

Global Contact List

Need help in a hurry?

The quickest, most effective way to get help with any technical issue is to **report an incident** in the Service Desk.

Reporting your incident to the Service Desk ensures that your ticket reaches the right support group immediately so that your issue is resolved in the shortest time possible.

Report an Incident

Description:
Report an incident with your hosted environment or application.

If your service is unavailable, and no one at your company can report an incident in the Service Desk, you can get help for your critical issue by contacting your product support team using the phone number or email address listed below.

Americas

Product	Email	Phone
GETPAID		1-973-463-5599
Globe\$	CLBT.Americas.CX.FunctionalTreasurySupport.Globes@fisglobal.com	1-900-497-8979
GTM		1-800-997-6904
ICMS	CLBT.Americas.CX.FunctionalTreasurySupport.ICMS@fisglobal.com	1-800-997-6904
Integrity	CLBT.Americas.CX.FunctionalTreasurySupport.Integrity@fisglobal.com	1-800-997-6904
Quantum	CLBT.Americas.CX.FunctionalTreasurySupport.Quantum@fisglobal.com	1-800-997-6904
ResIQ	CLBT.Americas.CX.FunctionalTreasurySupport.ResIQ@fisglobal.com	1-800-997-6904
Risk (Analytics)	CLBT.Americas.CX.FunctionalTreasurySupport.Risk@fisglobal.com	1-800-997-6904
Trax		1-888-308-3140
Treasury Technical Support	CLBT.Americas.ManagedServices.TreasuryTechSupport@fisglobal	N/A
TWS	CLBT.Americas.CX.FunctionalTreasurySupport.TWS@fisglobal.com	1-900-497-8979

EMEA

Product	Email	Phone
GETPAID (GBR)		+44 (0) 20 8081 3090
GETPAID (FRA)		+33 (0) 1 53 40 43 43

Product	Email	Phone
Globe\$	CLBT.EMEA.CX.FunctionalTreasurySupport.Globes@fisglobal.com	+32 1 574 3009
GTM	CLBT.EMEA.CX.FunctionalTreasurySupport.GTM@fisglobal.com	+44 20 8081 2222
Integrity	CLBT.EMEA.CX.FunctionalTreasurySupport.Integrity@fisglobal.com	+44 20 8081 2233
Quantum	CLBT.EMEA.CX.FunctionalTreasurySupport.Quantum@fisglobal.com	+44 20 8081 2211
Risk (Analytics)	CLBT.EMEA.CX.FunctionalTreasurySupport.Risk@fisglobal.com	+44 20 8081 2244
Trax (UK)	CLBT.EMEA.CX.FunctionalTreasurySupport.Trax@fisglobal.com	+44 20 8081 2323
Trax (FR)	CLBT.EMEA.CX.FunctionalTreasurySupport.Trax@fisglobal.com	+33 1 5340 4313
Treasury Technical Support	CLBT.EMEA.ManagedServices.TreasuryTechSupport@fisglobal.com	N/A

APJ

Product	Email	Phone
GETPAID (AUS)		+61 2 8224 0001
GETPAID (IND)		000 800 100 8877
Integrity Support	ACL-SG-APJ.Integrity.Support@fisglobal.com	+61 2 8224 0001
Quantum Support	ACL-APJ.Quantum.Support@fisglobal.com	+61 2 8224 0001
Treasury Technical Support	CLBT.APJ.ManagedServices.TreasuryTechSupport@fisglobal.com	N/A