

SVL Contact Information Directory

Document Information

- **Document Version:** 1.0
- **Last Updated:** July 2025
- **Review Frequency:** Monthly
- **Owner:** SVL Customer Service Operations

1. CUSTOMER SERVICE CONTACTS

1.1 Primary Customer Support

SVL Customer Service (24/7)

- **Phone:** 1-800-SVL-HELP (1-800-785-4357)
- **Email:** support@svlservices.com
- **Live Chat:** Available 24/7 on website
- **Text Support:** Text "HELP" to 555-SVL (555-785)

Response Times:

- Phone: Average 2 minutes
- Email: Within 2 hours
- Live Chat: Immediate
- Text: Within 15 minutes

1.2 Emergency Support

SVL Emergency Line (24/7)

- **Phone:** 1-800-SVL-911 (1-800-785-9911)
- **Direct Emergency:** 911 (for immediate danger)
- **Emergency Email:** emergency@svlservices.com
- **Emergency Text:** Text "EMERGENCY" to 555-SVL

When to Use Emergency Line:

- Person in stolen vehicle
- Active carjacking
- Immediate safety concerns
- System-wide failures

1.3 Technical Support

SVL Technical Support (24/7)

- **Phone:** 1-800-SVL-TECH (1-800-785-8324)
- **Email:** tech@svlservices.com
- **Live Chat:** tech.svlservices.com
- **Remote Support:** Available upon request

Technical Issues:

- SVL device problems
- Mobile app issues
- Website difficulties
- Account access problems

2. SPECIALIZED SUPPORT LINES

2.1 Sales & Information

SVL Sales Department

- **Phone:** 1-800-SVL-SALE (1-800-785-7253)
- **Email:** sales@svlservices.com
- **Hours:** Monday-Friday 8 AM - 8 PM EST
- **Weekend:** Saturday 9 AM - 5 PM EST

Enterprise Sales

- **Phone:** 1-800-SVL-BIZZ (1-800-785-2499)
- **Email:** enterprise@svlservices.com
- **Hours:** Monday-Friday 8 AM - 6 PM EST
- **Account Managers:** Available by appointment

2.2 Billing & Payments

SVL Billing Department

- **Phone:** 1-800-SVL-BILL (1-800-785-2455)
- **Email:** billing@svlservices.com
- **Hours:** Monday-Friday 8 AM - 8 PM EST
- **Weekend:** Saturday 9 AM - 5 PM EST

Payment Processing

- **Phone:** 1-800-SVL-PAY (1-800-785-7291)
- **Online:** pay.svlservices.com
- **Automatic Payments:** autopay@svlservices.com
- **Payment Issues:** payments@svlservices.com

2.3 Mobile App Support

SVL Alert App Support

- **Phone:** 1-800-SVL-APPS (1-800-785-2777)
- **Email:** appsupport@svlservices.com
- **Hours:** 24/7 support available
- **Download Issues:** downloads@svlservices.com

App-Specific Support:

- Setup assistance
- Notification troubleshooting
- Family sharing support
- Technical difficulties

3. MANAGEMENT & ESCALATION

3.1 Customer Service Management

Customer Service Manager

- **Phone:** 1-800-SVL-MGMT (1-800-785-6468)
- **Email:** csmanager@svlservices.com
- **Hours:** Monday-Friday 9 AM - 6 PM EST
- **Escalation:** For unresolved issues

Quality Assurance

- **Phone:** 1-800-SVL-QUAL (1-800-785-7825)
- **Email:** quality@svlservices.com
- **Feedback:** feedback@svlservices.com
- **Complaints:** complaints@svlservices.com

3.2 Executive Customer Relations

Executive Customer Relations

- **Phone:** 1-800-SVL-EXEC (1-800-785-3932)
- **Email:** executive@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Purpose:** High-level escalations and VIP support

President's Office

- **Phone:** 1-800-SVL-PRES (1-800-785-7737)
- **Email:** president@svlservices.com
- **Purpose:** Final escalation point
- **Response:** Within 24 hours

4. OPERATIONAL CONTACTS

4.1 Case Management

Case Managers (24/7)

- **Phone:** 1-800-SVL-CASE (1-800-785-2273)
- **Email:** casemanager@svlservices.com
- **Assignment:** Automatic for Enhanced/Premium customers
- **Direct Contact:** Available via app or customer portal

