



VERTICALS

CONTACT SUPPORT NUMBERS

VIRTUAL TERMINAL SUPPORT

<p>GENERAL SUPPORT AVAILABLE MONDAY – FRIDAY 8:00 AM – 8:00 PM EST (877) 470 – 4001 ✉ vthelp@paya.com</p>	<p>VT SUPPORT Joe Valdez Customer Support Analyst W: 855-244-2544 x410084 W: 800-261-0240 x410084 ✉ joe.valdez@paya.com fairwaysupport@paya.com</p>	<p>FOR ESCALATIONS Paul Breault Director, Partner Solutions & Premier Accounts W: 800-261-0240 x 410012 ✉ paul.breault@paya.com</p>	<p>CONTACT FOR Virtual Terminal Training Vault Log On Support Log On Information Password Setting Up Auto Close General Gateway Questions Virtual Report Questions & Training</p>
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FINANCIAL SUPPORT

<p>GENERAL SUPPORT AVAILABLE MONDAY – FRIDAY 8:00 AM – 8:00 PM EST (877) 841 – 7014 ✉ supportleadership@paya.com</p>	<p>Christopher Manquell Customer Care Supervisor W: (800) 261 - 0240 x 300134 ✉ christopher.manquell@paya.com</p>	<p>CONTACT FOR Deposit Questions Batch Reconciliation Statements Account Changes (i.e. Bank, DBA, Address, etc.)</p>
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RISK

<p>GENERAL SUPPORT AVAILABLE MONDAY – FRIDAY 8:00 AM – 4:30 PM EST (855) 244 – 2541 ✉ riskanalysts@paya.com</p>	<p>FOR ESCALATIONS Donna Keller Director, Risk Management W: (800) 261 – 0240 x 410093 ✉ Donna.Keller@paya.com</p>	<p>CONTACT FOR Transactions Exceeding Limits</p>
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CHARGEBACKS

<p>Merlin Solutions (301) 631 – 6714</p>	<p>Kedric Carswell Chargeback Specialist W: (800) 261 – 0240 x 301176 ✉ Kedric.Carswell@paya.com</p>	<p>CONTACT FOR Chargeback Review</p>
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PHYSICAL SUPPORT

<p>TSYS (800) 552 – 8227</p>	<p>Paya (800) 261 – 0240 x 410852</p>	<p>CONTACT FOR Physical Terminal Support</p>
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CLIENT SERVICES

<p>Liana Soto Galaviz Relationship Manager 888-308-1842 ✉ lsotogalaviz@i3verticals.com</p>	<p>PCI Question Assistance Aperia 844-218-5392</p>	<p>CONTACT FOR PCI Questions Customer Updates Customer Support</p>
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SALES

<p>Bob Schmid W : (703) 549 – 2112 C : (301) 523 – 2457 ✉ bschmid@i3verticals.com</p>	<p>Brian Cohn W : (703) 549 – 2113 C : (301) 704 – 0899 ✉ bcohn@i3verticals.com</p>	<p>CONTACT FOR Account Set Up Test Accounts General Questions</p>
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