

1. Customer Service

If you have a complaint, the first step is to reach out to us directly. Our Customer Service Representatives are dedicated to finding a solution that works for you and will do everything they can to address your concerns. When you contact us, please have your account information, card number, and relevant documentation ready. This will help us understand your situation and work towards a resolution as quickly as possible.

You may contact our Customer Service representatives through any of the following channels:

Canada and the United States: 1-855-341-4643

International: 1-647-252-9564

Email: info@collabriafinancial.com

2. Escalate Your Complaint to a Customer Service Leader

Our Customer Service representatives are your first point of contact and can often resolve your complaint quickly and effectively. Depending on the nature of your complaint, you may be referred to a specialized department for additional assistance.

However, if you are not satisfied with the response you receive, please inform our Customer Service representative. They will then escalate your case to a Customer Care Supervisor or Manager for additional support.

3. Escalate your complaint to the Executive Resolution Teams

We understand that sometimes our customers may need more than the outcome of a review conducted by our Customer Service Leader. If that's the case, please don't hesitate to inform them about your concerns. They will then forward your complaint to our Executive Resolution Team (ERT), which is the highest designated office responsible for handling escalated complaints within Collabria card services.

Alternatively, if you prefer to reach out to the ERT directly, you can send the details of your complaint to executiveresolutions@collabriafinancial.com. Rest assured that someone from our executive resolutions team will contact you within five business days.

If you haven't had the chance to speak to a Customer Service Manager or Supervisor yet, we may ask them to contact you to verify the information and try to address your concern or complaint.