



A GUIDE TO
FINDERMONKEY
SERVICES



A Warm Welcome!

Before you begin reading through this guide, I wanted to let you know we are delighted that you're considering using FinderMonkey to locate someone missing from your life.

I understand how daunting it can be to look for someone you have never met or haven't seen in a very long time. This guide is here to help explain to you how our service works, so you can learn more about the work we do and the team of people who are here to help you.

Here at FinderMonkey we are passionate about finding your exact person for you. In order to do this, we use the latest tracing systems (not publicly available), my tracing team's extensive knowledge and detailed archive searches.

The team are professional and dedicated and ready to start your search to help you get the answers you're looking for.

If you've tried other online address searches or spent years trying to find your person, please don't think we're going to do more of the same. We use the most accurate and effective systems and databases, so we have the best chance of finding the person you are looking for.

Our success rate is 92% and we would love to add you to our long list of happy FinderMonkey customers.

In this guide you'll learn more about the team, be able to read testimonials from people just like you and find out the various stages a search goes through in order to reach that 92% success rate.

My team and I hope to hear from you soon.



David Oates

D. Oates

Head Researcher
FinderMonkey Ltd

Introduction...

Our mission is to help as many people as we can to find the people they have missing from their lives.

Each search we perform is painstakingly investigated by a member of our in-house trace team.

We'll order documents to help get to the bottom of the search and access vital information that isn't publicly available. Combine this with our years of experience and our network of external researchers, and you soon realise that if you're serious about finding someone, we are the right people for your search.

We say 'your search', but in truth we do everything for you. You tell us who you want to find and we'll research and investigate until we find their current address for you.

We don't just want to provide you with information that 'might' be right either. We'll keep digging until we can prove to you that we've found your EXACT person.

We don't use 192.com or any other online electoral roll data, primarily because they are not reliable enough. You invest in our services because you want the search to be carried out with skill, dedication, and empathy, not because you're looking for a quick fix or a ten minute job.



Who Are We and Why You Should Care...

Our mission is to help as many people as we can to find the people they have missing from their lives.

FinderMonkey began in 2007 and became a limited company in 2009. Our mission is to help as many people as we can to connect and reconnect with people who are missing from their lives.

The company was started in the back bedroom of a house in Leeds, and today we're widely regarded as the UK's leading people tracing company.

We work ethically and with integrity. This is incredibly important to us and it's a philosophy instilled into every one of our employees. We also understand the importance of getting your search right first time, every time.

Why Choose Us

- We guarantee to trace your exact person to their exact address
- Success rate of over 92% and customer satisfaction rating of 98%.
- Fully accredited and members of the Credit Services Association meaning we're able to access the most up to date and accurate information in the UK.
- UK-wide state of the art tracing systems
- Data protection compliant
- Large external network of researchers in specialist areas such as, forces records, archive searches, and census searches, etc.

We can also find people if they have moved overseas.

Countries we can search in

- Northern Ireland
- Southern Ireland
- Any European country
- USA
- Canada
- Caribbean
- South Africa
- Australia
- New Zealand

What We Can Do For You

We trace your exact person to their exact address.

To regain or instigate contact with someone, you're going to need their address. Primarily this is what we'll provide you with.

Now, if you've never met your dad and only know a rough age for him and that his name was John Smith, this task is going to be difficult. It's going to take hours of research, working through birth records and marriage certificates just to find the right person, before we even begin to think about finding his address.

If you know your birth mother was called Mary Clark and she was 18 years old in 1946, then we're going to need to perform a lot of research to see if she got married, find her married name, and then continue searching to ascertain if she married a second or third time.

It's this depth of searching that means we can call ourselves the best.

We'll also happily take a search overseas if we find evidence of your person moving out of the UK.

We search all kinds of records until we find that one piece of information that will solve the case. We are not private investigators though, we do everything by accessing data and diligently researching that data.

We also offer an intermediary service:

For an additional fee, you can choose our intermediary service and have our team make the initial contact with your person on your behalf.

A lot of our customers prefer this option because we act as a neutral party, communicating with both parties with empathy and consideration, until you are both ready to make contact directly.

Your request for communication can come as a surprise to the person we find, so opting to use our intermediary service gives them time to process their thoughts and feelings before speaking with you.

It also means you can rely on our years of experience to make the initial contact go as smoothly as possible for you, your person, and any family they may have.

While not essential for everyone, the intermediary service is a great way to begin what can be a long and happy relationship with your newly found person.

If you're serious about finding someone, you understand the amount of work that could be involved in finding them, and you want the work conducted in a professional, empathetic way, then you're our perfect customer and we want to help you.

Who Can We Find For You?

- **Your biological mother or father** - perhaps you were adopted as a child, or you've lost touch in later life but now want to get back in contact.
- **Your biological grandparents** - possibly family politics mean you have been denied access to your grandparents, but now you'd like to get in touch.
- **Children or grandchildren** - if you're a parent or grandparent searching for your child or grandchild who is aged over 18, we can help you with your search.
- **Siblings** - whether you were separated as children or adults, we can reunite you with your brothers and sisters.
- **Old friends** - maybe you had a best childhood friend, or you met someone briefly as an adult but lost touch, and now you'd love to find them again.

