Customer Support Routing Guide

GSUSA Support vs. Crowded Support

Use this guide to quickly determine which support team to contact based on the nature of the request.

🟦 GSUSA Support

Route here for: App how-tos, feature walkthroughs, and account setup tasks.

GSUSA support handles questions related to navigating and using features within the app. If you need step-by-step guidance on completing a task inside the platform, this is the right team.

Examples include:

- How to issue a card
- How to add an admin to an account
- How to create a collection
- General "how do I…?" questions about app features and settings
- Onboarding and initial setup assistance
- Any other in-app process or workflow guidance

🟧 Crowded Support

Route here for: Banking issues, financial transactions, errors, and fee-related requests.

Crowded Support handles matters related to money movement, account activity, technical errors, and financial inquiries. If your issue involves funds, a transaction, or something going wrong in the app, this is the right team.

You can always reach support from the mobile (Help button to submit request) or web app (bottom right).

Examples include:

- Banking questions (account balances, funding, withdrawals, etc.)

- App error messages
- Login Issues: New Phone Number, Not sending the code, etc.
- Transaction questions (pending charges, failed payments, disputes, etc.)
- Check deposit issues

Quick Reference

Customer's Question	Route To
"How do I issue a card?"	GSUSA Support
"How do I add an admin?"	GSUSA Support
"How do I create a collection?"	GSUSA Support
"I have a question about my bank account."	Crowded Support
"I'm seeing an error message in the app."	Crowded Support
"I have a question about a transaction."	Crowded Support

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*When in doubt, consider: Am I trying to **do something in the app and don't understand the steps**? → GSUSA.*

*Am I dealing with **money or transaction questions, errors, or check deposit issues**? → Crowded.*