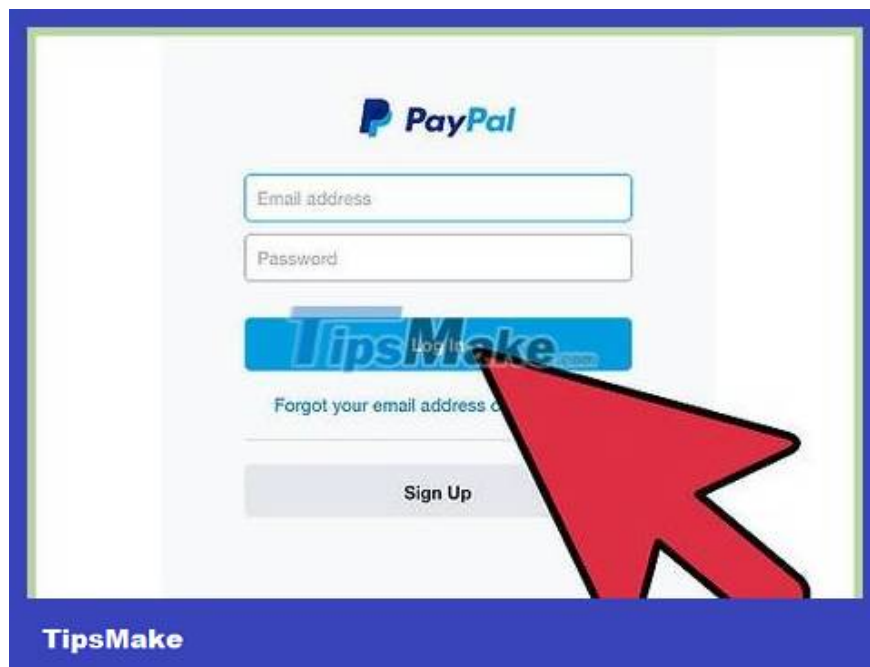


How to Contact PayPal

You can contact PayPal by phone or email. Both processes are very easy to do if you log into your PayPal account before starting. However, you can still talk to customer service if you cannot or do not want to proceed with the above two methods.

Contact PayPal by phone



Sign in to PayPal. Go to the PayPal login page and fill in your username and password. Then, click on the 'Log In' button to log in and be automatically redirected to the Account Summary page.

If you have a PayPal account, it is highly recommended to log in to your account, because you will receive faster support. However, you can still contact PayPal by phone if you can't/don't want to log in or don't have an account.



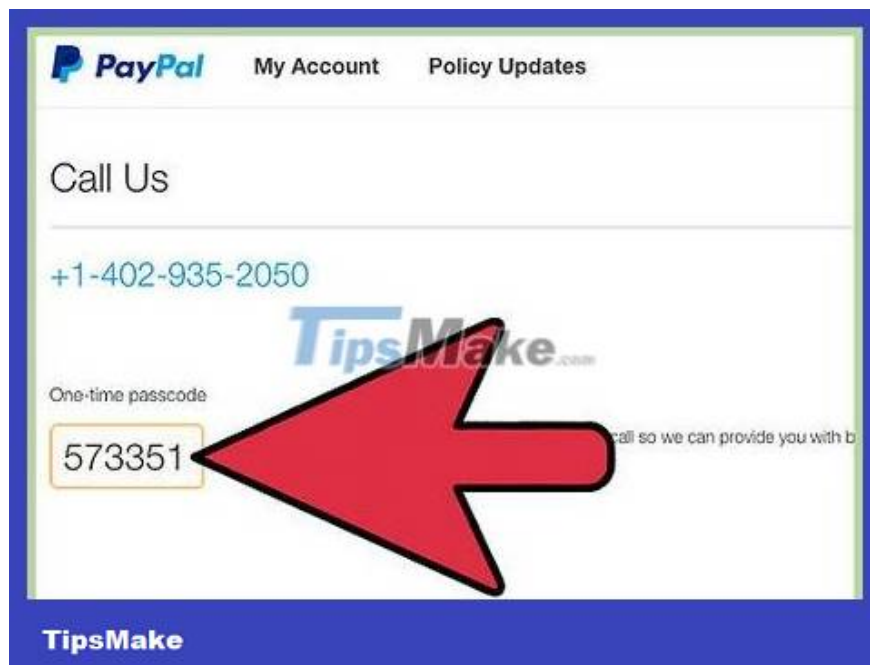
Go to the *Contact* page . Scroll to the bottom of the Account Summary page and find the "Contact" link. Then click the link to be redirected to the Help Center page.

