



Customer Contact Information

Account Manager

Dedicated Account Manager

Name: Monique Tuff

Telephone: 678.710.7497

Email: monique.tuff@fadv.com

Director, Account Management

Name: Dwight Larkins

Telephone: 678.710.7169

Email: dwight.larkins@fadv.com

When do I call my Account Manager?

- 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

Premier 1 Customer Service

1.866.439.7179

premier1@fadv.com

Options

Option 1: Background & Website Support

Available Monday – Friday, 8:00 am-8:00 pm ET

- Report Inquiry
- New Logins, Accounts, or Location Setup
- Account Structure Questions
- Check status of searches (have CID number available)
- Difficulty Obtaining Access
- Password Problems

Option 2: Drug Testing

Option 4: I9 Services

Password reset available 24/7

(closed Thanksgiving, Christmas and New Year's)

FCRA Consumer Disclosure Center

800.845.6004

If an applicant disputes the results of their report they can call this number for more information.