

# FAQ ON RIA CHATBOT



**Retailer Interactive Agent**  
Your personal assistant for Retailer queries





## 1. Can I place the order if my account is on past due?

Ans. Yes, order can be placed if the account is on past due. The account can pay for the past due invoices or COD for the incoming delivery.

## 2. Account is on EFT can the credits be sent via EFT?

Ans. Wells Fargo/BOA credits are not refunded via EFT. Fintech credits vary by dollar amount and age of invoice. Large credits can cause a debit block on the account, so we treat each instance as a case-by-case basis

\*Customer will receive the refund check in 15 days from the date the request was resolved.



### 3. How to set up my account on Fintech?

Ans. Please contact the below number to set up your account with Fintech

Customer Service Department - contact 800.572.0854 Option 1  
Fintech Customer Service Hours: Mon - Fri 8am - 7pm EST

### 4. My account is on CRF, can I clear the balance with Anheuser Busch?

Ans. No, once an account has been sent to the collection department payment will only be collected by CRF dept.

Please contact CRF collection- 1800-522-3858



**5. Can the terms have been expanded to 28 days without providing the bank statements?**

Ans. The term is dependent on the prior transactions. Please raise a ticket under the option others.

**6. If you need to extent your current terms of the account to maximum days: -**

Ans. If you need to extend the credit terms you need to submit the last 3 months bank statement along with the credit application.

Account also needs to have the signed guaranty



**Thank You**