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From: CN=Anne Buttimer/O=ARRB
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DisplayDate_Time: 9:39:05 AM
ComposedDate: 05/01/1995
ComposedDate_Time: 9:15:08 AM
Subject: Equifax - Business References

Jill Johnson called Friday afternoon with the names of three of her clients who had agreed to give references. I then spoke with: 1) Joann Chiedi at DOJ. She administers the offices of Redress Administration and Litigation Support for Civil Rights cases. She said she has used all the major database firms and finds Equifax the best. She especially commented on Jill's quick response and willingness to work under unusual circumstances (ie. to take calls from a client on a road trip and to process search requests on a rapid turn-around basis while the trip was in progress.) Chiedi said that both turn around time and accuracy are very good although the service can be expensive (not unusual to spend \$500 for one locate search, although many of Chiedi's searches begin with little or no information which means that Equifax is starting with only a name and a 50 year old address.) Chiedi said she's found it advisable to budget a search in stages instead of giving one flat dollar amount. She said that often if you tell Equifax you have \$800 to spend on a search you get the results but you also get a bill for \$800. A better approach she's found is to ask for a progress report at \$400 of time incurred and then to expand the search incrementally if needed. 2) Kay Ruso at DOJ. Ruso works in a different part of the Japanese Redress Administration from Chiedi. She is pleased with Equifax's results and said they are great at finding long lost people with only a minimum of information, she also cautioned that such a search could take four to six weeks to complete. She has used them to locate Japanese Americans from 50 years ago and has also used them to locate expert witnesses in cases going back only a decade. She is not always pleased with Equifax's quality control (she thinks there is a breakdown at times between the field investigators and the office administrators with the latter not checking the final product for correct name spellings, correct addresses and phone numbers, etc.) She also said she always gets the impression Equifax is reluctant to perform small jobs (locate one or two people) while they are always responsive to finding 100 people. Overall she is pleased with the service her office receives. 3) Keith Budd at Coastal Corp. in Houston. Budd said he's used Equifax (Walter Bones is his contact) on several "really tough cases" and received quick turn around and positive results. He said that more than once he's given Equifax an assignment to find someone when other investigators and on-line services told him the subject was "unfindable" yet Equifax found the person. He said he's never sensed any reluctance to perform a small job and always feels he's being treated as if he was Equifax's only customer. He said that if you want to pay and need to find someone quickly Equifax can perform a search and provide results in a day or two.

Body:
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Categories: