recognition as professionals by our clients is an important factor in our success. Your professional credentials and the "image" you project to your clients will be a most important part of the success of your business.

Joe Taylor has been in the collateral recovery profession for over 30 years and is the author of the [Certified Asset Recovery Specialist \(C.A.R.S.\) National Certification](#)



[Program](#). He is currently serving his third term on the Florida Advisory Council where he represents the collateral recovery profession in Florida. He has presented educational seminars to lending institutions all over the country and has also written a book about the collateral recovery industry entitled "Bridging the Gap."

Conferences and Seminars

UPCOMING EVENTS IRBSEARCH IS ATTENDING

- PBUS 2009 Winter Conference, February 16 - 19, Flamingo Hotel, Las Vegas, NV, www.pb.us.com*
- TPIA 2009 CPE Seminar, March 13 - 14, Glenstone Lodge, Gatlinburg, TN, www.tpia.com
- PAWLI 2009 Annual Conference, April 2 - 4, Country Springs Hotel - Water Park & Conference Center, Waukesha, WI, www.pawli.com*

* Indicates IRBsearch training session

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

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.

