

**CSB SPECIALTY SOFTWARE, INC
SUPPORT**

In order to make contacting us as convenient for you as possible we offer the following support options:

If you need to speak with us **directly and immediately**, please call any of the following numbers:

803-510-7500	Aiken,SC/Augusta,Ga Area
470-344-3400	Atlanta, Ga Area
864-520-5220	Greenville, SC Area
843-407-0276	Florence, SC Area

The numbers may be local depending what area you are in. Please use these numbers for **all calls** regardless of the day or hour. If we are tied up on other lines, which should not happen very often, or you are calling after hours your call should be forwarded to our voice mail system. If so, please leave **your name, branch name, location and complete telephone number along with a brief description of the issue about which you are calling**. We will return your call as soon as possible.

Our regular hours are Monday-Friday 9:00 AM to 5:00 AM Eastern Time. On month end we are here later depending on how soon everyone closes out. If you have a critical issue after hours, please leave a message and the technician on call will contact you as soon as possible.

If you have a question, comment or other concern that does not require immediate attention, you can email us at the following address:

csbsupport@csbsoftware.com

We will either send you a response by email or if it is something you want us to call you about, we will call you as soon as possible or at the time you specify in your email.

Please note that utilizing the email option when your need is not immediate will help us provide better support to you and our other customers. **BUT, our goal is to be there when you need us so please do not hesitate to call with questions, comments and concerns! If at any time you experience a problem with the availability of technical support, please let me know so I can resolve your concern.**

Thank you for your business and support,
Chris Pugh

Revised 06/05/18 previous phone numbers not listed here should be disregarded.