Recovery Specialists

- **Phone:** 1-800-SVL-FIND (1-800-785-3463)
- **Email:** recovery@svlservices.com
- **Hours:** 24/7 operations
- **Specialization:** Complex recovery cases

4.2 Law Enforcement Coordination

Law Enforcement Liaison

- **Phone:** 1-800-SVL-LAW (1-800-785-5291)
- **Email:** lawenforcement@svlservices.com
- **Hours:** 24/7 availability
- **Purpose:** Police coordination and evidence

Detective Support

- **Phone:** 1-800-SVL-DET (1-800-785-3381)
- **Email:** detective@svlservices.com
- **Hours:** 24/7 availability
- **Specialization:** Investigation support

5. INSURANCE & LEGAL

5.1 Insurance Coordination

Insurance Department

- **Phone:** 1-800-SVL-CLAIM (1-800-785-2524)
- **Email:** insurance@svlservices.com
- **Hours:** Monday-Friday 8 AM - 8 PM EST
- **Services:** Claim assistance and documentation

Insurance Partnerships

- **Phone:** 1-800-SVL-PARTNER (1-800-785-7278)
- **Email:** partnerships@svlservices.com
- **Purpose:** Insurance company relations
- **Hours:** Monday-Friday 9 AM - 5 PM EST

5.2 Legal Support

Legal Department

- **Phone:** 1-800-SVL-LEGAL (1-800-785-5342)
- **Email:** legal@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Emergency Legal:** 24/7 on-call attorney

Court Support

- **Phone:** 1-800-SVL-COURT (1-800-785-2687)
- **Email:** court@svlservices.com
- **Services:** Testimony and evidence support
- **Scheduling:** By appointment

6. REGIONAL CONTACTS

6.1 East Coast Operations

Regional Manager - East Coast

- **Phone:** 1-800-SVL-EAST (1-800-785-3278)
- **Email:** eastcoast@svlservices.com
- **Coverage:** Maine to Florida
- **Hours:** Monday-Friday 8 AM - 6 PM EST

Major Cities:

- **New York:** 1-800-SVL-NYC (1-800-785-6921)
- **Boston:** 1-800-SVL-BOS (1-800-785-2674)
- **Atlanta:** 1-800-SVL-ATL (1-800-785-2854)
- **Miami:** 1-800-SVL-MIA (1-800-785-6421)

6.2 West Coast Operations

Regional Manager - West Coast

- **Phone:** 1-800-SVL-WEST (1-800-785-9378)
- **Email:** westcoast@svlservices.com
- **Coverage:** California to Washington
- **Hours:** Monday-Friday 8 AM - 6 PM PST

Major Cities:

- **Los Angeles:** 1-800-SVL-LAX (1-800-785-5292)
- **San Francisco:** 1-800-SVL-SFO (1-800-785-7361)
- **Seattle:** 1-800-SVL-SEA (1-800-785-7321)
- **San Diego:** 1-800-SVL-SAN (1-800-785-7261)

6.3 Central Operations

Regional Manager - Central

- **Phone:** 1-800-SVL-CENT (1-800-785-2368)
- **Email:** central@svlservices.com
- **Coverage:** Texas to North Dakota
- **Hours:** Monday-Friday 8 AM - 6 PM CST

Major Cities:

- **Chicago:** 1-800-SVL-CHI (1-800-785-2441)
- **Dallas:** 1-800-SVL-DAL (1-800-785-3251)

- **Houston:** 1-800-SVL-HOU (1-800-785-4681)
- **Denver:** 1-800-SVL-DEN (1-800-785-3361)

7. SPECIAL SERVICES

7.1 Victim Services

Victim Support Services

- **Phone:** 1-800-SVL-CARE (1-800-785-2273)
- **Email:** victimservices@svlservices.com
- **Hours:** 24/7 crisis support
- **Services:** Emotional support and resources

Counseling Services

- **Phone:** 1-800-SVL-HELP (1-800-785-4357)
- **Email:** counseling@svlservices.com
- **Hours:** 24/7 crisis line
- **Referrals:** Professional counseling services

7.2 Language Services

Spanish Support

- **Phone:** 1-800-SVL-SPAN (1-800-785-7726)
- **Email:** espanol@svlservices.com
- **Hours:** 24/7 bilingual support
- **Text:** Text "AYUDA" to 555-SVL

