

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

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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).

Relevant Experience

- FDIC:** Inbound call center serving as subcontractor for ASK FDIC customer service line.
- FDIC:** Provide ancillary high volume call surge support for hot line.
- Municipalities:** Third Party Debt Collections for numerous municipalities covering taxes, fines, and other fees.
- Healthcare:** Self-pay collections, insurance follow up, improper payments & dispute resolution for various Health Systems.
- Financial Service:** Customer service outsourcing as well as First and Third Party Collections.

FCS' 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

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www.firstcreditonline.com

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