



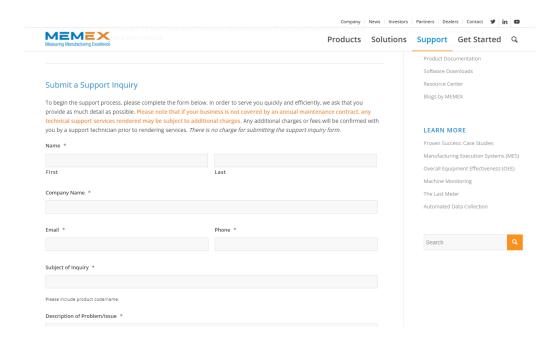
Contacting MEMEX Client Services

The MEMEX Client services team is the main point of contact for any customer-related issues, requests, or inquiries.

If you have an issue with your MERLIN family of products, a problem with your implementation, a task request, a custom work request, or any questions directed to the MEMEX team, always contact the Client Services team to guarantee a response to your inquiry.

You can contact MEMEX Client Services by any of the following methods:

- Send an email to <u>clientservices@memexoee.com</u> with the subject of inquiry in the email's subject line. Include as much detail on your request as possible in the body of the email. Please include pictures or documentation if you feel it may better identify or explain your request!
- 2. Carbon copy <u>clientservices@memexoee.com</u> on any email chain or thread that needs attention from MEMEX. Include as much detail on your request as possible in the body of the email.
- Submit a support inquiry form on our website: <u>Technical Support | Memex Inc.</u> (memexincorporated.com)







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Each method listed previously creates an internal ticket for the MEMEX team to review and promptly address. The Client Services team is automatically notified of every new ticket or update. Response times vary based on the nature of your request.

Please note that calling a Client Services team member directly does NOT create a ticket in our system and details of your request may be limited and not visible to the rest of the team. If we ever miss your call, please leave a voicemail, and follow up via email by using any previously mentioned methods.









