

Problem Management, Help Desk

For problems related to the service please contact the help desk of the respective company within SIX Group (SGR)

SIC Operations Center

- ☎ Phone: +41 44 279 42 00 for SIC
- ☎ Phone: +41 44 279 47 00 for euroSIC
- ☎ 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 SIX Group Services AG 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.

SIX 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 SIX Group Services AG Help Desk, which offers the appropriate stand-by service according to need.

SIX Group 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 SIX Group Services AG Help Desk, which offers the appropriate stand-by service according to need.

SIX SIS 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.