



VIRTUS INVESTIGATIVE SERVICES LLC

221b BAKER ST. FOR THE 21ST CENTURY

CAPI#189367

IMPORTANT NOTICE TO CLIENTS

Many individuals and companies who hire private investigators for the first time are unaware of important laws which apply to investigators in California. Private Investigators in California are licensed and regulated by the Bureau of Security and Investigation Services and fall under the provisions of the Business and Professions Code, Sections 7512-7573.5 ("The Private Investigator Act"). In addition to California's many strict rules, VIS also has important policies about which our clients should be familiar.

Fees – Private investigators are required to explain to clients how the client will be charged for services and expenses. VIS will provide you a written services agreement which explains the way we calculate and charge for our services and what expenses will be invoiced for reimbursement (Cal. Code Regs. Tit. 16, § 624 - Investigative Reports to Customers). Like many professions, private investigators are paid for their time and expertise. The investigator cannot and does not guarantee a particular outcome, but is still entitled to be paid for their time and expertise. VIS is no exception. It is important that you carefully review any bills or statements about fees and promptly bring any questions to our attention within (30) thirty days of receipt.

Reports – Investigators are required to make periodic reports to clients, either orally, in writing or both. It is important to remember that California law expressly permits investigators to withhold any reports to clients if the client has not paid the investigator in full for services rendered up to that point. (Cal. Code Regs. Tit. 16, § 624- Investigative Reports to Customers)

Confidentiality – California law requires that private investigators treat information learned during the course of an investigation as confidential. In limited situations, however, investigators are permitted to disclose information about crimes to law enforcement. In addition, investigators can be forced to disclose confidential information if ordered to so by a court. Clients who disclose confidential information received from an investigator to a third person may be waiving their right to claim client/investigator confidentiality in future trials or disputes. Clients should

therefore exercise great caution when making disclosures to third parties. VIS recommends that clients consult with their attorney regarding these issues.

Accuracy of information – Private investigators routinely collect information from many sources such as witnesses, commercial and government data bases, surveillances, public records and other investigators. Information from those sources – even official government data bases – is sometimes inaccurate. Witnesses sometimes make mistakes and even lie. Data bases sometimes contain inaccuracies or information about people with similar names. While we endeavor to verify information, it is not always possible. As a result, VIS often cannot give opinions on the truthfulness of witnesses or the accuracy of documents. Clients should therefore exercise great caution when disclosing such information to third parties. In addition, VIS is not a law firm and consequently does not offer legal opinions.

Investigation techniques – California and federal laws limit what private investigators can legally do when conducting investigations. VIS will never intentionally violate the law. That means we will not engage in illegal wiretapping, invasions of privacy, trespassing and the like, nor will we assist our clients in doing so.

Disclaimer- Virtus Investigative Services LLC is not a consumer reporting agency and none of its services or the information contained in its report constitutes a “consumer report” as such term is defined in the Federal Fair Credit Reporting Act (FCRA), 15 U.S.C. sec. 1681 et seq.

The information provided to you may not be used as a factor in consumer debt collection decisioning, establishing a consumer’s eligibility for credit, insurance, employment, government benefits, or housing, or for any other purpose authorized under the FCRA.

By retaining our services, you agree not to use this information for any purpose authorized under the FCRA or in relation to taking an adverse action relating to a consumer application.