

**OPERATION FINANCE & SUPPORT**

Account Maintenance	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Bank Changes	acctmaintenance@paysafe.com	16 Business hrs	3:00 PM (CT)	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
Pricing Changes	acctmaintenance@paysafe.com	16 Business hrs	3:00 PM (CT)								
Account Reactivations	acctmaintenance@paysafe.com	Same Day	3:00 PM (CT)								
Business Information/Signer Changes	acctmaintenance@paysafe.com	16 Business hrs	3:00 PM (CT)								
Contact Info Updates	acctmaintenance@paysafe.com	16 Business hrs	3:00 PM (CT)								
Chain MIDs / HQ Setups	acctmaintenance@paysafe.com	24 Business hrs	3:00 PM (CT)								
Combine / Individual / Monthly / Daily Deposits	acctmaintenance@paysafe.com	24 Business hrs	3:00 PM (CT)								
All Other Items	acctmaintenance@paysafe.com	24 business hrs	3:00 PM (CT)								
Seasonal/Account Closures	acctmaintenance@paysafe.com	Prior to month end, if received by 25th	N/A								
Onboarding & Deployment	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
File Builds/VARs	DownloadRequests@paysafe.com	72 hours	3:00 PM CT	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
Clover Setup	DownloadRequests@paysafe.com	72 Hours	3:00 PM (CT)								
Buypass Setup/North Bridge Setup	DownloadRequests@paysafe.com	72 Hours	N/A								
Gateway Boarding	DownloadRequests@paysafe.com	48 Hours	3:00 PM (CT)								
3rd Party Services (Gift Cards/Telecheck)	DownloadRequests@paysafe.com	5 Days	3:00 PM (CT)								
WEX - Omaha Backend	DownloadRequests@paysafe.com	3 Weeks	N/A								
WEX - North Backend	DownloadRequests@paysafe.com	48 hrs	N/A								
Deployment Orders (except North & WEX)	DownloadRequests@paysafe.com	72 hrs	3:00 PM (CT)								
Deployment Call Tags	DownloadRequests@paysafe.com	96 hrs	N/A								
All Other Inquiries	DownloadRequests@paysafe.com	96 hrs	N/A								
Research	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
FD System Rejects	pas_agentsalesupport@paysafe.com	48 hrs	N/A	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
TSYS System Rejects	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
Credit Card number request	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
1099K request	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
Pin Debit request	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
rekey request	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
Financial Services (Collectios / Account Receivables)	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Collections	pas_agentsalesupport@paysafe.com	48 hrs	N/A	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
Reserve Releases	pas_agentsalesupport@paysafe.com	48 hrs	1:00PM (CT)								
Waivers	pas_agentsalesupport@paysafe.com	24 hrs	N/A								
AR Invoices (Invoice Inquiries)	pas_agentsalesupport@paysafe.com	24 hrs	N/A								
AR Invoices (Refund Requests)	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
AR Invoices (Equipment Order)	pas_agentsalesupport@paysafe.com	24 hrs	N/A								
All Other Items	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
Billing Services	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Billing Uploads	pas_agentsalesupport@paysafe.com	48 hrs	1:00PM (CT)	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
Pricing Recalculations	pas_agentsalesupport@paysafe.com	48 hrs	N/A								
All Other Inquiries	pas_agentsalesupport@paysafe.com	72 hrs	N/A								
Risk	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Parameter Updates	houstonriskreview@paysafe.com	24 - 72 hours	N/A	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
General Risk Review	houstonriskreview@paysafe.com	24 - 72 hours	N/A								
High Ticket Review	houstonriskreview@paysafe.com	24 - 72 hours	N/A								
Fraud suspicions	houstonriskreview@paysafe.com	24 - 72 hours	N/A								
Underwriting	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Pended Application	Review Dashboard in iAccess / Instore	Same Business Day	3:00PM (PST)	mcps_boarding@paysafe.com or IPMT-underwriting@paysafe.com	8 hours	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs
Declined Application	Review Dashboard in iAccess / Instore	48 hours	3:00PM (PST)								
Additional documentaiton required	Review Dashboard in iAccess / Instore	Same Business Day	3:00PM (PST)								
Frozen credit lift confirmation	Review Dashboard in iAccess / Instore	Same Business Day	3:00PM (PST)								
Self Service	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
1099K request	Direct merchant to iAccess Service request	49 hrs	N/A	pas_agentsalesupport@paysafe.com	3 hrs	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs
Bank Changes	Direct merchant to iAccess Service request	16 Business hrs	N/A								
Chargeback	Direct merchant to iAccess Service request	48 hrs	N/A								
Account Reactivations	Direct merchant to iAccess Service request	Same Day	N/A								
Seasonal Closures	Direct merchant to iAccess Service request	Prior to month end, if received by th	N/A								
Contact Info Updates	Direct merchant to iAccess Service request	16 Business hrs	N/A								
PCI Password Resets	Direct merchant to iAccess Service request	Immediately	N/A								
Onboarding	1st Level Contact	SLA for Completion	Cut off Time	2nd Level Contact	Response SLA	3rd Level Contact	Response SLA	4th Level Contact	Response SLA	5th Level Contact	Response SLA
Sub-Agent Setups	pas_agentsalesupport@paysafe.com	24 hrs	N/A	Call Partner Support at 1-800-309-0524	5 minutes	Joshua Huddleston joshua.huddleston@paysafe.com Gustavo Herrera gustavo.herrera@paysafe.com	2 hrs	Elise Small elise.small@paysafe.com	2 hrs	Justin Hendrickson justin.hendrickson@paysafe.com	2 hrs
iAccess Credentials	pas_agentsalesupport@paysafe.com	24 hrs	N/A								
Application Package Build	pas_agentsalesupport@paysafe.com	72 hrs	N/A								
Account Movements	pas_agentsalesupport@paysafe.com	Accounts can only be moved from the 20th to the 5th of the following Month	N/A								

ACH Rejects Call Queue 844-695-9456

Risk 800 549 4631