

BACKGROUND SCREENING

First Advantage Customer Care

High-touch, award-winning service for busy employers

Service you can count on, again and again.

You want support that's easy, reliable, and smart, and an experience that delivers the best possible outcomes for you and your candidates.

Knowing this, our dynamic customer care program is purpose-built to ensure:



Faster resolution—all inquiries are treated with the utmost urgency.



Improved efficiency with direct access to multiple service channels.



Better, more satisfying experiences that might just leave you smiling.



Best-in-class support with continuous optimization and improvement.



Start your support journey at help.fadv.com

Just as no two customer care inquiries are the same, different customers prefer to engage in different ways. For this reason, our customer care framework offers multiple options to fit the needs of busy employers and their candidates.



CLICK

Want “right-now” answers, without speaking with a rep? Our ServiceConnect Customer Portal offers accurate, up-to-date announcements, information, and the ability to easily check order status.

- Instantly check the status of your background check orders and customer care support cases.
- Access all the latest customer announcements, in one spot.
- Troubleshoot issues by exploring support articles by topic.



CHAT

Want real-time engagement, but a phone call is not convenient for you? Get fast, personalized support with our Live Agent Chat technology which gives you access to our live customer care experts.

- The fastest way to get help from a live person!
- Chat in your native language or language of choice.
- Available from any device (i.e., Mobile, PC, Mac).



CALL

Do you have a First Advantage dedicated toll-free number? Use our next-gen telephony solution if you have a little more time to spare.

- Get down to business faster with immediate caller identification that uses automated contact, 360-degree record look-ups to locate records matching a caller's information—i.e., your account history, prior inquiries, and other relevant information—so they can better understand the context of your inquiry and intelligently resolve it.

Learn more!
Visit help.fadv.com

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The Award winning Customer Care Team from First Advantage holds a Gold Stevie® Award in the Front-Line Customer Service Team of the Year - Technology Industries category



4 Guiding Tenets of Our Customer Care

- **Empathy:** To guide you quickly and efficiently to the right outcomes, we patiently listen and seek to understand the complete situation, including any underlying or extenuating circumstances.
- **Excellence:** Every single time you engage customer care—no matter how or where you engage us—we are committed to delivering seamless experiences that exceed your expectations.
- **Prevention:** Our service experts own their customer care cases and remain engaged from start to finish to ensure complete resolution and prevent future recurrence.
- **Employees:** We mindfully recruit only the best-of-the-best service professionals who possess the knowledge, skills, mindset, and temperament required to serve and delight our valued customers.

Our Customer Care Promise

We deliver an **easy and expert experience**. Our team members respond with urgency, are empowered to take ownership and **resolve customer issues with empathy**. Powered by next-gen technology, products, and processes, we put **our customers first** each and every time.

// **At First Advantage**, our goal is to deliver amazing customer service and create raving fans. We are accomplishing that by making transformative investments in our tools, technology, and most importantly, our people."

Victor Sachs

Customer Service and Digital Transformation