

ATM service and support guidelines

In most cases, our remote monitoring capabilities notify us of service issues with your ATM. However, should you or your customers begin to experience any issues with the ATM, please use the contact information below to reach out to us for additional assistance.

Support center agents are available to answer and/or confirm that service has been dispatched.

**For technical support,
contact us at: (832) 308-4961**

Monday–Friday: 8 a.m.–8 p.m. ET
Saturday–Sunday: 9 a.m.–6 p.m. ET

**For customer service,
contact us at: (832) 308-4963**

Monday–Friday: 9 a.m.–6 p.m. ET

Support center agents are trained to explain to customers how to handle a chargeback by calling their financial institution to file a Regulation E claim. Regulation E is a Federal Reserve regulation that outlines rules and procedures for electronic funds transfers (EFTs) and provides guidelines for issuers and sellers of electronic debit cards.

For cardholder issues, contact us at: (800) 786-9666

Select option 1, then select option 1 again. This will take the customer to the automated message about Regulation E disputes and then give them the opportunity to speak with a representative.

For **new account setup**, email us at: desiree.hamilton@ncratleos.com.