

Key Contacts for J.P. Morgan Strong Customer Authentication Products

If you use a 3rd party for authentication, please contact your provider in the first instance.

In the event you need assistance with your payment processing from J.P. Morgan, we are here to help. Our support teams are on hand to assist you 24 hours a day.

- If you are based in the UK, please call: **0207.742.9556**
- For the rest of Europe, please call: **+353.1.612.3176**
- Calling us from outside Europe? Please call the Global Merchant Services Helpdesk on **+1.800.933.4793**

We have various support teams available to handle your specific queries, as outlined below:

EUROPEAN MERCHANT SUPPORT

For clients based in Europe, our local support team is available during business hours (9.00am to 5.30pm GMT Monday – Friday).

to assist you with any query you may have, including:

- J.P. Morgan Payments Platform password reset
- Reporting
- Transaction queries

For EU Merchant support, please select option 1, followed by option 1 when you call, or email:

EUMerchantSupport@jpmorgan.com

INFORMATION TO SUPPORT YOUR QUERY

Please ensure you include this information with your enquiry.

J.P. Morgan Payments Platform:

- MID #
- Logs from J.P. Morgan Payments Platform

DHPP:

- MID #
- UUID
- XML logs

J.P. MORGAN PAYMENTS PLATFORM TECHNICAL SUPPORT

Our Technical Support Team is available 24/7 to assist you with any J.P. Morgan Payments Platform specific query you may have, including:

- Technical queries
- J.P. Morgan Payments Platform Authentication query
- J.P. Morgan Payments Platform password reset
- XML processing Payment Platform certification and connectivity

For technical support, please select option 1, followed by option 2 when you call, or email:

Payments.Platform@jpmorgan.com

DHPP SUPPORT CONTACT DETAILS

- If you are based in the UK, please call: **0845.399.1130**
- For the rest of Europe, please call: **+353.1.726.2909**
- Calling us from outside Europe? Please call Global Merchant Services Helpdesk **+1.800.254.9556**
- For EU Merchant support, available 9am - 5.30pm BST, please select option 1 or email: **EUMerchantSupport@jpmorgan.com**
- For Gateway support, available 24/7, select option 2 or email: **Merchant.support@jpmorgan.com**

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