Capital Support

Understanding Jackrabbit Technologies' support processes and policies is key to ensuring a smooth and consistent experience when handling customer inquiries and technical issues. The information below defines the standard procedures for support escalation, issue resolution, and the roles and responsibilities of the support team.

Additionally, where applicable, the document highlights specific policies related to the Capital feature, detailing any unique impacts, considerations, or escalation requirements to ensure seamless customer support and compliance with operational standards.

Select a heading to expand the section and learn more.

Expand/Collapse All

Scope of Support

Jackrabbit offers email-based support for all SaaS products, ensuring Clients receive timely assistance with any platform-related inquiries. Additionally, we provide dedicated support for Jackrabbit Pay Processing requests, addressing any payment-related issues or concerns through our established email support channels.

Our Help Center serves as a comprehensive resource for Clients, offering extensive documentation and support-related information to facilitate self-service. It provides detailed guides, troubleshooting steps, and best practices, enabling Users to quickly find answers and resolve issues independently.

Jackrabbit Help Center

First Line Support

Live support representatives are available during business hours to assist Clients and partners with various requests. Support is typically initiated by email from the Client, often leading to a scheduled call for convenience. Representatives frequently speak with Clients directly to discuss and resolve issues.

Support requests typically cover various topics, including product inquiries, how-to guidance, and customer complaints.

First Line Capital Support Policy

Support for the Capital product questions will focus on assisting with any question by referencing the approved FAQs. Support representatives are not authorized to provide any form of advice, guidance, or recommendations regarding Capital. Any inquiries that extend beyond basic application navigation or the information provided in the FAQs will be escalated to the appropriate team for further review and resolution.

Support managers are available during business hours to assist support representatives and serve as an escalation point for complex or high-priority support requests. Their oversight ensures prompt issue resolution, enhances service quality and provides Clients with an additional layer of expertise and support when needed.

Second Line Capital Support Policy

A Subject Matter Expert (SME) on Capital will be responsible for handling escalated inquiries, addressing customer complaints related to Capital, and reviewing requests for feature refinements within the Capital application.

The Capital Subject Matter Expert (SME) will notify the Adyen Capital team of all complaints and User feedback in periodic meetings.

A Subject Matter Expert (SME) on Capital is not authorized to provide any form of advice, guidance, or recommendations regarding Capital.

Any matters involving Capital loan-related decisions, notifications, or specific requests under Adyen's jurisdiction must be escalated directly to Adyen for resolution.

Technical Support

Technical personnel, including developers, are available during business hours to assist with support requests that require specialized expertise.

They provide advanced troubleshooting, resolve complex technical issues, and ensure seamless integration and functionality across our systems. Their involvement helps expedite timely resolutions to critical support needs.

Technical Support Capital Policy

Any issues related to the Capital feature, application process, or user interface (UI) components will be escalated to the development team for investigation and resolution.

The Capital Subject Matter Expert (SME) will notify the Adyen Capital team of any reported issues to ensure timely awareness and coordination.

Support Availability & Contact Methods

Standard Support

Our support team is available during standard business hours, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern Standard Time (EST). During these hours, we strive to maintain an average response and resolution time of two hours or less for all inquiries.

Support requests submitted outside of business hours are accepted at any time. Our team aims to respond to after-hours inquiries within an average of two hours.

Any requests received overnight will be prioritized and addressed by 10:00 a.m. the following business day to ensure timely assistance and resolution.

Critical / Emergency Support

All Jackrabbit Pay processing Clients have access to an emergency contact phone to submit critical support requests 24/7/365. This ensures continuous monitoring and swift action to mitigate risks and protect Client accounts.

A dedicated Jackrabbit Pay Critical Support Team actively monitors and responds to these requests to provide immediate assistance.

Critical support is available for and includes issues such as:

• Unauthorized account or transaction activity

• Fraud detection and reporting

• Loss or theft of personal security credentials

• Loss or theft of payment cards

Support Plans / Pricing

Jackrabbit offers comprehensive support for all products at no additional cost, as it is fully included in the Software-as-a-Service (SaaS) subscription fee. This ensures that Clients have continuous access to expert assistance, troubleshooting, and guidance without incurring additional charges, allowing them to maximize the value of their subscription.

Support Privacy & Data Retention

Jackrabbit is committed to protecting Client privacy while maintaining a comprehensive record of support interactions. All support-related data, including Client communications, support tickets, and service requests, will be retained for at least seven (7) years. This policy ensures the availability of historical records to facilitate efficient issue resolution, service continuity, and trend analysis.

Support tickets and Client communications may be stored beyond this period as necessary to enhance troubleshooting, improve customer experience, and maintain operational transparency. All retained data is handled securely per privacy regulations to safeguard Client information and uphold confidentiality.

Capital Feature Data Retention

To ensure Capital specific compliance, the following data categories will be retained for a minimum of seven (7) years:

• Client Capital Communications and Support Tickets – All Client interactions, including support tickets, service requests, and issue resolutions, will be preserved for at least seven (7) years. This

retention policy facilitates reference to past Capital communications, improves troubleshooting, and ensures continuity in ongoing support cases.

• Marketing Materials for Embedded Financial Products (EFP) – All marketing materials used to market Embedded Financial Products (EFP) will be retained for a minimum of seven (7) years. This ensures compliance with Adyen regulatory requirements, allows for historical analysis of marketing materials, and supports future auditing processes.

• Sub-merchant complaints regarding the Capital feature—All communications and complaints related to the capital feature and/or Embedded Financial Products (EFP) will be stored for at least seven (7) years. This guarantees a complete record of merchant interactions, dispute resolutions, and compliance measures for operational transparency.

Additional Jackrabbit Pay Capital Policies

Billing Policy for Non-Payment of Jackrabbit SaaS Fees

Capital Loan Clients: Clients with an outstanding Capital loan balance will not have their accounts suspended due to non-payment of the SaaS subscription fee. Billing Process: Under company policy, if a Capital Loan Client has not paid their monthly SaaS subscription fee by the 10th day of the month, Jackrabbit will automatically debit the amount from the Client's designated processing account.

Ensuring Service Continuity: This policy ensures that all Clients with active Capital loans retain full operational access to their accounts, avoiding service disruptions.

Capital Feature Content Approval Policy

All content related to Capital features and/or Embedded Financial Products (EFP)— including, but not limited to, live website updates, videos, demonstrations, and other public-facing materials—must receive final approval from Adyen before publication or distribution. This approval process ensures accuracy, regulatory compliance, and alignment with Adyen standards and strategic objectives.

Emergency Support

If you suspect fraudulent activity related to your use of Jackrabbit Capital, please contact us immediately at 704-313-9993. This number is exclusively for reporting potential fraud.