



# Platform Support Channels

The following is a list of escalation points within Paysafe that our Platform Partners and their merchants can leverage whenever assistance/support is needed. Also included are Paysafe holidays for where there will be no Level 1 Support available to answer inbound calls.

**\*\*NOTE:** *Even though there is no staff to receive calls, Paysafe is still actively monitoring all merchant processing that is taking place during holiday periods.*

	Sales Support	Merchant Support	Technical Support
Hours of Operation (EST)	Monday to Friday 9:00 AM – 5:00 PM	Monday to Friday 9:00 AM – 6:00 PM	
SLA Response Time	24 business hours (for emails)		
High-Level Services Covered	<ul style="list-style-type: none"><li>• Application submission assistance</li><li>• Application status queries</li><li>• Risk conditions queries</li><li>• Account setup issues</li></ul>	<ul style="list-style-type: none"><li>• Password reset</li><li>• Account statement/report queries</li><li>• Transaction queries</li><li>• Rate queries</li><li>• Payment queries</li><li>• Netbanx queries or demos</li><li>• Processing refunds</li><li>• Account closure</li><li>• Adding services/products</li><li>• Reconciliation</li></ul>	<ul style="list-style-type: none"><li>• System issues</li><li>• Beta to production</li><li>• Callback issues</li><li>• Recurring billing queries</li><li>• Email notifications &amp; receipts</li><li>• Batch upload issues</li><li>• Error code queries</li><li>• Shopping cart queries</li></ul>
For Platform Partners	<a href="mailto:salesupport@paysafe.com">salesupport@paysafe.com</a>	<a href="mailto:customersupport@paysafe.com">customersupport@paysafe.com</a> +1 888 709 8753 option 1, then 1	<a href="mailto:technicalsupport@paysafe.com">technicalsupport@paysafe.com</a> +1 888 709 8753 option 1, then 2

For all escalation that have not been resolved by these channels, we ask that platforms please reach out to their assigned Relationship Manager directly.