

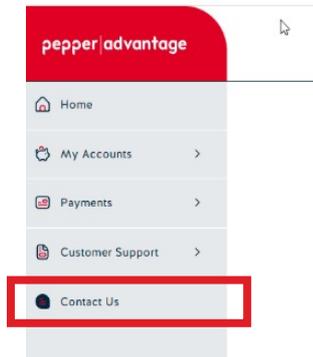
pepper|advantage

MyPepper

Contact Us

If you're having trouble accessing your MyPepper account or completing any tasks, support is available in several ways.

First click **Contact us** from the menu.



The screen gives you three options:

1. Online form

a. Complete the form with your details and query. Click **Submit** when you're finished.

b. Once your query is submitted, you'll see a confirmation message on screen. A member of the team will review your query and respond as soon as possible.

2. Call us

Talk to us on **0818 81 81 81**. Lines are open **Monday - Friday, 9am - 5pm**.

3. Write to us

If you'd like to send us a letter, here is our postal address.

Pepper Advantage
4310 Atlantic Avenue
Westpark Business Campus
Shannon, Co Clare

Make sure you include your account number on any letter.

A screenshot of the 'Contact Customer Service' form. The form is titled 'Contact Customer Service' and includes the instruction 'Please complete and submit the form below.' The form fields are: Mortgage Account Number* (dropdown menu with '-- Select --'), Mobile Number (text input), Phone Number (text input), Email* (text input), Preferred Callback Time* (dropdown menu with '-- select --'), and Query Type* (dropdown menu with '-- select --'). Below these fields is a large text area for the 'Query' with the instruction 'Please provide as much details as possible, to enable us to deal with your query promptly.' At the bottom left of the form is a red 'Submit' button. Below the form are two large buttons: 'Call Us' with a phone icon and the number '0818 81 81 81', and 'Write to us' with a document icon and the address: 'Pepper Advantage, 4310 Atlantic Avenue, Westpark Business Campus, Shannon, Co Clare'.

CONTACT US

Check the FAQs

Looking for quick answers?

Click the **FAQs** (Frequently Asked Questions) link in the footer of the webpage to find helpful information and answers to common queries.

The screenshot displays the pepper|advantage website interface. At the top left, the logo 'pepper|advantage' is visible. The breadcrumb trail shows 'Home / Contact Us'. In the top right corner, there is a 'My Profile' dropdown menu with options for 'Profile', 'Password', and 'Logout'. The main content area features a navigation menu with categories: HOME, MY ACCOUNTS, MAKE A PAYMENT, CUSTOMER SUPPORT, MY PROFILE, and CONTACT US. Under 'CONTACT US', there are links for 'Welcome to MyPepper', 'Account Summary', 'Transaction History', 'Debit Card Payments', 'Direct Debits', 'Electronic Payments', 'Document Downloads', 'Complete SFS Form', 'Contact Details', and 'Contact Us'. The footer contains the pepper|advantage logo, 'Terms & Conditions', 'Data Privacy Notice', 'Terms of Business', and a highlighted 'FAQs' link. Below the footer, there is a search bar and navigation links for 'Contact Us' and 'MyPepper'. The main content of the 'CONTACT US' page features a red banner with the text: 'Have a question? Here you can find a list of our most frequently asked questions.' Below this banner, there is a section titled 'General FAQs' with a list of questions, each followed by a downward arrow indicating a dropdown menu:

- When will I get my next annual statement?
- How do I change my address within or outside the Republic of Ireland?
- What is required for Customer Due Diligence (CDD) for an address change?
- How do I update my personal data?
- How do I make a Data Subject Access Request?
- Can I authorise someone to deal with my account on my behalf?

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