



General FAQ's

What are the differences between Superior[®] and KnowX[®]? Why should I switch to KnowX?

KnowX offers the court records searches and affordable prices you are familiar with from using Superior Information Services. With this upgrade, you now have greater access to a greater selection of services, including:

- Broader coverage on all databases. For example, your Court Records coverage expands from 15 states to nationwide coverage. You will also now have access to daily updated and more accurate Bankruptcy, Judgment and Lien Filings records.
- KnowX offers many additional types of services such as its next generation people finder product – Tracer --as well as new Criminal Records search features including nationwide, regional and state searches.
- You'll benefit from a user-friendly, stable Website that is more intuitive, faster, and easier to access.
- KnowX offers flexible pricing options with affordable transactional pricing in addition to monthly subscription packages.

I used to receive special pricing from Superior Information Services. Why am I no longer seeing those prices?

KnowX will make every effort to accommodate any special pricing that you were receiving with Superior Information. If you feel that your pricing is incorrect, please contact support. We will research your account and a representative will contact you as soon as possible.

Unable to log into new KnowX account:

What do I do if I can't remember the phone number on file with Superior?

Your Superior username is now active on KnowX with a prefix of SIS. For example, if your username was "jsmith" on Superior, your KnowX username is "SISjsmith"

You will also be required to enter your phone number and zip code on file with Superior Information Services.

If you do not remember the information that you had on file with Superior, please contact support and one of our representatives will assist you.

What do I do if I can't remember the address and zip code on file with Superior?

Your Superior username is now active on KnowX with a prefix of SIS. For example, if your username was "jsmith" on Superior, your KnowX username is "SISjsmith" You will also be required to enter your phone number and zip code on file with Superior Information Services.

If you do not remember the information that you had on file with Superior, please contact support and one of our representatives will assist you.

What if I have entered everything correctly, but I still cannot log in successfully?

If, after entering all of the required fields, you are still encountering problems accessing your new KnowX account, please contact Support and one of our representatives will assist you.

How can I view product coverage? (There is already an FAQ in RightNow web for this one)

To determine the area and/or dates covered, click the database you wish to search (from our Home page or Site Map). To the right of the search fields, you will find a box entitled "Product Information". Click on the "Coverage Area" link within that box to view the pertinent coverage information.

How will I be billed for KnowX services?

If you are a credit card customer, you will be asked to provide updated billing information upon logging in to the Website for the first time. Most customers who received invoice billing from Superior will continue to receive invoice billing from KnowX.

How long will I be able to view my previous searches on the Superior Website?

Effective April 16, 2007, your Superior account will be transitioned to KnowX. However, you will be able to access your archived reports that are currently on the system until April 30, 2007. For security purposes, your Superior login and password will be fully deactivated on April 30, 2007.

Product Specific FAQ's

Previous Superior Offering	New KnowX Offering	Benefits
Court Records	Advanced BGC	<p>Superior customers will benefit from more data coverage and currency. State coverage grows from 15 states to nationwide coverage in many of our databases.</p> <p>KnowX's Advanced Background Check offers the same search functionality that you've become familiar with at Superior. This search scans Bankruptcy, Lien, Lawsuit, Judgment, and UCC databases. In addition, we provide daily updated bankruptcies, liens, and judgments.</p>
Criminal Records	Criminal Records	<p>New features allow you to search by state, region, or nationwide at prices that are affordable.</p> <p>The Criminal Records database contains information about individuals who have been convicted of a sex offense, felony, misdemeanor, or county offense. This information is obtained from Department of Correction (DOC) filings, Administrative Office of the Courts (AOC),</p>

