



Customer Contact Information

When do I call my Account Manager?

Marvin Hudgins -678-710-7251

- To resolve non-transactional service requests  
“Proactive account management”
  - Reports
  - Account set up (location only)
  - SLA inquiries
  - Client Education/Training
  - Escalations
  - Package changes

Customer Service Contact	Options
<p><b>Premier 1 Customer Service</b></p> <p><b>1.866.439.7179</b>    Inside the U.S.</p> <p><b>+1 678.694.2098</b>    Outside the U.S.</p> <p><a href="mailto:premier1@fadv.com">premier1@fadv.com</a></p>	<p><b>Option 1: Technical Support</b></p> <p><i>Available 24/7 (closed Thanksgiving, Christmas and New Year’s)</i></p> <ul style="list-style-type: none"><li>• Difficulty Obtaining Access</li><li>• Password Problems</li></ul> <p><b>Option 2: Drug Testing</b></p> <p><b>Option 3: CVS I9 services</b></p> <p><b>Option 4: I9 Services</b></p> <p><b>Option 5: General Customer Service</b></p> <p><i>Available Monday – Friday, 8:00 am-8:00 pm ET</i></p> <ul style="list-style-type: none"><li>• Report Inquiry</li><li>• New Logins, Accounts, or Location Setup</li><li>• Account Structure Questions</li><li>• Check status of searches (have CID number available)</li></ul>
<p><b>FCRA Consumer Disclosure Center</b></p> <p><b>800.845.6004</b></p>	<p>If an applicant disputes the results of their report they can call this number for more information.</p>