

Problem Management, Help Desk

For problems related to the service please contact the help desk of the respective company within the Telekurs Group (TK) or the SIS Swiss Financial Services Group AG (SIS Group).

SIC Operations Center

☎ Phone: +41 44 279 42 00 / +41 44 279 47 00
☎ Fax: +41 44 279 47 41

The SIC Operations Center is staffed on bank working days from 6:00 am to 9:00 pm (CET). Outside this period, calls are forwarded to the Telekurs Service Help Desk, which offers the appropriate stand-by service according to need.

Card Solutions Info Center

P R I M A S (Problemanalysis, Information Management Services)
Availability and support 365 days a year, 24 hours a day

☎ Phone: +41 44 279 46 66
☎ Fax: +41 44 279 64 12

Your call will be received by a voice mail box from 6:45 pm to 7:00 am and then immediately processed by a stand-by staff member. You will be called back immediately upon playback of the voice mail.

Telekurs Financial Information Ltd. Help Desk

☎ Phone: +41 44 279 55 55
☎ Fax: +41 44 279 56 56

The Help Desk is staffed on bank working days from 7:30 am to 6:00 pm (CET). Outside this period calls are forwarded to the Telekurs Service Help Desk, which offers the appropriate stand-by service according to need.

Telekurs Services AG Help Desk

7 x 24 hours for file transfer services customers
SCC System Control Center

☎ Phone: +41 44 279 26 41

PayNet Support

☎ Phone: +41 44 832 95 77
☎ Fax: +41 44 832 95 25

The PayNet support hotline is staffed on bank working days from 8:00 am to 12:00 pm, and then from 1:30 pm to 5:00 pm (CET). From 5:00 pm to 8:00 am calls are forwarded to the Telekurs Services Ltd. Help Desk, which offers the appropriate stand-by service according to need.

SIS SegalInterSettle Help Desk

☎ Phone: +41 44 288 48 48
☎ Fax: +41 44 288 58 48

The Help Desk is staffed on bank working days from 7:00 am to 7:00 pm (CET). The Help Desk is not staffed outside of these times.