



MY BACKCHECK Q & A

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Question #1 – I have seen the following message in an Advisor’s profile ‘Pending - Request submitted on 2020-08-20’. Does APEXA follow up when the background check is not completed?

Response – APEXA does not follow up on pending requests. We recommend Advisors take action on the BackCheck email as soon as possible to ensure the results are sent promptly to APEXA.

Question #2 – Can a reminder email be sent to Advisors with a pending background check?

Response – At this time, BackCheck only provides one email.

Question #3 – What does CIPC stand for?

Response – CPIC stands for Canadian Police Information Centre. CPIC is the source myBackCheck uses to collect criminal records.

Question #4 – Would a criminal judgment available on CanLII be in CPIC’s records and thus available in APEXA?

Response – The results of a civil court search run by BackCheck may be very similar to those found in CanLII. However, BackCheck does not use CanLII for Civil Court searches, but goes through a vendor from whom they order court records searches. When BackCheck looks at CanLII, it appears that some results are limited in how far back they go. BackCheck criminal products are based on police records, not on court records. They are thus not comparable to CanLII. Also, criminal case information is not published on CanLII with candidate identifiers, which makes it impossible to find Advisors’ criminal cases by searching CanLII.