

Customer Support Routing Guide

GSWW Support vs. Crowded Support

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

When in doubt, consider:

- *Am I trying to **do something in the app and don't understand the steps**? → GSWW.*
 - *For **money/ transaction questions, errors, or check deposit issues**? → Crowded.*
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GSWW Support

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

GSWW support handles questions related to navigating and using features. Prior to reaching out check the **resource videos** located on our website or Next Steps email you received.

Examples include:

- How to issue an Admin (debit) card
- How to create a collection for troop dues
- Onboarding and initial setup assistance

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. You can reach support from the mobile or web app.

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

 GETTING HELP

How to reach Crowded support

This guide is for Girl Scout troop leaders and volunteers using Crowded. If you have a question about your troop account there are two easy ways to get in touch with our support team.

Option 1 — Submit a request in the app

Three quick steps, right from the Crowded app on your phone.

1 Tap More, then Help

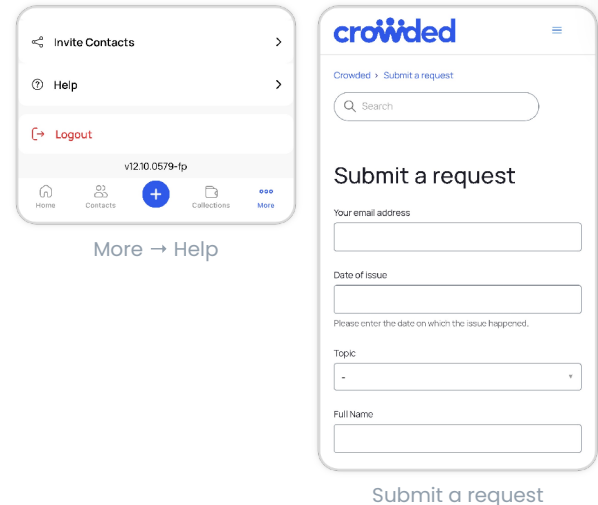
In the bottom navigation bar, tap **More** (the **...** icon on the far right, next to Collections). On the menu that opens, tap **Help**.

2 Fill out the request form

On the **Submit a request** page, complete each field: your **email address** (where we'll reply), the **date of issue**, a **topic**, and your **full name**.

3 Describe your issue and submit

Add a short description — the more detail, the faster we can help — then tap **Submit**. Your request goes straight to our support team, and we'll reply by email.



Option 2 — Email us directly

Not near the app, or prefer to write it out? Send us an email any time.



EMAIL SUPPORT

support@bankingcrowded.com

Include your troop name, the date of the issue, and a clear description.

What happens next



We'll get back to you by email

Look for a reply from the Crowded support team at the email address you gave us.



Keep an eye on your inbox

Check your spam or promotions folder if you don't see our reply, and reply with any new details.