What Information Do We Need to Find Someone..?

The great news is, we specialise in finding people with only snippets of information.

So many people think they don't have enough information. However, very recently our amazing research team found our client's father, when all they had to go on was a first name and an area!

Now father and son are reunited and looking forward to meeting up soon.

So, if you know:

- Their full name, either at birth or when you knew them...
- or
- The area where they were born or you knew them to live...
- or
- An approximate age or a date of birth for them...

... then we can help. If you have additional information, then please do let us know as it could help us in our search.

Things You Should Consider...

Many customers complete the form on our website, then choose to take a period of time before going ahead with their search.

This is understandable. Tracing someone you've never met or lost touch with long ago is a big deal. There is a lot to consider, and some of these considerations are outlined below.

Not being ready:

If finding this person means a lot to you, then will you ever feel truly ready to proceed? There will always be a reason not to get started. Some reasons are valid but it's up to you to make that decision.

We don't employ pushy sales people. James and Melinda are our trained Trace Consultants and it's their job to speak with you to see if you are ready. If you decide that now is not the right time, we'll respect that.

This is what one customer said about the experience of tracing her family...

*"I don't know what I expected going into this. **I didn't want to get too excited to only be let down.** I never, ever imagined how wonderfully things would turn out.*

*It may sound cheesy but the best way I can explain it is....imagine there is a box, **a closed box inside your heart. It's always been there**, you know it's there, but it's always been closed.*

But then, one day that box is opened. You have no idea what will come out but you allow it to be opened anyway...and what is in this box is joy, pure joy.

Inside that box was the final piece of the puzzle, and suddenly you feel complete."

We would always encourage you to at least speak with a FinderMonkey consultant. You can arrange an appointment by calling us on 0113 4363692.

What if they don't want anything to do with me?

We can't say for certain that it won't happen but **in over 95% of cases, contact is achieved.**

What if they've passed away?

It does sometimes happen that the person you are hoping to find has passed away, and in these circumstances you would still be required to make the final payment of your search fee.

Let me explain...

If we discover that the person you have asked us to trace has passed away, we need to be 100% certain we've found the right person before we inform you.

We also have to obtain the death certificate, see who the informant of the death was, and explore if the person who has passed away had any other family we can potentially put you in touch with.

For your sake, it is important that we do this job right.

Nearly all customers in this position talk about our grace and empathy, and tell us that they feel they have achieved some kind of closure on the situation.

So yes, it does sometimes happen, but **don't leave it any longer to begin your search, or the chances of this situation being your reality will increase.**

How Long Does a Typical Search Take..?

Some searches can be completed in a matter of days, others may take much longer.

We don't want to limit our research options based on a stated timescale, but here is a breakdown of the timeframe of a typical search...

Day 1:

Once you've paid your deposit, we'll conduct our initial fact finding consultation with you by telephone. During this call you'll supply us with all the information you have on your missing person. We will ask you a lot of questions, but don't worry if you can't answer them all.

It's important that you share all of the information you have for your person to give us the best chance of finding them. We'll also ask you for the source of any information you have, as this affects how we can use it.

If you have documents, such as a birth or wedding certificate, we may ask you to email or post a copy of these documents to us at this stage too.

Days 2-5:

Our trace team will collate all of the information we have been given and begin our research, including ordering any documents that will lead us to your person.

Days 6-14:

Having conducted the searches and received the documents, we'll begin the painstaking process of piecing together all of the evidence.

We may also need to order additional documents to help us prove we have found the correct person. Now we're getting closer to locating your person, and you'll be updated regularly of our progress during this period.

Days 15-20:

Final checks are completed and your report is drafted, double checked, and any ordered documents are added.

We'll contact you to notify you of the outcome of your search, and also at this point we'll process your final payment before emailing your report to you.

Days 21-30:

You'll receive your report and documents for your person, including their current address so you can make your first contact.*

Our team will support you through this period, and we'll advise you on the best way to make your approach. You should also be prepared for the possibility that your person will decline your contact request, and if this does happen in your case, the team will advise you on your next steps.

* Unless you've opted to use our intermediary service.

Using Our Intermediary Service:

Days 15-20 and 21-30 will vary slightly if you choose our intermediary service.

Days 15-20 (for customers using our intermediary service):

We'll make contact with your person to seek further clarification that they're who you're looking for, and to notify them that you're looking for them. This will normally be done by letter, but we may instead contact them by telephone.

Days 21-30 (for customers using our intermediary service):

We'll contact you to notify you of our findings, and discuss how you'd like to proceed from this point.

Our team will support you through this period, and we'll advise you on the best way to make your approach when both parties are ready.

You should also be prepared for the possibility that your person will decline your contact request, and if this does happen in your case, our team will advise you of your next steps.

