



Ripple Treasury support: Reliable, responsive, and always within reach

We believe that fierce commitment to client support is essential to your treasury department's long-term outcome. That is why 75% of Ripple Treasury's resources are dedicated to building innovative, quality products and delivering superior customer service and support.

The lengths to which we go in supporting customers represent a major difference between our company and competitors—one that can have a positive impact on your organization.

Ripple Treasury support



How Ripple Treasury keeps you covered 24/7

The sun never sets with Ripple Treasury

- For starters, we have a “follow the sun” support model available to make sure clients across the globe can get the answers they need on a 24/7/365 basis.
- Responsiveness is critical to the well-being and success of your digital treasury, and we take great pride in providing rapid resolutions to issues. More than 90% of these do not require escalation and are resolved in less than 48 hours, and we offer committed resolution SLAs for more severe issues.
- Collaboration drives results, so we provide access to our entire team of client support analysts to help ensure that you receive the highest level of service.
- Bank, payment, ERP and other connections are monitored continuously with in-app eNotifications of errors. Customized daily bank file monitoring and personal notifications are available with our premium support offering.

Multi-level support to help expedite a resolution

- Embedded system documentation and client community information means you can get functionality support without leaving the application.
- Our client support teams have access to an extensive pool of global expertise and can quickly put an incredible amount of proficiency against your issue.
- When further investigation is required, our client support analysts will work with the necessary internal resources — connectivity team, solutions manager, Product, QA team — to help resolve issues as quickly as possible.

Your team can reach us a number of ways

- Our client support analysts are available via phone, or by accessing our extensive and ever-evolving online Ripple Treasury Help Center.
- These analysts are in-house employees who operate out of our US, EMEA and APAC locations, providing regional expertise when needed.
- This highly-trained group of client support analysts will assist you with any concerns and will work diligently to determine their cause — and then provide the best possible resolution.

Support packages and what's included

Support packages

Support package	Standard INCLUDED	Premium ADDITIONAL FEE
Coverage		
24/5	✓	✓
24/7		✓
24/7 for Sev1 & Sev2 issues	✓	✓
Contact method		
Ticketing Portal: Phone	✓	✓
Direct phone number for all regions		✓
Resolution SLA		
Sev 1 = 4 hours	✓	✓
Sev 2 = 8 hours	✓	✓
Quarterly support review		
Review of new features released		✓
Analysis of support tickets opened with training recommendations		✓

BI reporting tune-ups	Standard INCLUDED	Premium ADDITIONAL FEE
Quarterly review of reporting categories and one refresher training session of two hours		✓
Creation of one report per agreed timeframe based on detailed requirements provided		✓
Assistance in updating existing report parameters based on changing business structure		✓
Bank file connection monitoring		
Validation of bank-wide line outage	✓	✓
Late delivery alerts via Ripple Treasury Community	✓	✓
SWIFT outage notification and restoration	✓	✓
Call bank on client behalf for status update (if TPA is in place between client and bank)		✓
Monitoring of each daily bank file expected by specific time deadline (scoping session required)		✓
Rerun automated job after late bank delivery, as dictated by client		✓
Ongoing alert and notification of status until resolution		✓
Verification of downstream effect		✓
Email and/or phone notification of delay		✓
Email and/or phone notification of changes made		✓
Error handling in Ripple Treasury for BAI files processing		
Add new records included in bank file but not yet set up in Ripple Treasury: accounts, new bank fee codes and new user codes, as dictated by client	N/A	✓
Email confirmation of changes made	N/A	✓

Monitoring and error handling

Payment file integration monitoring	Standard INCLUDED	Premium ADDITIONAL FEE
Proactive processing monitoring and eNotification of errors	✓	✓
Training on the scheduling of the file integration and eNotification of errors	✓	✓
Tracking of processing timelags when approaching US FED Bank cutoff of 5pm EST or EMEA banks schedule cutoffs		✓
Verification of FED reference # received within less than 20 mins of payment processing (dependent on bank timelines)		✓
Payment remaining in non-confirmed state for X determined timeframe		✓
Payment failure error handling and resolution options		✓
Consultative quarterly review and readjusting of job schedules based on volume change		✓
ERP file integration monitoring		
Proactive processing monitoring and eNotification of errors	✓	✓
Training on the scheduling of the file integration and eNotification of errors	✓	✓
Tracking of processing timelags as designed by client schedule		✓
File remaining in non-confirmed state for determined timeframe		✓
File failure error handling and resolution options		✓
Consultative quarterly review and readjusting of job schedules based on volume change		✓

About Ripple Treasury

Founded in 2012, Ripple is the leading provider of blockchain-based enterprise solutions across traditional and digital finance. Its solutions span global payments, custody, liquidity, and treasury management, serving as a one-stop shop for moving, storing, exchanging, and managing value. Ripple's stablecoin, RLUSD, and the cryptocurrency XRP underpinning these solutions allow Ripple and its customers to shape the modern financial system.



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