

## CONTACT US

Please contact the Customer Onboarding team at [Setup@OnlineDisclosures.co.uk](mailto:Setup@OnlineDisclosures.co.uk) for any queries or requests relating to the following:

- Change of contact details
- Change to payment and verification methods
- Change of Master Disclosure Manager
- New branch requests
- New positions/DBS eligibility requests

For requests related to status check or portal navigation support, you can chat with our Customer Care agents Monday through Friday from 8:30 am till 5 pm via: <https://help.fadv.com/s/>



Chat with an Expert