Dispute Process for India Credit Check

If you have questions or concerns relating to your credit report scoring, we recommend you seek support via the First Advantage Help Centre or reach out to our support teams via the following options.

Level 1:

Customer Support Contact Points

We are here to support you across multiple channels for a seamless candidate support experience. You can contact our Candidate Support Team at clientandcandidatecare@fadv.com or call on 000 800 050 3262.

We are committed to providing timely and effective resolutions, whichever method you choose to reach us!

Level 2:

If you're not satisfied with the resolution provided at **Level 1** within 15 days of submitting your complaint, you can escalate your issue to our **Disputes Officer** at customercareescalations@fadv.com. This ensures your concern is addressed with higher priority.

Level 3:

If you're not satisfied with the resolution provided at Level 2 within 15 days of raising the complaint, you can escalate the matter further by contacting our representative:

Name: Aakash Vadher

Address: First Advantage – India, Level 1, Explorer Building, International Tech Park, Whitefield Road, Bangalore – 560066

If you have questions/concerns with regards to your Credit Information Report, you may reach out to TransUnion CIBIL (https://www.cibil.com/consumer-dispute-resolution?utm_source=indirect&utm_medium=indirect&utm_campaign=dispute).

Note: If you wish to withdraw your consent, kindly note that any credit information collected will be permanently deleted upon successful processing of the withdrawal request within 45 days of your request. To initiate a consent withdrawal request, please contact our Candidate Support Team at clientandcandidatecare@fadv.com or call 000 800 050 3262.