



Advantage Credit honors colleagues in its Customer Service departments this week!

Customer Service Appreciation Week is our chance to thank our colleagues and recognize them for a job well done.

The week of celebration includes parties, theme dress up days, daily door prizes and award presentations, all of which contribute to the recognition and the celebration of team spirit.

Please join us in thanking our customer service teams as they are the very core of our business. The dedication and loyalty demonstrated by our many employees is a primary factor of our success in a business so dependent on customer service, attention to detail and dependability.

A letter from the President

Dear Advantage Credit clients,

I would like to extend a handshake and a heartfelt hello to all of you. I feel highly privileged to serve as Advantage Credit's new president and your business partner. On behalf of the company, I thank you for helping our business succeed and by continuing to support us during our weather crises in the recent past.

A year ago, Pensacola was battered by Hurricane Ivan, causing catastrophic damage to our area. Today, in the wake of Hurricane Katrina which fortunately missed us, we feel blessed that we can now help our neighbors who had to care for us.

In the midst of these natural disasters, our data center remained unharmed and continued to deliver our products to you. We experienced some pains and have taken steps to prevent future issues. Prior to Hurricane Katrina, many of our circuits were routed through a hub in New Orleans. After Katrina, these lines are out of commission. We secured alternate lines elsewhere to enable us to continue to provide the best possible customer service for you. We are also planning to move to a newer, larger facility in the Pensacola area. The new facility will house our data center and our products and services teams, as well as give us more space to suit our growing business demands.

You, our clients, tell us that our credit report is the easiest to read and understand. We have recently taken more steps to improve the readability. When you look at an Advantage credit report today, you'll notice that the scores are now printed in bigger, bold print. This improvement allows a loan officer to go right to the most vital information in the report. We call this our new ViewFast™ credit report. This change, along with others we are planning for future releases, will allow us to continue to stand out in front of our competitors.

As a company, we must provide the highest levels of accurate, stable, helpful and reliable service to you, our clients. Advantage Credit has always aimed to offer the best service in the industry. Your continued support is not only most appreciated, but we believe it is also indicative of the value we deliver. I know I speak for the whole Advantage family in saying that we take pride in being your credit reporting service.

Sincerely,

Ron Litt
President, Advantage Credit International



Want to get your customer service request back even faster?

Simply have borrowers sign an Advantage Credit (ACI) Borrower [Authorization form](#)! Creditors are increasingly requesting borrower release forms that specifically state the name of the third party agency verifying account information. The ACI Borrower Authorization form can also be found on Advantage Online under [Useful Forms/Links](#).

Stop receiving paper bills now!

Help the environment and yourself by joining Advantage Credit's Paperless Billing Program. We can simply send you a link via e-mail to access your invoice every month. And remember, your invoices are also always available at [Advantage Online](#). After viewing your invoices, you can make your payment online, saving you postage on your payment.

To sign up for the Paperless Billing Program, call our financial services team at 800-600-2510, option 7, or e-mail them at financialservices@advantagecredit.com



Advantage Credit announces Linda Litt as customer service manager.

Advantage Credit is excited to announce Linda Litt customer service manager. Linda will oversee operation issues and customer service staff functions.

"Advantage Credit could not be more pleased in bringing on someone with the notability like Linda," said Mark Simms, president of Advantage Plaza, the holding company of Advantage Credit International. "With her experience, knowledge and leadership in the mortgage business, Linda will be influential in Advantage Credit's rapid growth in the credit reporting industry."

Formerly the national retail branch customer service representative for MortgageIt, Inc., Linda assisted all the retail branches with daily operations, aided in the opening and closing of branches and conducted onsite auditing. She also served as the vice president for both AllQuest Mortgage Company Ltd and Allied Home Mortgage Capital Corp., the nation's largest mortgage broker. There, Linda was given the title, "Mortgage Mom", and Allied created the Mortgage Mom's Hot List, which was the company-owned loan search site. Her successful efforts as the first "Mortgage Mom," led Allied to trademark the title.

Advantage Credit is thrilled to have her here with us and looks forward to all the great things she will help the company achieve in customer service.

NOTE: Mortgage Mom™ is a registered trademark of Allied Home Mortgage Capital Corp.



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