

AMSiNFORM®

CASE STUDY

CURIOUS CASE OF A RESUME FRAUD

BACKGROUND CHECKS | INDIA | A PRACTICAL APPROACH

EDUCATION VERIFICATION

WHY WOULD PEOPLE LIE ON THE RESUME?

In a study done on Resume Gaps, Top 3 primary reasons (acc. to a study done on Resume Gaps) behind the lies:

- To better fit the Job opening (49%).
- To look more experienced (21%).
- No Specific Reason (7%).

INTRIGUING INSIGHTS

A study done by Hloom in the US reveals some **intriguing insights** about people's feelings and habits regarding resume lies:

- Lies about Education fairly serious.
- Fabrications about skills are deemed harmless.

We have been in the business for 25+ years and we have had thousands of verification checks running for our clients at any given point of time.

But this one case had kept our heads spinning - trying to get to the bottom of things like one would in a good mystery novel. In July 2013, as part of one of our routine Education Verification checks we sent the request for verification to a well-known university - Veer Bahadur Singh Purvanchal University in UP, India. We received the order with all the necessary documents from the employee and promptly sent it across to the University on 12th July, 2013 along with a Banker's cheque of INR 200. It's a practice to send the University Fee to get authentic responses. To our satisfaction, we received a response the very next day post

- Top reason is to be better suited for a job.
- Unemployed people, with no

According to a Career Builder survey:

- 51% of employers would disqualify an applicant with resume fraud.
- Another 40% said they would make their decisions on a case-by-case/basis, depending on the severity of the lie.

WHY BG CHECKS?

- Make Informed decisions.
- Reduce any potential liability to your clients & Employer Brand.
- To Foster a Culture of Trust.

our first reminder on 30th July, 2013. At first glance, it looked legit and a new person might have even cleared it in the report.

However, we have a series of reviews & checks added in our processes to mitigate any risks and on close inspection, we observed discrepancy in the tone/content of the letter and even the format of the envelope in comparison to other past communications.

Digging deeper, we observed that the letter was sent from a Post Office 300 miles away from the University. If every time, they receive a request for Education verification and sent across a person to dispatch it out from a neighboring city - they would soon be running out of people to work in the offices. It felt quite strange and to err on the side of caution, we sent another reminder to the University on 6th Aug, 2013

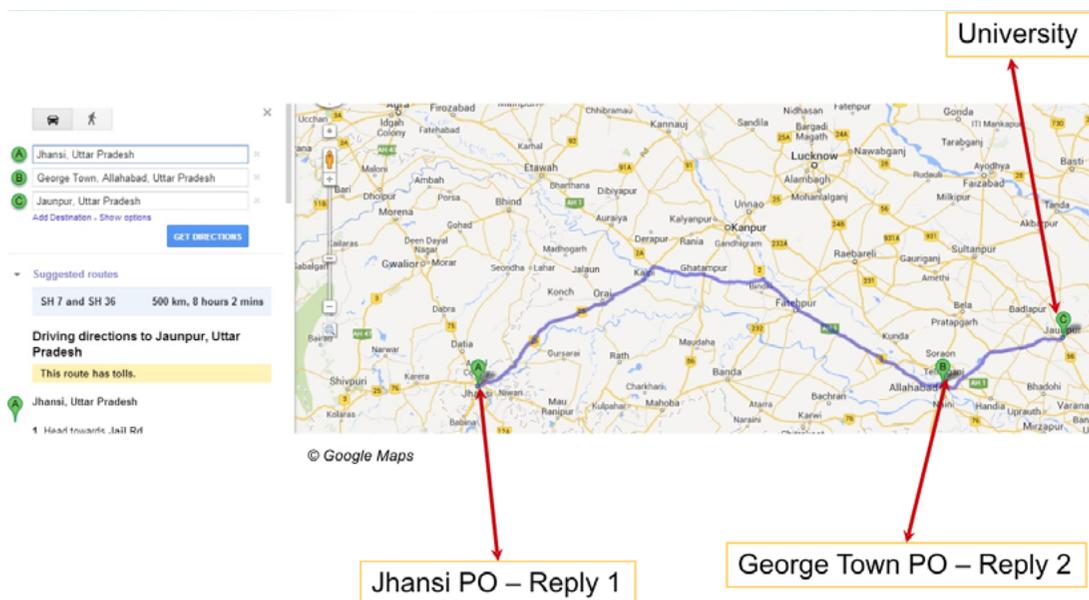


WHAT DO YOU THINK HAPPENED HERE?

