



**ANSWERS. SUPPORT.
SERVICE. EXPERTISE. 24/7.**

Customer Care

Your customers are our customers, so you can trust us with the service they need – and the confidentiality, care, and expertise they expect. Once our sales executive signs a business customer and the customer begins processing with Worldpay from FIS, our friendly, knowledgeable customer care teams are available to assist with payment processing inquiries.

Count on us

Great relationships are earned, and we are committed to customer retention efforts and maintaining high-levels of customer satisfaction. Worldpay from FIS proudly boasts years of consecutive customer service leadership recognition from the major card brands including Visa and Mastercard.

Partner Assist - dedicated to serve our bankers

Your bank staff can count on the Partner Assist team to help 8 am-8 pm EST when calling on behalf of a processing customer account. Contact the Partner Assist team and they will quickly work with your customer to get the question answered. You will receive continual communication from the Partner Assist team until the inquiry is resolved.

Merchant Assist - dedicated to serve our processing customers

Your customers can count on the Merchant Assist team. Available 24/7 via phone and email, this team handles all financial inquiries including merchant authorizations, chargebacks, statement and billing issues, and online reporting. Customers can find helpful information in their Worldpay welcome kit.

Partner Assist

Merchant Assist

For more information: