



ABC Client Support Information

AF Team - Client Success Team

This is the department that owners and club staff should contact for billing collection concerns, club changes, reporting, support requests, etc. This team works closely with all AF club locations, as well as various ABC and AF Corporate departments.

- Hours: 7:00AM to 6:00PM CST Monday through Friday
- Email: afteam@abcfitness.com
- Phone: 844-992-2386

Turnaround Time - Immediate via phone; 1 to 2 business days via email

Requirements - N/A

Client Services

This is the department that owners and club staff should contact for cancels, freezes, billing questions, refunding members, and other member account maintenance requests.

- Hours: 7:00AM to 9:00PM CST Monday through Friday
- Email: memberchanges@abcfitness.com
- Phone: 888-622-6290

Turnaround Time - 3 to 5 business days from email receipt or required documentation is received

Requirements - Staff members must provide their name and call-in password, if applicable, for verification to authorize requests. Must also provide member's name, agreement number, and details of their request, such as status change, invoice change, refund amount, etc.

CRS Requests

This is the department owners and level 3 club staff should contact to request an automated CRS report.

- Hours: 7:00AM to 5:00PM CST Monday through Friday
- Email: crsrequests@abcfitness.com

Turnaround Time - 1 to 2 business days from email receipt

Requirements - Staff members must provide the CRS User ID(s), club number(s), name of report(s), frequency, format, and email address(es).



Customer Care

This is the department that members should contact for cancels, freezes, billing questions, etc. Cancel and freeze information is only available if the club has elected to have ABC process on the club's behalf.

- Hours: 7:00AM to 9:00PM CST Monday through Friday
- Email: customercare@abcfitness.com
- Phone: 888-827-9262

Turnaround Time - 3 to 5 business days from email receipt or required documentation is received

Requirements - The member will need to provide their agreement number and detail of their request. If the agreement number is unavailable, our Customer Care team will help locate it. The member will also have to verify demographic information from their account.

iPad and Club OS Merchant Account Support

This is the department that owners and level 3 club staff should contact for Club OS and iPad related transactions, user access, password resets, reporting, and general how to support.

- Hours: 7:00AM to 7:00PM CST Monday through Friday
- Email: merchant@abcfitness.com

Turnaround Time - 2 to 3 business days from email receipt

Requirements - Staff members must be owner or level 3 access; all other requestors approved as authorized.

MyABCID

This is the department that owners and level 3 club staff should contact for any updates to the club call-in list.

- Hours: 7:00AM to 5:00PM CST Monday through Friday
- Email: myabcid@abcfitness.com

Turnaround Time - 1 business day from email receipt

Requirements - Staff members must provide their club number(s), and the first and last name(s) of the employee (s) they wish to update. If adding a new contact, must designate level of access (1,2, or 3), password, and email.

24 Hour Technical Support - Help Desk

This is the department that owners and club staff should contact for any ABC system access, hardware, or software related issues.

- Hours: 24/7/365
- Email: help@abcfitness.com
- Phone: 877-222-5767

Turnaround Time - 2 to 3 business days from email receipt or required documentation is received

Requirements - Staff members must provide their name and call-in password, if applicable, for verification to authorize requests. The password is only required when requesting changes or software installations.