We received a response from the University on 12th Aug, 2013 requesting for more information. In this response, the serial number on the envelope matched the inside of the letter, and the letter was written in the official language of the State - "Hindi". They requested for all semester mark sheets copy and additional fees of 500 INR to process the same. We shared the requested documents on 21st Aug, 2013 along with additional fees.

WHY WOULD THE UNIVERSITY ASK FOR MORE DOCUMENTS IF THE ORIGINAL RESPONSE HAD BEEN AUTHENTIC?

On Sep 30th, 2013 we received another strange letter with a discrepancy in the format and tone of the letter. As strange as it sounds, the letter was bilingual - written in English & Hindi together in a formal capacity. And the letter was sent across from another City (George Town) Post Office - this time 80 miles from the University.



This had confirmed our earlier suspicion and after a few days, we received a confirmation from the University on 27th Oct, 2013 that provided credentials were FAKE and the student didn't graduate from the University.

There were a lot of loose ends in the story - who might have been sending the fake responses? Could it have been the employee himself - forging all the documents or someone from the University might have been involved for a few extra bucks? We might never know. However, there are some key lessons to be learned from this interaction and it also led to some additional processes being introduced in our verification process.



WHAT CAN EMPLOYERS DO?



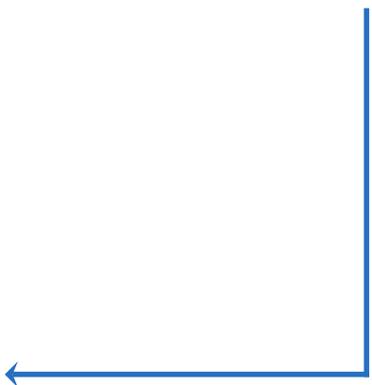
BE SERIOUS ABOUT BACKGROUND CHECKS

Partner with an established vendor with clear processes and systems to support your needs.



BE SPECIFIC WHEN ASKING QUESTIONS

About past employment, work experiences etc. with more examples to corroborate. Inform the candidate about the importance of the right information and checks that they might have to undergo along with a declaration.



BE STRATEGIC WHEN CALLING FOR REFERENCES

Call the place of business for reference than an Individual number. For critical roles, call out your own references as well from the Industry.

KEY LEARNINGS

We usually do not expect a Fake Verification letter on the University Letterhead but this situation strengthened the measures we need to take and the lengths to which one might go for a Resume Fraud.



A response on the University Letterhead doesn't guarantee its authenticity. Other checks become necessary like - the format & tone of the letter, language & content of the letter, envelopes, and the postal communication used.



Education Verification can be time-consuming and it requires due diligence.



Verification professionals need to have the skill to segregate and identify these gaps.



Significance of University Fee to have a correct response in a time frame for an audit trail.

WHAT CAN WE DO TO HELP ORGANIZATIONS?

At AMS Inform, it is our daily job to background screen candidates and employees for client organizations, across industries.

Verifying educational background and degrees is a huge part of the services we provide to organizations like yours, to ensure that you hire the best candidates.

In fact, at AMS Inform we do background checks, investigations, reference checks, insurance claims investigations, employment verification, education verification in India, Pakistan, Nepal, Sri Lanka, Bangladesh, China, Malaysia, Philippines, UAE, and Singapore.

To do a background check on any candidate, just get in touch with us. Our team will help you take it forward.

