Contact & Complaints

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For general questions, privacy requests, or a complaint about this website or the waitlist, email info@onyxbridgepay.com. You may also write to ONYX BRIDGE PAY INC., 39 Queen Street, 3rd Floor, St. Catharines, ON L2R 5G6, Canada. For privacy matters, address your message to Compliance Officer, ONYX BRIDGE PAY INC..

How to make a complaint

Tell us your name, how to reach you, what happened, and what outcome you are seeking. Please do not send passwords, identity documents, or card numbers by email. We will acknowledge your message, review the issue, and respond as soon as reasonably practicable. We may ask for information needed to identify your submission or investigate the issue.

Privacy concerns

If your concern is about personal information, you may ask for access, correction, or deletion as described in our Privacy Policy. You may also contact the privacy authority that applies to you. In Canada, this may be the Office of the Privacy Commissioner of Canada; in the UK, the Information Commissioner's Office; and in the EEA, your local data protection authority.

Scope

Onyx Bridge Pay has not launched customer payment services. This contact route currently covers website and waitlist matters. We will publish service-specific complaint procedures before launching financial services.