

Frequently Asked Questions

1. What do you all need to get started:

- We ask for the following, including the birth date/location for each ancestor remembering the maiden name of those that have been married.
 - Your Legal Name
 - Your Maternal Grandfathers Name
 - Your Paternal Grandfathers Name
 - Your Maternal Grandmother (maiden name)
 - Paternal Grandmother (maiden name)
 - Both Parents Names

2. How often do I get updates?

- We provide periodic updates. However, we do one initial search and then we provide one final file at the end of our research along with details surrounding our research as mentioned in “Our Process.” Even if you do not see an update on your link it does not mean we are not diligently working through your research.

3. Is my information safe?

- All of our searches are confidential. We do not share your information, nor do we sell it. We do however reserve the ownership of our work product and can share our research in general however not specific to your identity or you unless otherwise given permission to do so by the client directly.

4. Can I purchase the aboriginal package on its own?

- Unfortunately, this is an add on services and is unable to be purchase on its own.

5. Why can't I purchase the aboriginal search on its own?

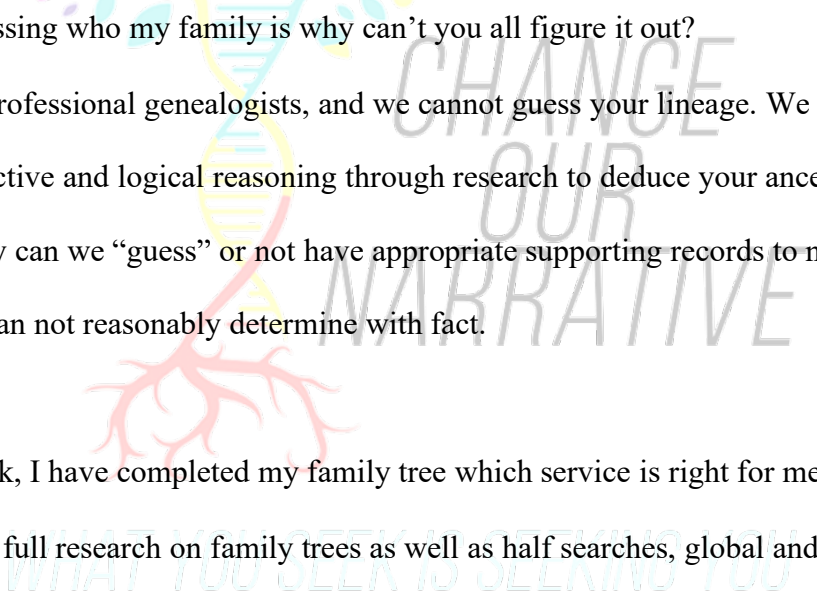
- The most important aspect of our searches is to uncover aboriginal ties. Because this is so important, we must complete the final project in full before we begin our search. Here are a few reasons why:

- We have to be sure your family tree is sound, without errors and we are able to tie your bloodline to you.
- We must research rolls, information and do a full thorough investigation
- We cannot know by looking at the tree and names if people are aboriginal, we must examine and explore the records.

6. After I purchase the aboriginal search what is next? Why can't you all tell me what to do?

- I would like to explain what the aboriginal search entails and what to expect. The process of proving that one's family was already here does not solidify citizenship, automatic status. Depending on what one would like to accomplish upon discovering this connection is totally contingent upon the personal goals. As a person pursuing the law, I can state that these type of cases have been litigated often and failed with very few being able to substantiate lineage not because the records do not show it, not because you are not BUT because this is a type of law that is less than 1% "Black" and this is what I am

seeking to change by pursuing a law degree in this specific field in an effort to practice law. During the time of the “final Indian Rolls.” There was an unsurmountable amount of prejudice and denial, rejections, dispute of records and treaties that were broken then allowed to remain this way because it disenfranchised people of color and that was ok and still is ok today. We will work diligently through each ancestor to uncover tribal affiliation. In the instance we cannot because we do not make the records, nor do we create a connection we cannot see; we will provide gateways and resources to understand why the status is inconclusive and what you can do next given more time to uncover more.

