



OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

Monster Worldwide, Inc.  
133 Boston Post Road  
Weston, MA 02493  
Attn: General Counsel

March 1, 2017

Re: Request for Information Regarding Jobr Age Cutoff

Dear Sir or Madam,

We write you regarding the “Profile” feature on your app, Jobr. When users attempt to build a profile on Jobr for purposes of applying for jobs listed on Jobr, they are directed to fill in their work experience and education information. A user that wishes to enter a start year for previous employment or an educational experience prior to 1980, however, is not able to do so. When users click on a drop-down menu of choices for start dates for education and previous employment, 1980 is the earliest possible choice. As a result, many users cannot complete accurate profiles and proceed to apply for jobs using the Jobr platform. In essence, Jobr excludes users who started high school prior to 1980—in other words, users who are about 52 or older—from its Profile feature and thus from full enjoyment of Jobr’s services.

In addition to excluding certain users from the use of all available services on Jobr, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office’s responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you may be aware, Jobr is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that Jobr may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of Jobr. In connection with our review, we request that you please provide the following information and documents:

### Requests for Information

1. What is the process by which Monster or Jobr selected 1980 as the earliest year for users of Jobr to indicate their start date for any educational or employment experience in building profiles?
2. Does Jobr offer any alternate methods for individuals with graduation or work experience dates that begin earlier than 1980 to build an accurate profile using tools on Jobr?
3. Has Jobr or Monster considered alternative methods for permitting users to indicate their education or work experience start dates in building their profiles using Jobr, such as permitting users to fill in the date manually rather than selecting from a drop-down menu?

### Request for Documents

1. Please provide any and all documents, including but not limited to memoranda, emails and other electronic messages, PowerPoint and other presentations, meeting minutes and notes, reports, contracts, agreements, charts, graphs, manuals, videotapes, audiotapes, data compilations, marketing materials, training materials, computer programs in source and object code, concerning or related to the process by which Jobr or Monster selected 1980 as the earliest year for users of Jobr's Profile tool to indicate the start date of an education or employment experience when building a profile.

Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

Thank you in advance for your prompt attention.

Sincerely,



Jeff VanDam  
Assistant Attorney General  
Bureau of Civil Rights  
Office of the Attorney General of Illinois  
100 W. Randolph St., 11th Floor  
Chicago, IL 60601  
(312) 814-5093  
[jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us)



OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

Ladders, Inc.  
55 Water Street  
New York, NY 10004  
Attn: General Counsel

March 1, 2017

Re: Request for Information Regarding theladders.com Age Cutoff

Dear Sir or Madam,

We write you regarding the “Resume Builder” feature on your website, TheLadders.com. When users attempt to build a resume on your site, they are directed to fill in their work experience and education information. A user that wishes to enter a start year for previous employment or date of graduation prior to 1970, however, is not able to do so. When users click on a drop-down menu of choices for years of graduation of previous employment, 1970 is the earliest possible choice. As a result, many users cannot complete accurate resumes and proceed to apply for jobs using TheLadders.com platform. In essence, TheLadders.com excludes users who graduated from high school prior to 1970—in other words, users who are about 66 or older—from its Resume Builder and thus from full enjoyment of the site’s services.

In addition to excluding certain users from the use of all available services on TheLadders.com, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office’s responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you may be aware, TheLadders.com is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that TheLadders.com may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of TheLadders.com. In connection with our review, we request that you please provide the following information and documents:

## Requests for Information

1. What is the process by which TheLadders.com selected 1970 as the earliest year for users of the site to indicate their graduation year from any educational institution or the start year of an employment experience in building resumes?
2. Does TheLadders.com offer any alternate methods for individuals with graduation or work experience dates that are earlier than 1970 to build an accurate resume using tools on the site?
3. Has TheLadders.com considered alternative methods for permitting users to indicate their graduation or experience dates in building their resumes using TheLadders.com, such as permitting users to fill in the date manually rather than selecting from a drop-down menu?

## Request for Documents

1. Please provide any and all documents, including but not limited to memoranda, emails and other electronic messages, PowerPoint and other presentations, meeting minutes and notes, reports, contracts, agreements, charts, graphs, manuals, videotapes, audiotapes, data compilations, marketing materials, training materials, computer programs in source and object code, concerning or related to the process by which TheLadders.com selected 1970 as the earliest year for users of the site's Resume Builder to indicate their graduation year from any educational institution and start year of an employment experience when building a resume.

Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

Thank you in advance for your prompt attention.

