

### To All TruEffect™ Clients,

Below you will find TruEffect's Client Support Process giving you access to technical help whenever you need it.

During business hours from **8:00 AM to 5:00 PM MST Monday – Friday**, excluding holidays, please call or email your assigned Client Services contact person. Outside those hours, there are two ways to reach TruEffect™ when you need immediate assistance.

#### **By Phone** – Call us at **303-438-9597** and **press 3** at the Welcome Menu

This line is staffed by TruEffect personnel from **7:00 AM to 6:00 PM MST**. In the event your call is not answered by a live person, or you are calling outside those hours, please don't give up! You will be routed to a Client Support voice message box. Once you leave a message, we will automatically be alerted and will contact you directly. Please provide the following information in your message:

- ❖ A clear and concise description of the issue
- ❖ Your name
- ❖ Your company's name
- ❖ Telephone number
- ❖ Email address

#### **By Email** – Send a message to [clientsupport@trueffect.com](mailto:clientsupport@trueffect.com)

Please provide the following information in your message:

- ❖ In the Subject Line, type the name of your company
- ❖ A clear and concise description of the issue
- ❖ Your name
- ❖ Telephone number

Enhancing your experience as a TruEffect customer is the most important thing we do every day.

Thank you again, and please don't hesitate to contact us with any questions!

TruEffect Client Services Team

**Email:** [clientsupport@trueffect.com](mailto:clientsupport@trueffect.com)

**Phone:** 303-438-9597, Press 3