

March 30, 2020

Dear Customer,

Last week, ACI sent out a communication to all customers, which can be [found here](#). We are also updating our [website](#) frequently.

I am writing today to let you know that ACI and specifically our support team is here to help. Our Global HELP24 team is fully staffed and ready to assist as usual. Our team is distributed globally and has full access to all necessary ACI systems and internal partners to be able to provide support to all customers.

As your team may be adjusting to a new "remote" working model, the people who normally monitor your systems and applications may temporarily change. Please be sure to add any new users to ACI's eSupport portal ([www.aciworldwide.com/support](http://www.aciworldwide.com/support)) so they have easy access to creating new and managing existing cases.

We remain committed to providing the highest quality break/fix support for all our products and to all our customers.

Our Global HELP24 team is committed to helping all customers maintain full operations and functionality of their ACI products.

Stay safe,

Tim Oneacre  
VP, Support Services, ACI Worldwide