

<b>FINICAL/ESQUIRE</b>	<b>FOR ACCOUNTS BEGINNING WITH 9180</b>
General Support	877-220-2056 support@finicalholdings.com

- Option 3** – Equipment/POS software support
- Option 4** – Statement and Billing support
- Option 5** – Risk related questions or Fund Holds

<b>FINICAL/WELLS FARGO</b>	<b>FOR ACCOUNTS BEGINNING WITH 9122</b>
General Support	8:00 a.m. - 7:00 p.m. EST, M-F      877-772-3346
Technical Support	24/7 Technical Support      877-772-3346

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| <b>Collections</b> ..... 866-585-3180                              | <b>Chargeback Management</b> ..... 866-637-5467 |
| <b>Risk Group</b> ..... 877- 462-7486<br>risk@merchant-support.com | <b>Special Operations</b> ..... 877-370-6459    |

Support Numbers below can be used for **ALL ACCOUNTS**

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| <b>VOICE AUTHORIZATION</b>        | Visa/MasterCard/Discover..... 800-291-4840<br>American Express ..... 800-528-2121  |
| <b>PCI Compliance/PCI TOOLKIT</b> | pci_merchantsupport@securetrust.com or 833-498-2093<br>helpdesk@encytro.com or 866-949-9777 (Esquire accounts only)  |
| <b>TERMINAL SUPPORT</b>           | PAX Tech Support ..... 877.859.0099<br>DEJAVOO Tech Support ..... 877-358-6797<br>VALOR Tech Support ..... 800.615.8755<br>INGENICO/VERIFONE..... 877.772.3346 |
| <b>GATEWAY/POS SUPPORT</b>        | NMI Tech Support ..... 800.617.4850<br>AUTHORIZE.NET..... 888-437-0481<br>CHARGE ANYWHERE ..... 800-211-1256<br>RedFin/TRX ..... 866.741.2225                  |
| <b>Other Support</b>              | Boomtown (for POYNT support) ..... 844-228-7444<br>APRIVA (wireless SIM cards) ..... 866-277-4828<br>SYNAPSE (wireless SIM cards) ..... 800-748-3448           |

**Agent Support**

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| <b>Partner Services</b> ..... (469) 840-9092 | <b>Merchant Assistance Center (TSYS)</b><br>(800) 552-8227 |
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**File Build Updates/Changes** [deployment@finicalholdings.com](mailto:deployment@finicalholdings.com)

If you need a change made to an existing merchant’s file for PAX, Valor, Dejavoo, NMI or Charge Anywhere file email the merchant’s MID and the specific change needed to deployment@finicalholdings.com and we will make the change and notify you once complete.