



Customer Care and Account Management

Click: Visit <http://help.fadv.com>

Chat: Visit <http://help.fadv.com> or chat directly within <https://enterprise.fadv.com>

Call: 1-800-888-5773

XtdForce Needs: 1-866-237-2135



Customer Care Support	When to Contact	Support Hours
Customer Care Have on hand: <ul style="list-style-type: none">Applicant's full nameOrder numberAny other pertinent details <i>HINT: For phone calls, say "background screen"</i>	<ul style="list-style-type: none">Report /Results Status Inquiries<ul style="list-style-type: none">dates of completionreason for delayclarification on resultsadjudication clarificationmissing informationTechnical Assistance for Enterprise Advantage<ul style="list-style-type: none">system issuestechnical assistancetraining questionspassword assistanceUser Maintenance<ul style="list-style-type: none">adding or removing a userchanging or updating a user profileGeneral questions and common day-to-day tasks	Click available 24/7 Chat & Call available 8am to 8pm ET (M-F)

Additional Support	How Can We Help?	Support Hours
Consumer or Candidate Advocacy	Help with an applicant's consumer report or to open a dispute regarding a consumer report discrepancy	8am-7pm ET (M-F) 800-845-6004 consumer.documents@fadv.com
Customer Care Escalations	Help with issues not fully resolved within the agreed upon time frame or if you received incorrect information or full resolution.	8am-5pm ET (M-F) customercareescalations@fadv.com
Billing and ePay	<ul style="list-style-type: none">Billing InquiriesChange of Billing Information: Address, Contacts, MethodePay User Maintenance: Password assistance, adding or removing a user, changing or updating a userePay Invoice access assistance	8am-4pm ET (M-F) 855-514-4294 Billing.Support@fadv.com
Customer Success Director Meredith Elmore	<ul style="list-style-type: none">Strategic program changes: Including adding new products or packagesQuarterly and annual business reviewsProgram optimization and strategic partnership alignmentOverall program relationship ownerIndustry insight and guidance	meredith.elmore@fadv.com