

A retainable paper pamphlet copy of the Terms and Conditions (also called a pre-print collateral) is required to be given to applicants before they agree and apply to Genesis Credit for a line of credit at your retail location.

We will send you your first shipment of pre-printed collateral prior to program launch. Whenever you need more pre-printed collateral pamphlets, you will need to contact genesis to re-order.

TO RE-ORDER COLLATERAL

To re-order collateral, please email us at: CollateralRequests@genesis-fs.com
Include the following information:

- Name of your company
- Number of boxes needed (standard quantity is 150 per box)
- Mailing address
- Telephone number where we can reach you if we have questions



COLLATERAL QUESTIONS

If you are unsure of any of the information required above, please email our support Specialist at Genesis_Credit@genesis-fs.com.

HELP FOR CUSTOMERS

Contact Customer Support at
1-866-502-6439

Sun - Sat: 6 am to 6 pm PST

Customers should contact us for:

- Account questions
- Approval questions
- Making payments

HELP FOR PARTNERS

Contact Partner Support at
1-800-942-4308

Mon - Sat: 5 am to 10 pm PST
Sun: 7 am to 8 pm PST

You should contact us for:

- Process errors
- Pending applications
- Account lookup issues
- Program questions