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Trace Manager - Phillippa Bourne

Phillippa is the newest member of the team. Her background is in customer service and she is here to make sure that every case is given the rooms full attention. Phillippa will provide you with telephone updates and be your point of contact if you need any further details about your search as it progresses. As trace manager Phillippa is tasked with maintaining our 98% customer satisfaction rating



Trace Researcher - Jake Birchell

Jake is a superb researcher and joined us straight after leaving university. He has a keen eye for detail and is involved in many of the in-depth cases that we do. His passion is reuniting families.



Trace Researcher - Jade Blakeley

Jade started as an apprentice but soon made her way up through the ranks due to her high energy approach and skills at tracing hard to find people. Under head researcher David's stewardship, she has developed into an excellent trace researcher.



Administration Apprentice - Meghan Roberts

Meghan is the baby of the group. She is about to complete her apprenticeship and is a key member of the tracing team, carrying out tasks including ordering documents and external research.

Whilst your search is ongoing, she will most likely be the person keeping you updated on how your case is progressing.

What Does Our Service Cost?

As you can see, we pride ourselves on a quality service but want to help as many people as possible

The price you'll pay will depend on what information you have about the person you are looking for and how much information we'll need to find on your behalf.

If you already have plenty of information and the person you are looking for was born in the UK, then the cost will be less than if the person was born in another country and you only have minimal information.

We have a clear pricing policy and will confirm a price before you commit to using our service.

What Other People Think..?

We've received over 250 testimonials... and counting!

You can read more about what these customers thought of our service over on our blog page:

<https://www.findermonkey.co.uk/blog>



"We had done a lot of searching and I had tried websites like ancestry, various libraries, and even visited Bournemouth, where he was last

known to be. I spent endless hours searching, and felt I had exhausted all avenues.

I decided to contact a local paper in Bournemouth to see if they could help and I also contacted FinderMonkey. We found you on the internet and decided to hire you after we had hit a brick wall. I gave you all the information I had and left it with you.

A week later you contacted us saying you had found my dad living in the Bournemouth area, where he was last known to be.

We put a short letter together, along with a photo of me and my three boys and posted it to the address you provided for us. We didn't have to wait long, he called me the very next day! We spoke on the phone for a couple of hours and have spoken every week since.

We're travelling down to Bournemouth to meet up with him soon which we're all extremely excited about. It will be a big day in our lives!"

Andrea Wood



"I knew where my father's parents lived, I used to visit them every couple of months. Once they passed away I had no way of knowing where my dad was and my mum never wanted to speak to me about him either. I did not know which way to turn.

Just after my husband lost his dad, we were discussing things and my dad came up in the conversation. John, (my husband) said "you will never find your father, you've been saying you will for years.

*I think I needed this push, as the next day while waiting for my boys to finish school, I searched for trace companies who could help. FinderMonkey came up in the search and when I saw the amount of people you'd already reunited, **I knew that I had to use you.***

*The process was unbelievably quick. **I completed the form on your website on Friday and by the following Wednesday, you'd found him and given me his details!***

*It took me a week to write the first letter to him but we have since been on two holidays together. We've been **having the time of our lives, making up for lost time** and my sons get so excited when Grandad is coming to stay.*

It was the best thing I have ever done!"

Gary Humm



***"The expert research team at FinderMonkey were fantastic.** I was constantly kept informed and I'm grateful for the empathy shown to me in what was a very difficult situation. You talked through all my options and I was totally confident in being guided by you.*

***You found my father, and since our initial meeting I have had constant contact with him.** I've also spoken with my half-brother and half-sister and their families too.*

John, (my father) came to stay with us last year to meet my new-born son and we spent good quality time together. I am saving as best as I can, as I want to meet my siblings and their families while my dad is still around as he suffers with poor health now.

The outcome for me was fantastic. I could never have done it without FinderMonkey and I am very grateful for the great job they did for me."

Amy Edwards

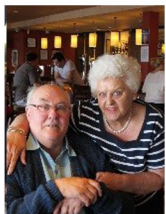
"I knew that I had limited information and that I was going to have to pay for the service. I ran the risk of losing

the money but when I weighed it up, the amount of money I was being asked to hand over was nothing compared with the possibility of being reunited with my biological dad.

I made the call and spoke to a member of the team who took all of the information that I had to offer and they got to work. I felt like I really mattered, that everyone was trying hard and working quickly to find my dad.

Within a month, I went with my husband, my two children, and my brother and his partner to meet my dad for the first time. We spent a weekend with him and had a fantastic time.

I have since spoken to my grandparents and hope to meet them soon too. I speak to my dad on the phone regularly and I'm looking forward to when I can visit again."

Marion & Christopher

"Thank you for reuniting us after 72 years!"

What To Do Next...

Ready to take the next step?

Call us now on 0113 4363692 and we can arrange your complementary consultation and confirm which service is best for you. We'll give you a clear price so you can decide if you'd like to go ahead.

If you have your consultation within a week of placing your initial enquiry, you'll qualify for our 20% 'ACT FAST discount'. If you're serious about finding your person, give us a call today and let's get started.