		some County and Municipal sources, and Sex Offenders registries.
Bankruptcy Records	Bankruptcy Records	KnowX offers daily updated Bankruptcy filings as well as nationwide search. Bankruptcy Records cover all bankruptcy districts in the United States including voluntarily or involuntarily Chapter 7, 11, 12, and 13 petition filings.
DocketSource [NJ]	Not available	Currently, KnowX does not offer the DocketSource search. We apologize for any inconvenience that this may cause you. Should we begin to offer this feature, we will notify customers at that time.
Court PC [CT]	Criminal Records & Advanced Background Check	(See Advanced Background Check and Criminal information above.)
Superior Alerts	Not available	Currently, KnowX does not offer any type of alert features on its searches. We apologize for any inconvenience that this may cause you. Should we begin to offer this feature, we will notify customers at that time.
Corporation OneSearch	Corporate Records	KnowX offers a fast and easy nationwide Corporate Records search with no surcharges. Corporate Record filings include Limited Partnership information from the Secretary of State Offices throughout the United States. The type of records included in the Corporate Records search are corporations, limited partnership, limited liability companies, fictitious business names, trademarks, reserved names, and more.
UCC OneSearch	UCC Search	KnowX offers a fast and easy nationwide UCC search with no surcharges. The UCC database provides information on Uniform Commercial Code filings, such as original financing statements, terminations, amendments, continuations, assignments, and releases. Collateral information is also available for many filings.
UCC Records [NJ/NYC]	UCC Search	KnowX offers a fast and easy nationwide UCC search with no surcharges. The UCC database provides information on Uniform Commercial Code filings, such as original financing statements, terminations, amendments, continuations, assignments, and releases. Collateral information is also available for many filings.
USA Patriot Act	Bridger Insight	The USA Patriot Act search is not available on KnowX.com. However, we would like to invite you to learn more about our sister company, Bridger Insight™, for your PATRIOT Act and OFAC compliance needs. Trusted by more than 4,000 clients, Bridger Insight is the most widely used PATRIOT Act compliance and OFAC compliance software for basic OFAC list and

		comprehensive watch list screening, identity verification, ID fraud prevention tools, politically exposed persons (PEP) data and enhanced due diligence searches.
Corporate Services	Charles Jones	<p>Corporate Services are not available on KnowX.com. However, we would like to invite you to learn more about sister company, Charles Jones®, for your Corporate Services needs.</p> <p>Since 1911, Charles Jones has been trusted to provide reliable searches and information services to a growing range of customers including lawyers, lenders and title companies.</p>
People Finder	The Ultimate People Finder or Tracer	<p>Superior customers can now locate individuals again using KnowX's Tracer or The Ultimate People Finder.</p> <p>Search the Ultimate People Finder to locate hard to find individuals by using our unsurpassed combination of residence information and real estate records from across the country. Use the Ultimate People Finder to quickly locate someone, find a witness, verify an address, or validate a telephone number.</p> <p>When approved for access, search KnowX's next generation people finder product – Tracer. KnowX Tracer utilizes common threads to provide in-depth people finder functionality quickly. Tracer searches nationwide public records to link addresses, ages, maiden names and relatives and associates to locate hard-to-find people.</p>
Death Records	Death Record	KnowX's Death Records database provides information from the Social Security Administration's Death Master File. The database contains over 78 million death records nationwide dating back to 1937.
Real Property Records	Real Estate	<p>Superior customers can now research property records again using KnowX's Real Estate search.</p> <p>Search Real Estate Records to access property tax assessor (latest tax roll) and property transfer (deed transfers) records to find information such as the total assessed value, land value, property owner, and property sales information</p>
Certified Child Support Judgment Records [NJ]	Charles Jones	<p>Certified Child Support Judgment Records are not available on KnowX.com. However, we would like to invite you to learn more about sister company, Charles Jones, for your child support judgment records needs.</p> <p>Since 1911, Charles Jones has been trusted to provide reliable searches and information services to a growing range of customers including lawyers, lenders and title companies.</p>