Multilingual Support

- **Phone:** 1-800-SVL-LANG (1-800-785-5264)
- **Email:** multilingual@svlservices.com
- **Languages:** 15+ languages available
- **Interpreters:** Available 24/7

7.3 Accessibility Services

Accessibility Support

- **Phone:** 1-800-SVL-ACCESS (1-800-785-2223)
- **TTY:** 1-800-SVL-TTY (1-800-785-8891)

- **Email:** accessibility@svlservices.com
- **Services:** Support for disabled customers

Hearing Impaired Services

- **TTY:** 1-800-785-8891
- **Video Relay:** Available upon request
- **Text Services:** Full text support available
- **Sign Language:** Interpreters available

8. CORPORATE CONTACTS

8.1 Corporate Headquarters

SVL Services Corporate

- **Address:** 1234 Recovery Drive, Security City, SC 29401
- **Phone:** 1-800-SVL-CORP (1-800-785-2677)
- **Email:** corporate@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST

Executive Team

- **CEO:** ceo@svlservices.com
- **COO:** coo@svlservices.com
- **CTO:** cto@svlservices.com
- **CFO:** cfo@svlservices.com

8.2 Media Relations

Public Relations

- **Phone:** 1-800-SVL-NEWS (1-800-785-6397)
- **Email:** media@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Emergency PR:** 24/7 for major incidents

Investor Relations

- **Phone:** 1-800-SVL-INVEST (1-800-785-4683)
- **Email:** investors@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Quarterly Reports:** Available online

9. PARTNERSHIP CONTACTS

9.1 Business Partners

Dealer Network

- **Phone:** 1-800-SVL-DEAL (1-800-785-3325)
- **Email:** dealers@svlservices.com
- **Hours:** Monday-Friday 8 AM - 6 PM EST
- **Support:** Sales and technical support

Insurance Partners

- **Phone:** 1-800-SVL-INSURE (1-800-785-4678)
- **Email:** insurancepartners@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Coordination:** Claims and customer service

9.2 Technology Partners

Technology Integration

- **Phone:** 1-800-SVL-TECH (1-800-785-8324)
- **Email:** techpartners@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Support:** API and integration support

Device Manufacturers

- **Phone:** 1-800-SVL-DEVICE (1-800-785-3374)
- **Email:** manufacturers@svlservices.com
- **Hours:** Monday-Friday 9 AM - 5 PM EST
- **Support:** Device issues and updates

10. EMERGENCY REFERENCE

10.1 Quick Reference Emergency Numbers

Immediate Life-Threatening Emergency: 911 **SVL Emergency Line:** 1-800-SVL-911 (1-800-785-9911) **Customer Service:** 1-800-SVL-HELP (1-800-785-4357) **Technical Support:** 1-800-SVL-TECH (1-800-785-8324)

10.2 After-Hours Emergency Protocol

Step 1: Call 911 if immediate danger **Step 2:** Call SVL Emergency Line 1-800-785-9911 **Step 3:** Follow automated prompts for emergency type **Step 4:** Stay on line with emergency dispatcher **Step 5:** Provide all requested information

10.3 International Support

International Customers

- **Phone:** +1-843-SVL-INTL (+1-843-785-4685)
- **Email:** international@svlservices.com
- **Hours:** 24/7 support available
- **Coverage:** US and Canada service areas

Toll-Free International Numbers:

- **Canada:** 1-800-SVL-CAN (1-800-785-2261)
- **Mexico:** 001-800-SVL-MEX (001-800-785-6391)

11. DIGITAL CONTACTS

11.1 Website & Online Services

Main Website: www.svlservices.com **Customer Portal:** portal.svlservices.com **Mobile App:** SVL Alert (iOS and Android) **Online Chat:** Available 24/7 on website

11.2 Social Media

Facebook: @SVLServices **Twitter:** @SVLAlert **Instagram:** @SVLServices **LinkedIn:** SVL Services Company **YouTube:** SVL Services Channel

11.3 Email Services

General Information: info@svlservices.com **Customer Service:** support@svlservices.com **Technical Support:** tech@svlservices.com **Billing Questions:** billing@svlservices.com

Important Note: All phone numbers are toll-free within the United States and Canada. International rates may apply for calls from other countries.

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