Note: the 'Contact' link is usually at the bottom of any PayPal page, so you can still access the Help Center even if you're on a page other than Account Summary.



Click the *Call Us* link . The "Call Us" link is near the top of the main Help Center page. You need to click this link to redirect to the phone Q&A instructions page.

If you haven't signed in yet, you'll be prompted to do so now. Log in by clicking the "Log In" button, or scroll down to the "Contact Us as a Guest" heading and click "Help Center as a Guest" help as a guest).



Get your one-time code. The "One-time passcode" section will be on the phone inquiry page. Below this section is a series of numbers in an orange frame. This is the password just for you.

Each passcode is temporary and unique, they expire after 60 minutes. If you cannot contact PayPal before this time, you will have to start the process over and get a new code to try again.

This password will help shorten the contact process time, thereby helping you get an answer faster. However, if you use PayPal as a guest, you won't receive this code. In this case, just proceed to the next step and call the Help Center.



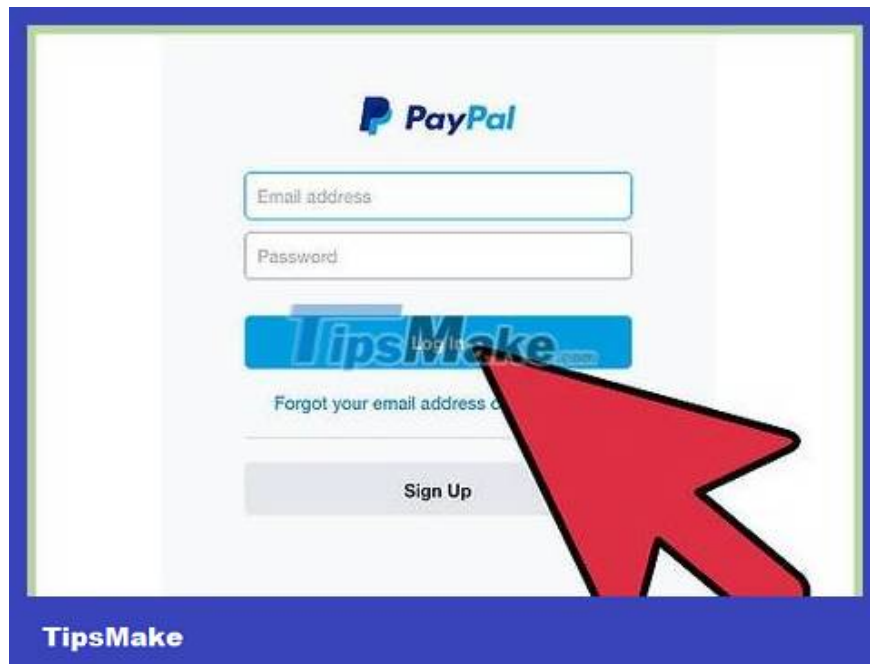
Call the PayPal call center. Dial **1-888-221-1161** of the PayPal help center. When requested, enter your one-time passcode (if applicable) and continue the process following the instructions in your phone so that the call is

routed to the operator or the appropriate response is recorded.

If you are calling from a country other than the United States, dial **1-402-935-2050** .

If you are in Vietnam, you should call between 7pm and 1pm the next day (from Monday to Friday). On Saturday or Sunday, call between 9pm and 11am the next morning. These hours may change during certain holidays.

Log in and contact PayPal via email



Sign in to PayPal. Go to the PayPal login page. Enter username and password then click the 'Log In' button to log in to your account. You will be redirected to the Account Summary page.

If possible, logging into a PayPal account is highly recommended. If you don't have an account or are having trouble signing in, see the 'Contact PayPal by email without signing in' section of this article to learn how.



