



Who-To-Call Directory for General Electric

Background & Drug Screening Services

(800) 483-9929

ge@FADV.com

When to contact:

Status of background or drug test results
New user setup
New account setup
Add an element to a background investigation
Reopen requests
Questions/Content of Reports
General questions about your account/program

General Electric Direct Advantage Profile Links

<https://enterprise.fadv.com/pub/l/prospects/GE/Permanent> (Main URL used by GE)

https://enterprise.fadv.com/pub/l/prospects/GE_HC/Rescreen (Only used by GE Healthcare)

Technical Support

(866) 777-1979

When to contact:

Difficulty obtaining access or password reset
Technical issues with completing online application

National Scheduling Center

(888) 695-3465

When to contact:

Scheduling for drug screen
collections/immunizations
Questions regarding current schedules



GE Vendor Account Information

All **GE Deliveries** vendors need to establish a Contractor Advantage account with First Advantage using the following URL: <https://ca.fadv.com/CA/welcome.do?GE>

All **GE Capital Retail Finance** vendors need to establish a Contractor Advantage account with First Advantage using the following URL: <https://ca.fadv.com/CA/welcome.do?gefinance>

All other GE vendors need to establish an Enterprise Advantage account number under account series 836245 or 836246. These vendors should contact the First Advantage support team at ge@FADV.com for applicable paperwork/instructions.

Contractor Advantage Support

(866) 237-2135

Employment.support@FADV.com

When to contact:

GE vendors using Contractor Advantage site should contact this team for technical support

Account Management Team

Elizabeth Welty
Supervisor, Account Consultants
(678) 710-7446
Elizabeth.Welty@FADV.com

When to contact:

Statistical Reporting
Billing Questions
Escalated program concerns

Lynn McCalmont
Director, Strategic Accounts
(678) 327-1162
Lynn.Mccalmont@FADV.com

When to contact:

Program change requests
Quarterly business review requests

Consumer Disclosure

First Advantage Background Services Corp.
Consumer Center
PO Box 105292
Atlanta, GA 30348
1-800-845-6004

When to contact:

Consumer needs to open a dispute regarding background check completed by First Advantage