Sincerely,



Jeff VanDam  
Assistant Attorney General  
Bureau of Civil Rights  
Office of the Attorney General of Illinois  
100 W. Randolph St., 11th Floor  
Chicago, IL 60601  
(312) 814-5093  
[jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us)



OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

Beyond.com  
1060 First Ave, Suite 100  
King of Prussia, PA 19406  
Attn: Marla R. Milgram, Executive Vice President, General Counsel and Corporate Secretary

March 1, 2017

Re: Request for Information Regarding Beyond.com Age Cutoff

Dear Ms. Milgram,

We write you regarding the “Career Portfolio” feature on your website, Beyond.com. When users attempt to build a Career Portfolio on your site, they are directed to fill in their work experience and education information. A user that wishes to enter a start year for previous employment or educational experience prior to 1950, however, is not able to do so. When users click on a drop-down menu of choices for start dates for an education or employment experience, 1950 is the earliest possible choice. As a result, many users cannot complete accurate Career Portfolios and proceed to apply for jobs using Beyond.com platform. In essence, Beyond.com excludes users who started high school prior to 1950—in other words, users who are about 82 or older—from its Career Portfolio feature and thus from full enjoyment of the site’s services.

In addition to excluding certain users from the use of all available services on Beyond.com, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office’s responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you may be aware, Beyond.com is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that Beyond.com may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of Beyond.com. In connection with our review, we request that you please provide the following information and documents:

## Requests for Information

1. What is the process by which Beyond.com selected 1950 as the earliest year for users of the site to indicate the start date for any educational or employment experience in building career portfolios?
2. Does Beyond.com offer any alternate methods for individuals with education or work experience that began earlier than 1950 to build an accurate resume using tools on the site?
3. Has Beyond.com considered alternative methods for permitting users to indicate their education or work experience dates in building their resumes using Beyond.com, such as permitting users to fill in dates manually rather than selecting from a drop-down menu?

## Request for Documents

1. Please provide any and all documents, including but not limited to memoranda, emails and other electronic messages, PowerPoint and other presentations, meeting minutes and notes, reports, contracts, agreements, charts, graphs, manuals, videotapes, audiotapes, data compilations, marketing materials, training materials, computer programs in source and object code, concerning or related to the process by which Beyond.com selected 1950 as the earliest year for users of the site's Career Portfolio tool to indicate the start year of an education or employment experience when building a resume.

Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

Thank you in advance for your prompt attention.

Sincerely,



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Assistant Attorney General  
Bureau of Civil Rights  
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100 W. Randolph St., 11th Floor  
Chicago, IL 60601  
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STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

Indeed, Inc.  
6433 Champion Grandview Way  
Building 1  
Austin, TX 78750  
Attn: Lowell Brickman, General Counsel

March 1, 2017

Re: Request for Information Regarding Indeed.com Age Cutoff

Dear Mr. Brickman,

We write you regarding the “My Indeed Resume” feature on your website, Indeed.com. When users attempt to build a resume on your site for purposes of applying for jobs listed on Indeed.com, they are directed to fill in their work experience and education information. A user that wishes to enter a start year for previous education or employment prior to 1956, however, is not able to do so. When users click on a drop-down menu of choices for years of education or previous employment, 1956 is the earliest possible choice. As a result, many users cannot complete accurate profiles and proceed to apply for jobs using the Indeed.com platform. In essence, Indeed.com excludes users who began high school prior to 1956—in other words, users who are about 76 or older—from its My Indeed Resume feature and thus from full enjoyment of the site’s services.

In addition to excluding certain users from the use of all available services on Indeed.com, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office’s responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you may be aware, Indeed.com is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that Indeed.com may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of Indeed.com. In connection with our review, we request that you please provide the following information and documents:

## Requests for Information

1. What is the process by which Indeed.com selected 1956 as the earliest year for users of the site to indicate the start year of an education or employment experience when building resumes?
2. Does Indeed.com offer any alternate methods for individuals with education or work experiences beginning earlier than 1956 to build an accurate profile using tools on the site?
3. Has Indeed.com considered alternative methods for permitting users to indicate their education or work experience dates in building their profiles using Indeed.com, such as permitting users to fill in the date manually rather than selecting from a drop-down menu?

## Request for Documents

1. Please provide any and all documents, including but not limited to memoranda, emails and other electronic messages, PowerPoint and other presentations, meeting minutes and notes, reports, contracts, agreements, charts, graphs, manuals, videotapes, audiotapes, data compilations, marketing materials, training materials, computer programs in source and object code, concerning or related to the process by which Indeed.com selected 1956 as the earliest year for users of the site's "My Indeed Resume" tool to indicate the start year of an education or employment experience when building a resume.

Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

Thank you in advance for your prompt attention.

