FinanceApp Customer Support Manual
Version: 1.0
Effective Date: 11/08/2025

1. Purpose
This manual provides guidelines for FinanceApp's customer support team to handle inquiries and issues efficiently.

2. Support Channels

- Email: [Insert Support Email]

- Phone: [Insert Support Number]

- Live Chat: Available during business hours.

3. Common Support Scenarios

- **Account Access Issues:** Verify identity, reset password, confirm login activity.

- **Loan Application Questions:** Explain eligibility, status updates, required documents.

- **Transaction Disputes:** Collect evidence, escalate to finance department.

- **Technical Issues:** Gather error details, replicate problem, escalate to development.

4. Response Time Standards

- Urgent issues: within 4 hours.

- General inquiries: within 24 hours.

5. Escalation Procedure
If the first-level support agent cannot resolve an issue, escalate to the specialized team or manager.

6. Customer Communication Principles

- Be polite, clear, and concise.

- Avoid technical jargon with non-technical users.

- Always confirm resolution with the user before closing the ticket.