

FedEx CSP Customer Information Change Form

You are required to notify First Advantage and FedEx of any change in ownership of your company, any change in the name of your company, and/or any change in the physical address of your company. Use this form to notify First Advantage of the change. **First, you must update your account information in [Mybizaccount.fedex.com](https://mybizaccount.fedex.com)**, then return this completed form and all applicable documents by email to FedEx.Support@FADV.com. Please note, your account change may be delayed if the documentation requested in the Notes section below does not accompany this completed form or if you have not updated your change in [Mybizaccount.fedex.com](https://mybizaccount.fedex.com).

STOP! Please read. Do you only need to update, add or remove users?

- If so, this form is not required. Please complete the Add/Remove User form located on the First Advantage Document Resources link at [Mygroundbiz.com](https://mygroundbiz.com). Go to the Operations > Driver Qualifications > AutoDOT Direct section next to the login link, then email the completed Add/Remove User form to FedEx.Support@FADV.com.

Please select the account items to be changed (only one address/account per form):

<input type="checkbox"/> Street Address ⁴	
<input type="checkbox"/> Name of Company with existing EIN/Tax ID ²	
The following changes require to either establish a new account or process an account assignment. Please ensure you've also indicated your preference.	
<input type="checkbox"/> Transferring drivers from current CSP to new CSP	<input type="checkbox"/> New Account: Email FedEx.Support@FADV.com
<input type="checkbox"/> Name of Company with new EIN/Tax ID ³	<input type="checkbox"/> New Account: Email FedEx.Support@FADV.com
<input type="checkbox"/> Ownership of Company – Merger ³	<input type="checkbox"/> New Account OR <input type="checkbox"/> Account Assignment ¹

Account Number (Required): _____

Please include a separate spreadsheet if this request is for multiple accounts.

CURRENT / OLD INFORMATION

Company Name: _____

EIN/Tax ID: _____

Website: _____ CSP/V#: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Province/Region: _____ Country: _____

Contact Name: _____

Email Address: _____

Main Company Phone Number: _____

NEW INFORMATION

Company Name: _____

EIN/Tax ID: _____

Website: _____ CSP/V#: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Province/Region: _____ Country: _____

Contact Name: _____

Email Address: _____

Main Company Phone Number: _____

Explanation of Notes & Requirements

1. **Account Transfer:** If you have had an Ownership of Company – Merger, Name of Company with new EIN/Tax ID or Ownership of Company – Asset Sale, and the new legal entity wishes to retain the account number and all historical information, the company will need to provide documentation evidencing an assignment of the agreement for services from the previous legal entity to the new legal entity. The letter/documentation must contain the following information, and you may view a sample on page 3:
 - Name of Former Entity
 - Name of New Entity
 - Reason for the change in company
 - Language that shows there has been an assignment (transfer) of the existing services agreement to the new entity
 - Effective date of the assignment (transfer)
 - Signature of authorized person from the new legal entity and the account holder (previous legal entity) that finalizes the account transfer

The new entity must successfully complete the Credentialing process whether they request to retain the historical information or not. A Membership Application (to include the FCRA Permissible Purpose Certification) or a Branch Letter from a credentialed and approved parent account are required to initiate the credentialing process. A new agreement may or may not be required, and this will be determined by Contract Compliance after a full account review.

2. A **Company Name Change with an existing EIN/Tax ID** requires that you provide a copy of the Secretary of State or business document amended filing showing the name change.
3. If you have had an **Ownership of Company – Merger, Name of Company with new EIN/Tax ID or Ownership of Company – Asset Sale**, you must provide a valid business document (i.e. Secretary of State filing, business license, or professional license).
4. If you have had an **Address Change**, you **MAY** have to provide a copy of a current utility bill dated within the past 60 days (i.e. electric, gas, water, or phone bill) showing the new address as the service address or the new phone number. In addition, a site inspection **MAY** be required for the new location. A representative from First Advantage will contact you if these items are necessary to update your account.

First Advantage uses Get Verified to perform a virtual site inspection. Please answer the questions below:

- | | | |
|---|-------------------------------------|--------------------------------------|
| Do you have an Android or Apple OS smart phone with an internet and Wi-Fi connection? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are you comfortable downloading apps on your phone and taking pictures and video? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Do you share office space with any other companies? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Is your business location commercial or residential? | <input type="checkbox"/> Commercial | <input type="checkbox"/> Residential |

By signing below, you agree that the above information is accurate and that you authorize First Advantage to confirm such information as needed to meet its credentialing requirements.

(Signature Required)

Name: _____

Title: _____

Phone: _____

Date: _____

Sample Account Transfer Letter

The following is a sample letter that may be used to indicate an account transfer request. This specific version is not required; however, the information contained within it is required to be in your letter, should you choose to use a different format.

RE: Account Assignment Transfer of FADV Account #

Effective [Date of transfer], [Former entity name] is transferring all legal and contractual obligations regarding the agreements for service that are currently under contract with First Advantage to [New entity name].

Reason for the account transfer/change in company/organization:

Required:

- The new entity must successfully complete the Credentialing process in order to be granted access to the account. This includes completing a Client Application and Permissible Purpose Certification.
- Signature of authorized person from the new legal entity and the original legal entity/ account holder that finalizes the account transfer is required.

Agreeing Parties:

[Former entity name]

By: _____
(Signature Required)

Name: _____

Title: _____

Phone: _____

Date: _____

[New entity name]

By: _____
(Signature Required)

Name: _____

Title: _____

Phone: _____

Date: _____