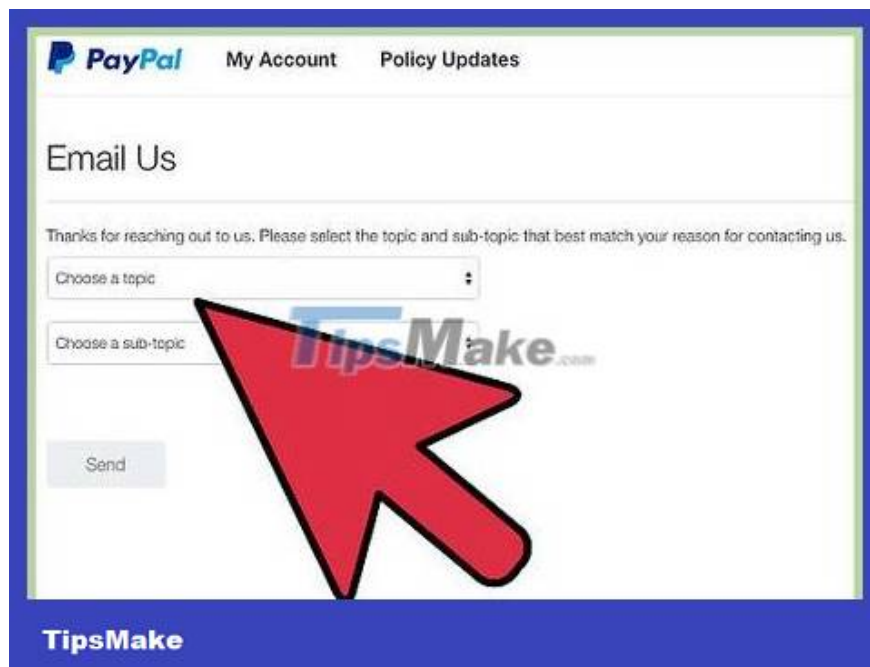
Go to the *Contact* page . Find the "Contact" link at the bottom of the Account Summary page. After clicking this link, you will be taken to the Help Center.

Note: the 'Contact' link is usually at the bottom of any PayPal page, so you can still access the Help Center even if you're on a page other than Account Summary.



Click the *Email Us* link . This link is near the top of the Help Center page. After clicking here, you will be redirected to the website contact form.

If you are not logged in, you will be prompted to do so immediately.



Choose topics and subtopics. There are two drop-down boxes located on the "Email Us" page, you need to select the main topic from the "Choose a topic" box and the sub-topic from the "Choose a sub-topic" box.

Subtopics are details of the main topic; In other words, you need to select a topic first for a list of related subtopics to appear in the form. These subtopics will vary depending on the main topic.

Topics include:

Bank Account/Credit Card (Bank account/credit card)

PayPal Credit

Business Solutions (Business solutions)

Disputes

My Account

Negative Balance/Limitations

PayPal Extras MasterCard (PayPal Extras MasterCard Credit Card)

PayPal Debit Card (PayPal Debit Card)

Product and Features

Report Fraud/Prohibit Use (Report Fraud/Prohibit Use)


Sending/Receiving Money (Sending/receiving money)

Student Accounts

PayPal MyCash(C) Card (PayPal MyCash Card)

Refund/Cancel a Payment

Privacy Policy



The screenshot shows a web interface for TipsMake. At the top, there is a dropdown menu with the text 'Becoming Verified'. Below the dropdown is a text input field with the placeholder text 'Message: Please be specific'. A large red arrow with a black outline points to the text input field. At the bottom left of the form is a blue button labeled 'Send'. The TipsMake logo is visible at the bottom of the page.

Enter a message. After selecting the topic and subtopics, a text box will appear. Click in the box and enter your question, complaint, or comment with specific details.

Provide as much information as possible in the body of the message. The Help Center will have an easier time solving the problem if you describe it carefully.



The screenshot shows the same web interface as the previous one. The dropdown menu is still set to 'Becoming Verified' and the text input field is empty. A large red arrow with a black outline points to the blue 'Send' button at the bottom left of the form. The TipsMake logo is visible at the bottom of the page.

Click the "Send" button. Check the topic, subtopics, and messages again. If everything looks good, press the "Send" button located below the text box to send the message.

Usually within 1 to 2 business days, a PayPal customer service representative will respond to the message briefly. The response will be sent to the email address associated with your PayPal account.

