

## YOUR CUSTOMER CARE TEAM

Welcome to your Trak-1 Account Management Group. We have a team of trained background screening specialists who can help you with your background screening questions. Please contact us with your background screening needs!

Have a question about a Trak-1 report or your Trak-1 products and services?

Call your Trak-1 Account Manager!

Marcus Howell Lindsay McCarty Holly Frazier

Account Manager Account Manager Account Manager

800.600.8999 x 3418 800.600.8999 x 3413 800.600.8999 x 3415

marcus@trak-1.com Lindsay.McCarty@trak-1.com Holly.Frazier@trak-1.com

We will help you with your day-to-day service-related questions, including questions about pending reports, missing information, and how to interpret a Trak-1 report. Additionally, we can design a customized background screening program for your organization, as well as any escalated customer service issues you may have.

Have a technical question about the Trak-1 website?

Contact Trak-1 Technical Support Team!

James Currie

Systems Development Team

800.600.8999 x 3607

james.currie@trak-1.com

We can assist you with your technical related questions, including questions about how to place an order, how to view a Trak-1 report, how to change or add users and how to change your password.

Have a question about the Trak-1 product or our Trak-1 processes? Call:

Chad Stair

Director of Account Management

800.600.8999 x 3412

chad.stair@trak-1.com

We can assist with escalated customer service issues, technical request, and product/process questions or concerns

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