



# Our Support Methodology

Anyone can take advantage of Expensify's premium support model. Think of our team as an extension of yours, built to ensure you receive all the support you need to thrive.

Our comprehensive support model ensures that you will receive the help you need, no matter how big or small the ask. Reach out to Concierge with any questions or to get started right away!



Scan the QR code  
to get started!



## Setup Specialist

When you're ready to get started with Expensify, your Setup Specialist will help you demo Expensify, implement Expensify, configure accounting integrations, and set you up for success.



## Account Manager

Leave the ongoing product support to us. You'll receive a dedicated account manager to help you with any day-to-day product questions that come up.



## Partner Manager

Are you a firm with ExpensifyApproved! certified accountants? In that case you'll also have access to a Partner Manager, dedicated to serve as your point of contact for escalations, firm-wide training, strategic goal planning, and new initiatives.



## Concierge Chat Support

Have an urgent question? You'll also have access to real-time product support through Concierge chat, with under two minute response times.