

Contact Information:

Name Of the Bank:

WealthWave Bank

Physical address:

108 University Ave E Waterloo, ON N2J 2W2 Canada

Phone number(s):

226 698 5433. Ext 2222

Email address(es):

egulti4128@conestogac.on.ca

srose0040@conestogac.on.ca

jatin5879@conestogac.on.ca

Customer Support Form:

A form that users can fill out to submit inquiries or support requests directly through the website. Include fields for their name, email, subject, and message.

Customer Support Hours:

Monday to Friday from 9: 00 to 5 :00 pm

FAQs (Frequently Asked Questions):

A list of commonly asked questions and their answers to help users find solutions to common issues without contacting support.

Technical Support:

Information on how users can get technical assistance, including any specific technical support phone numbers or email addresses.

Billing and Account Support:

If relevant, provide information on how users can get assistance with billing-related inquiries or account issues.

Social Media Links:

Links to your organization's official social media profiles where users might find additional support or information.

Response Time Expectations:

Set expectations regarding response times for different types of inquiries, such as general inquiries, technical support, or billing issues.

Feedback Form:

Encourage users to provide feedback on their support experience. Include a form or link to a survey where users can share their thoughts.

Emergency Contact Information:

If applicable, provide emergency contact information for urgent matters outside regular support hours.

Accessibility Information:

Information on how users with disabilities can access support services. Ensure that your support channels are accessible to everyone.

Language Support:

Specify the languages in which customer support is available. If multilingual support is offered, provide information on how users can access support in different languages.

Links to Resources:

Provide links to relevant resources, such as user guides, knowledge bases, or tutorials that might help users find solutions independently.

Privacy and Security Information:

Assure users that their information is handled securely and provide links to your privacy policy.