# **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**](mailto:egulti4128@conestogac.on.ca)

[**srose0040@conestogac.on.ca**](mailto:srose0040@conestogac.on.ca)

[**jatin5879@conestogac.on.ca**](mailto: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.**