Contact PayPal via email without logging in

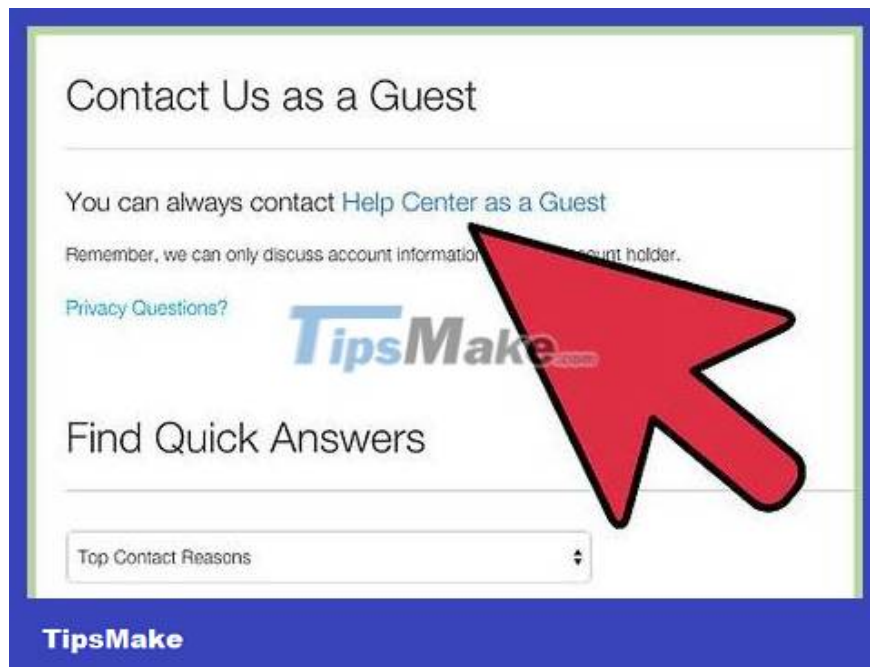


Visit the Help Center. Go to PayPal and go directly to the Help Center page by clicking the "Contact" link located at the bottom of every PayPal page.



Click the *Email Us* link . The "Email Us" link is near the top of the main Help Center page. When you click on this link, you will be redirected to the appropriate page.

This page will require login; If possible, this operation is highly recommended. However, if you can't sign in, proceed to the next step.



Access the guest contact form. If you can't log in to your PayPal account or want to contact as a guest, click the link "Having problems logging in?" (Having trouble logging in) is under the "Contact Us As a Guest" heading.

Although you technically only have to use this link if you don't have a PayPal account, you can still try this method if you don't have an account.

Note: there is also a "contact Help Center as a guest" link. But when you click this link, the help center number appears instead of the email form.



The image shows a screenshot of the PayPal website's "Privacy Questions?" contact form. At the top left is the PayPal logo. Below the title, there are four input fields: "First Name", "Last Name", "Email", and "Message". A large red arrow with a black outline points from the bottom right towards the "First Name" field. A "TipsMake.com" watermark is visible over the form. At the bottom of the screenshot is a blue bar with the "TipsMake" logo.

Enter contact information. You need to provide your first name, last name and email address (in order) in the first 3 lines of the "Problems logging in?" contact form.

If you have a PayPal account but aren't currently able to sign in, you'll need to use the name and email address associated with that account when filling out the form.



The image shows a close-up screenshot of the "Message" field in the contact form. A large red arrow with a black outline points from the bottom left towards the text box. Below the text box are two buttons: a grey "Back" button and a blue "Send" button. A "TipsMake.com" watermark is visible over the form. At the bottom of the screenshot is a blue bar with the "TipsMake" logo.

Enter a message. After providing your contact information, click in the "Message" text box and enter your complete question or concern.

Providing detailed information when filling out the form will help PayPal resolve the issue faster and more effectively.



Click the *Send* button . Check the information again and then click the "Send" button located below the contact form to send the message.

A PayPal customer service representative will respond via the email address you provided, usually within 1 or 2 business days.

Note: PayPal only shares account details with the account owner, so they will need to verify that you are that person before providing the information.

You finished reading the article "**How to Contact PayPal**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.