

TOP TEN QUESTIONS

To Ask a Process Server



1. What percentage of your field servers use your app for GPS and photos?
2. Do you internally audit every server attempt (rather than just work off exceptions or no auditing)?
3. Do you charge the same fee for serves and non-serves and do you pay your servers the same fee for serves and non-serves?
4. Does any law firm or their partners (or family members or spouses of partners or their spouses) have an ownership position in your company?
5. Do you comply with all of the standards that resulted from the Process Serving Standards Summit?
6. Do you perform background checks on all your servers?
7. Do you have an in-house attorney who manages your compliance program?
8. Are you SSAE-16/SOC-1 certified?
9. Do you have any lawsuits for sewer service (pending, settled or lost)?
10. Have you settled or lost any lawsuits that require over \$1 million in payments?