

OUR NEW BRAND

Client FAQ



GENERAL

Q: Why is your company name changing?

A: Our name change to FIRST ONSITE is part of our larger initiative to unite as a single brand. Uniting under a single, shared name allows our employees to come together in purpose and identity. A shared name reinforces our shared commitment to being the only restoration partner you will ever need, and symbolizes our many strengths coming together so that we can better serve you.

Q: How does the new name and upcoming rebrand benefit me?

A: By uniting our 2,000+ team members under one name and one purpose, we are more committed than ever to deliver on our promise: being the only restoration partner you'll ever need to rebuild, restore and rise. We are bringing together the best people, industry knowledge, and experience in the industry to better serve you.

Q: Is there anything I need to do in response to this change?

A: Please notify your accounting department of this upcoming change in our name so that they are aware.

Q: Who do I call if I have a problem or concern?

A: We are always standing by to help our customers. If you have a problem or concern, you can always reach out to your main contact or contact us at 800.622.6433 (US) or 877.778.6731 (Canada).

CLIENT EXPERIENCE

Q: Will your team look different when they arrive at a job site?

A: Beginning on March 29th, team members will wear newly branded FIRST ONSITE uniforms in our new colors – blue and orange. This will be the most immediate change, while updates to our fleet and signage will happen over time and be completed before the end of 2021.

Q: Will service quality/policies change?

A: While our names are changing, our commitment to unparalleled service remains. Together, our ability to serve you is even stronger.

Q: Will service levels remain the same?

A: Yes! As we unite under a single, shared purpose we do expect to add additional services and expand our value-added benefits (i.e., training, CEC credit courses, CE courses, etc.)

CONTRACTS & BILLING

Q: Will active contracts need to be updated? Will my contract still be in effect?

A: When we rebrand, all existing client agreements will stay in place, without impact.

Q: Are there any structural changes? Will my contacts be changing?

A: We don't anticipate any structural changes related to our rebrand. Please reach out to your point of contact at FIRST ONSITE with questions or give us a call at 800.622.6433 (US) or 877.778.6731 (Canada)

Q: Will payment policies or rates be impacted as part of the change? Will quotes I have received still be honored?

A: In the short term, all existing payment policies, rates, and quotes will be unaffected as we transition to one brand. Over the longer term, as we move to create a superior and consistent customer experience, new contracts and policies will likely evolve. Your account manager will proactively communicate these updates with you at this time.

Q: Will our W9 need to be updated?

A: No. There is no change in tax I.D. as part of our rebrand.

TRANSITION

Q: When are you officially switching to FIRST ONSITE?

A: We will go to market as FIRST ONSITE on March 29th, 2021. On this date, we will have a new look and feel, and we look forward to sharing this with you when we launch.

Q: Is the process for requesting service changing?

A: Clients will continue to request service through the normal channels--whether it's through your business development contact or a toll-free number. Not sure what that is? Call 800.622.6433 (US) or 877.778.6731 (Canada)

Q: Will there be new products/services as a result of change?

A: As we unite under a single brand, we will continue to provide expert remediation, restoration, and reconstruction services. Our industry expertise will deepen, as we are bringing together experts across all industries as we continue to strengthen our reach and efficiency across North America.

Q: Will access to my building be impacted if employee badges change?

A: Badges will be updated on an as needed basis and will not impact any technical permissions as a result of the rebrand. If your company requires an updated logo to place on the badges, please contact your Project Manager.