

<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> | support@pcitoolkit.freshdesk.com   |
| <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> ..... (866) 974-8682 | <b>Merchant Assistance Center (TSYS)</b> |
| For accounts starting with 9122 ONLY         | (800) 552-8227                           |

**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](mailto:deployment@finicalholdings.com) and we will make the change and notify you once complete.