- 
7. I am guessing who my family is why can't you all figure it out?
- We are professional genealogists, and we cannot guess your lineage. We can attempt to use deductive and logical reasoning through research to deduce your ancestors however in no way can we “guess” or not have appropriate supporting records to name ancestors that we can not reasonably determine with fact.
8. I am stuck, I have completed my family tree which service is right for me?
- We offer full research on family trees as well as half searches, global and adoption at this time. We do not offer services centered around any other research but our own. We do not rely on any other history to research this is the reason we only request specific information to make our research as unbiased as possible using only the records.
9. Everything you found is what I already know, why did you not find anything more?

- We do our best to research further and to overcome all challenges. We have no way of knowing what your family knowledge may be nor do we make any guarantees in terms of record availability. We do our best to overcome obstacles in record availability using research.

10. What is a genealogist? Do you need my DNA? Do you tell every life story for my family?

- A genealogist is one that who traces or studies lines of family descent. We do not need your DNA. We explore your family by tracing however we are not personal family historians. We provide our clients with records, lineage tracing and documents that support their identity. We do not provide indefinite family historian services with ongoing research.

11. Why are your prices lower, how do you price your services?

- We use methods to understand our cost effectiveness. The average family has about 200 ancestors as well as takes close to 30 hours of research. This breaks down for clients as far as cost effectiveness upon completion of project.

12. My family is not from the continental United States, can you help?

- Yes, we offer a global package. This global package please be advised currently the only country we are facing enormous difficulties with are Haiti and Trinidad and Tobago. This is delayed due to non-digitized records and an archival system that is not uniformed as of yet. These projects are extremely delayed, and we explain to clients that this will take longer than anticipated. For our global clients it is VITAL that you provide birth date and specific locations within countries to support our initiatives to uncover the identities of your ancestors abroad.

13. Can I contact your staff on Instagram on their personal pages for an update?

- Absolutely not, we have a business page www.instagram.com/changeournarrative.com and for your clients, our preferred method is email. Please do not contact any staff on Instagram if you are a client. We respect the privacy of our staff and personal lives.

14. I am so excited; I want updates every other day/week why can I not get these when I demand them?

- Our staff are working on multiple projects simultaneously as information becomes available and resources permit. We generally offer with in the estimated timeline 2 files, 1 during the initial search and the final search with all information located. Asking for updates constantly especially initially only slows down the process and deters our attention away from research itself and working through all client's needs.

15. What are the delays during COVID?

- We are currently deducing a delay of up to 8 weeks per service.

16. Things barely changed during the initial search compared to the final, why?

- We will provide you with information to support any stalls in research and challenges limiting our ability to pinpoint or deduce the identity of your ancestor beyond a certain generation. Most of the time we are able to breakthrough pre slavery for most lines given no complex issues.

17. How do I know where you are at with my family project?

- In general, we follow the timeline provided including delays. This is estimated of course. At the end of this timeline, and only in the instance that this has prolonged we will provide you with all information at the time of expire for the lines we were able to explore.

18. Which service is right for me?

- We ask that you read through our products and our subscription and make the best selection for you and your family. We have no way of knowing your family personally to know which service is right for you. You must read through and make the best selection for your and your family based on what you know and what you would like to uncover.

19. My family is not from the United States, can you help me?

- Yes, see Question 12

20. Do you all find pictures?

- If there are pictures available during our research, yes absolutely we do.

21. Can I see a sample of your work?

- We post our research in some capacity on social media however we do not share client data.

22. Do you all offer smaller payment plans?

- No, currently at the time this are the payment plans we offer.

23. I want to get paid for telling people about your services.

- Unfortunately, we do not have a referral paid program. We are extremely under priced and most of our cost go to our staff and resources.

WHAT YOU SEEK IS SEEKING YOU

*CHANGE
OUR
NARRATIVE*

