

FREQUENTLY ASKED QUESTIONS

BECOME A CUSTOMER



Q: What important items do I need to gather before I begin the Become A Customer enrollment process?

A: It will be helpful to have the following information before beginning the enrollment process:

- Business Tax ID
- Business Bank Account Information
- 2 Business References that can verify the nature of your business (i.e., lender, realtor, title, etc). For each reference, provide Account number, Name, Phone number, Name of business, Address
- 1 Credit Reference that can verify a favorable payment history with your company

Q: What required information do I need to provide with my enrollment application?

A: The following documentation can be faxed:

- Copy of a business bank statement displaying the company's name and dated within the last 45 days
- Copy of a phone bill displaying the company's name
- Copy proof of bona fide business, such as a business license or official state/federal document displaying the company name.

Q: I registered for an account but didn't receive a confirmation email; what should I do?

A: If you did not receive a confirmation email within 2 hours of completing the enrollment process, please call our Client Relations Department at 866.448.2459.

Q: I have forgotten my password; what do I do?

A: To retrieve your password, go to the Forget password link on <http://www.credco.com/becomeacustomer/onlinesignup>.

Login

* Email:

* Password:

Login

If you want to sign in you must [register](#) first.

[Forgot password?](#)

Q: I am not the officer of the company but can I complete the application on someone's behalf? (i.e., I'm the Executive Assistant completing the application for my boss).

A: Yes, you can complete the application on someone's behalf. Make sure the authorized individual's information is complete in the Officers section of the Customer Profile.

Officers Information		
Persons listed below must be company officers/owners, (i.e.; CEO, President, Vice President, CFO, General Manager, etc.) who are duly authorized to bind the company and extend contract coverage to any locations in the future. If company is limited liability company, managers may sign.		
* First Name	Last Name	Title
1) <input type="text"/>	<input type="text"/>	<input type="text"/>
2) <input type="text"/>	<input type="text"/>	<input type="text"/>

Q: Is the information I enter secure?

A: Yes. We use https using SSL (Secured Socket Layer) to protect your information over the Internet. In addition, we use the industry standard encryption technologies to encrypt all the data you have entered.

Q: Can I save my information and come back later to complete?

A: Yes. You can save your information as you go, so you can return and continue where you left off.

Q: What fields are required to complete?

A: All required fields are indicated with a red asterisk (*). To expedite the application process, we suggest completing as many fields as possible.

Q: How long does my application remain active in the system?

A: Your application will be available for 30 days after you create your user name and password. After 30 days, the application will become inactive and you will need to start from the beginning.

Q: Are the products I select on the "Products & Services Page" the same products I will receive?

A: By selecting the products, you are only notating which products or services that you are interested in using. At the end of the enrollment process, a First American CREDCO representative will contact you to discuss your product choices. If you are unsure of what products are best for you, you can discuss and choose the products when you speak to a representative.

Q: Can I conduct a price comparison on this site?

A: No. Prices are not displayed on the Become A Customer website. You will have the opportunity to discuss pricing and other account questions when a First American CREDCO representative contacts you.

Q: Can I email a scanned copy of the bank statement and business license?

A: No. Email is not a secured medium of exchanging information. For your privacy, we do not support receiving any personal information like business license, bank statements and/or phone bills via email. Please fax all your supporting documents. Be sure to include the Become A Customer Reference # in the subject/comment on cover sheet.

Q: Can I re-access or print my application, the compliance packets and other documents?

A: Yes. The application will be available to you for 30 days.

Q: Who can I contact for help?

A: If you have any questions about our Become A Customer site, please call 866.448.2459 and a First American CREDCO representative will be happy to assist you.