



*Standard Support and 24/7 Emergency Support*

## Contact Gold-i Support

### Standard Support

Ask the team any questions or raise concerns during the standard working hours:  
Monday - Friday 08:00 - 18:00 GMT/BST 08:30-17:30 CST.



**Telephone:**

Global: +44 1483 668989

China: +86 21 6116 0791



**Email:**

[helpdesk@gold-i.com](mailto:helpdesk@gold-i.com)



**Skype:**

[goldisupport](https://www.skype.com/people/goldisupport)

### Emergency Support

Emergency cover for critical issues that are impacting a live trading environment. Available 365  
24/7.



**Telephone:**

+44 800 242 5254



**Email:**

[emergency@gold-i.com](mailto:emergency@gold-i.com)