		Additional KnowX Benefits
		<p>Flexible Pricing:</p> <p>You will ALWAYS receive a price tag giving you the price and an option to cancel your request.</p> <p>How Our Pricing Works There is no setup, monthly fee, or registration fee for using KnowX. Our charges are by the search or detail record. If you know that you are going to do multiple searches, you can save by buying a daily pass, which offers unlimited access for a 24-hour period for specified searches or a 30-day or annual subscription.</p> <p>Searches Many KnowX.com searches are free, but for others, there is a small charge. If your search returns a summary of matches found, you may choose to purchase more detailed information (called "Detail Records"). You will be charged the search fee whether records are found or not.</p> <p>Detail Records Detail Records range in price (see list below). If your search returns multiple name matches and you wish to view more than one, we also offer a multi-record discount which allows you to "buy them all".</p> <p>Subscription Offerings KnowX offers 24-hour, 30-day, and annual subscriptions for many of our products.</p>
		<p>More Business Information:</p> <p>Superior customers now have access to additional business information such as:</p> <p><i>Business Profile</i> Search Business Profile to obtain company profile information on over 13 million U.S. businesses. The Business Profile product may include business name, address, telephone number, executive name, SIC code, business description, year first appeared in directory, number of employees, estimated sales, and more.</p> <p><i>Experian Business Reports</i> Search Experian Business Reports to gain a current and objective financial picture of how a business handles its financial obligations, conveying not only the company's ability to pay but also its willingness to pay. Use Experian Business Reports to search approximately 15 million U.S. companies including Puerto Rico and the Virgin Islands to help you make effective business decisions by providing company background, trade payment experiences, financial data, and public record</p>

		<p>filings.</p> <p><i>Fictitious Business Names</i> Search filing registered with official county and state filing offices throughout the United States to determine if the company for which you are searching operates under a fictitious business name.</p> <p><i>Executive Affiliations</i> Search Executive Affiliation to determine an executive's involvement with a company(s) and the relationship with other executives. Use Executive Affiliation to search millions of executives nationwide to quickly gather business affiliations, identify any apparent conflicts of interests, and uncover background information on an executive.</p>
		<p>More Asset Information: Superior customers now have access to additional asset information such as:</p> <p><i>Real Estate</i> Search Real Estate Records to access property tax assessor (latest tax roll) and property transfer (deed transfers) records to find information such as the total assessed value, land value, property owner, and property sales information.</p> <p><i>Aircraft Ownership</i> Search Aircraft Ownership records to determine the existence of aircraft assets of an individual or business. The Aircraft Ownership search provides information on all currently registered civil aircraft across the U.S. and selected foreign territories, owned by individuals, businesses, and government agencies, registered with the Federal Aviation Administration (FAA).</p> <p><i>Watercraft Ownership</i> Search Watercraft Ownership records to determine the existence of boats or watercraft assets that are registered by individuals or businesses with various state agencies. Use Watercraft Ownership search to locate, verify, and identify the type of privately owned watercraft required to register with the state and act in accordance with the state law.</p>
		<p>More Professional License Information: Superior customers now have access to professional license information such as:</p> <p><i>Medical Providers Background Check</i> Search Medical Providers Background Check to find license and license related actions, including disciplinary actions, sanctions, consent orders, consent agreements, dismissals, non-disciplinary communications, advisory letters and other licensing information. Use the Medical Providers Background Check to search state medical governing boards to research a professional standing or</p>

		<p>locate and research a medical expert witness.</p> <p><i>Nursing Home Check</i> Our Nursing Home product allows you to check out a public facility to obtain license, inspection, and potential deficiency information. Make sure that the nursing home you are considering does not have any violations or deficiencies.</p> <p><i>Professional Licenses</i> Search Professional Licenses to verify the licensing status of a doctor, contractor, accountant, lawyer, or other professional to protect your business or family against potential fraud or malpractice. Use Professional Licenses to search the licensing agencies of various states across the U.S. to find type and statuses of licenses issued to a wide variety of professionals including architects, tax preparers, engineers, physicians, contractors based on available jurisdictions.</p>
		<p>Support:</p> <p>Online Support available 9:00am-5:00pm EST, Monday through Friday</p> <p>Our friendly and professional support team will provide answers to your questions in a timely manner.</p>