

## Company Data

### Locations

- Piscataway, NJ
- Columbus, GA

### Unique Entity ID

UEI: KNEUX91KECN7

### NAICS codes

- 561440 – Collection Agency
- 561422 – Telemarketing Bureaus & Other Contact Centers
- 561420 – Telephone Call Centers
- 561400 – Business Support Services
- 522390 – Credit Intermediation

**CAGE Code: 7YG65**

### Product Service Codes (PSC)

- R705 – Debt Collection
- R710 – Financial Services
- R799 – Other Management Support
- S113 – Telephone & Communications

## Past Performance

- **Government:** Municipalities in the New Jersey Court System
- **Automotive:** Finance & Leasing Companies
- **Medical:** Improper Payments & Dispute Resolution for Hospital Networks

## FCS' Important Social Mission

We create jobs for American Workers, particularly American servicemen and women, their families, and the communities that support them. We are a Military Spouse Employment Partner (MSEP) and are dedicated to providing excellent training and employment opportunities for our veterans and their families.

## Contact Information

**Brandon Lane, Vice President**

9 Wills Way, Bldg #3, Piscataway, NJ 08854

+1 732 867 8447 | [blane@fcsbpo.com](mailto:blane@fcsbpo.com)

[www.firstcreditonline.com](http://www.firstcreditonline.com)

## Federal Capability Statement

**First Credit Services, Inc. (FCS)** provides comprehensive financial management and customer care solutions for federal agencies. With more than 28 years of trusted performance, First Credit provides compliant nationwide debt collection and customer care services on behalf of the nation's most respected brands, high profile organizations and public-sector agencies. FCS offers scalable servicing solutions to support the government's most complex financial management and customer care operations.

### SMALL BUSINESS Designation and Eligibility for HUBZone Certification

First Credit Services is a minority-owned Small Business with headquarters and principal office located in designated HUBZones in New Jersey and Georgia. Our application for HUBZone Certification is in process. FCS is a member of the **National Minority Supplier Development Council (NMSDC)** and the **Military Spouse Employment Partner (MSEP)**.

## Core Competencies

First Credit Services is a performance-based organization. We provide superior debt collection results on delinquent financial obligations and improper payments. Our customer care agents are guided by a focused management team supported by state-of-the-art technology. Our call center operations comply with the Customer Experience (CX) sections of OMB Circular A-11 that governs call center operations of **Federal High Impact Service Providers (HISP)**.

- ✓ Recovery and resolution of delinquent debts without generating complaints.
- ✓ Excellent customer service built around OMB Circular A-11 for Customer Experience (CX).
- ✓ Stringent data security Certifications and Safeguards: PCI DSS Level 1, SSAE 16 SOC2 TYPE II.
- ✓ Fully-tested Disaster Recovery/Business Continuity Plan (DR/BCP).

## Differentiators

- ✓ Nationally licensed and **CFPB Compliant**.
- ✓ Advanced collections strategy that incorporates AI systems including **Machine Learning and Voice Analytics**.
- ✓ Omnichannel Communication Platform making us available through multiple channels and easily accessible for all generations.
- ✓ Robust Work-from-Home (WFH) capability guarantees continuous efforts for all time zones.
- ✓ Best Place to Work in Collections **2014, 2015, 2016, 2017**.
- ✓ Audited Financial Statements.