Sincerely,



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OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

CareerBuilder  
200 N. LaSalle St.  
Chicago, IL 60606  
Attn: Alex Green, General Counsel

March 1, 2017

Re: Request for Information Regarding RésuméHero Age Cutoff

Dear Mr. Green,

We write you regarding the RésuméHero feature on your website, CBResumeHero.com. When users attempt to build a resume on your site, they are directed to fill in their education information. A user that wishes to enter a date of graduation prior to 1955, however, is not able to do so. When users click on a drop-down menu of choices for year of graduation, 1955 is the earliest possible choice. As a result, many users cannot complete accurate resumes using the RésuméHero platform and proceed to apply for jobs using the CareerBuilder platform. In essence, RésuméHero excludes users who graduated from high school prior to 1955—in other words, users who are about 81 or older—from its resume creation feature and thus from full enjoyment of the site's services.

In addition to excluding certain users from the use of all available services on CBResumeHero.com, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office's responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you are aware, CareerBuilder is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that CareerBuilder's RésuméHero site may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of RésuméHero. In connection with our review, we request that you please provide the following information and documents:

## Requests for Information

1. What is the process by which CareerBuilder selected 1955 as the earliest year for users of the RésuméHero site to indicate their graduation year from any educational institution when building resumes?
2. Does RésuméHero offer any alternate methods for individuals with graduation dates that are earlier than 1955 to build an accurate resume using tools on the site?
3. Has CareerBuilder considered alternative methods for permitting users to indicate their graduation dates in building their resumes using RésuméHero, such as permitting users to fill in the date manually rather than selecting from a drop-down menu?

## Request for Documents

1. Please provide any and all documents, including but not limited to memoranda, emails and other electronic messages, PowerPoint and other presentations, meeting minutes and notes, reports, contracts, agreements, charts, graphs, manuals, videotapes, audiotapes, data compilations, marketing materials, training materials, computer programs in source and object code, concerning or related to the process by which CareerBuilder selected 1955 as the earliest year for users of RésuméHero to indicate their graduation year from any educational institution when building a resume.

Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

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[jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us)



OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

Vault  
132 West 31st Street, 16th Floor  
New York, NY 10001  
Attn: General Counsel

March 1, 2017

Re: Request for Information Regarding Vault.com Age Cutoff

Dear Sir or Madam,

We write you regarding the “My Profile” feature on your website, Vault.com. When users attempt to build a profile on your site for purposes of applying for jobs listed on Vault.com, they are directed to fill in their work experience and education information. A user that wishes to enter a start year for previous education or employment prior to 1950, however, is not able to do so. When users click on a drop-down menu of choices for years of education or previous employment, 1950 is the earliest possible choice. As a result, many users cannot complete accurate profiles and proceed to apply for jobs using the Vault.com platform. In essence, Vault.com excludes users who began high school prior to 1950—in other words, users who are about 82 or older—from its My Profile feature and thus from full enjoyment of the site’s services.

In addition to excluding certain users from the use of all available services on Vault.com, this sort of exclusion can discourage workers from attempting to re-enter or remain in the job marketplace. Our letter today is prompted by these concerns, including the well-being of all individuals in Illinois who wish to find employment. It is also prompted by our office’s responsibility to enforce the civil rights laws of Illinois and the United States, which prohibit discrimination in employment and public accommodations on the basis of age.

As you may be aware, Vault.com is an entity doing business in Illinois and is therefore covered by the Illinois Human Rights Act, 775 ILCS 5/2-102, as well as the federal Age Discrimination in Employment Act, 29 U.S.C. § 623. Because we have reason to believe that Vault.com may be excluding individuals from the full use of its services based solely on age, we would like to know about certain aspects of your administration of Vault.com. In connection with our review, we request that you please provide the following information and documents:

### Requests for Information

1. What is the process by which Vault.com selected 1950 as the earliest year for users of the site to indicate the start year of an education or employment experience in building profiles?
2. Does Vault.com offer any alternate methods for individuals with education or work experiences beginning earlier than 1950 to build an accurate profile using tools on the site?
3. Has Vault.com considered alternative methods for permitting users to indicate their education or work experience dates in building their profiles using Vault.com, such as permitting users to fill in the date manually rather than selecting from a drop-down menu?

### Request for Documents

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Please provide your responses electronically, no later than March 29, 2017, to the attention of [jvandam@atg.state.il.us](mailto:jvandam@atg.state.il.us). If you are unable to provide responses electronically, please provide hard copies of responses to Jeff VanDam at the Illinois Office of the Attorney General, 100 W. Randolph St., 11th Floor, Chicago, IL 60601 no later than March 29, 2017.

Thank you in advance for your prompt attention.

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