



Frequently Asked Questions (FAQs) iTPV Intercam POS Terminal



When are sales deposited and where?

Sales are deposited into your **Intercam Enlace Account** on the following business day, before 1:00 pm.

How long does the POS Terminal installation process take?

Upon approval, the installation process takes 5 business days, depending on the geographical area, provided the complete and accurate documentation has been submitted.

What are my Discount Rates?

Personalized Discount Rates can be requested through our Relationship Managers. (Refer to the Discount Rates by Industry Sector reference list for more information).

Which cards does the Point of Sale Terminal accept?

The Point of Sale Terminal accepts Debit and Credit bank cards, both national and foreign, affiliated with **Visa, Mastercard, Discover, Carnet, Vouchers, and American Express.**

Where can I obtain support for my POS Terminal?

You can access support through the POS Terminal Customer Service Center, available 24/7, 365 days a year. (Please ensure you have your affiliation number handy).

Please find below the contact number for assistance regarding your POS Terminal use, roll requests, and failure reports.

POS Terminal Customer Service Center

From anywhere in Mexico:

800 800 3334

Intercam Banco S.A. Institución de Banca Múltiple Intercam Grupo Financiero

Intercam Customer Service Unit

Lic. Erika Aurora Salgado Villanueva
Avenida Paseo de las Palmas No. 1005, piso 1,
Col. Lomas de Chapultepec, Alc. Miguel Hidalgo,
Zip Code 11000, Mexico City.
Phone: (55) 5033.3334 Ext. 3841 or 3345.
Mail: une@intercam.com.mx
Website: intercam.com.mx



Comisión Nacional para la Protección
y Defensa de los Usuarios de
Servicios Financieros
<https://www.gob.mx/condusef>
Mexico City: 55 5340 0999
Anywhere in Mexico: 800 999 8080



<https://www.ipab.org.mx>

Intercam Customer Service Center

From anywhere in Mexico:
55 5033-3333
From the US and Canada:
1-844-859-9078
From anywhere in the world:
+52-55-5033-3333