

Cash Management - Receivables Products

BARCODE – COLLECTION

Version 35 – July/2022



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Introduction

The barcode is a graphical representation of numeric characters.

This graphical representation is made by varying the width and spacing of the bars, also displayed as vertical parallel bars which, together, make up the information.

This set of signs, printed on documents, enables the capture of information through optical reading, so that they can be identified using a computerized system.

The barcode does not depend on the absolute size of the bars nor of the ratio between the standard height and width, but specifically on the ratios between the width of thick bars and thin, dark or lighter bars.

According to these ratios, several types of codes have been created, which are used by the Collection system of Santander Bank the standard interleaved 2 of 5.

Interleaved 2 of 5 Code:

- permits numeric representation.
- uses identifying characters from beginning to end.
- permits bi-directional reading.
- code of variable size, formed by the interleaved combination of every two characters.
- using its binary configuration, therefore, the code should contain an even number of characters.
- the narrow bars (E) are represented by the number 0 (zero).
- the wide bars (L) are represented by the number (1).
- form of coding: according to the combination of two narrow bars (E) and/or wide (L), the following configuration is obtained in ASCII:

Bars	Configuration
Beginning	3C
End	3E
EL	4E
LL	57
EE	6E
LE	77



In order to have one of the bar pairs above, first the numbers from 0 to 9 need to be substituted according to the following representation:

Number	Representation
0	00110
1	10001
2	01001
3	11000
4	00101
5	10100
6	01100
7	00011
8	10010
9	01010

Example: To represent the number 123, the number 0 needs to be added to the left, so that an even number of characters is obtained. Observing the representation above, the first bit of the number 0 should be joined to the first bit of number 1, forming the pair 01 which means a bar "E" and a bar "L", which has the confirmation in ASCII equal to 4E. This rationale should be followed for all the bits of each pair of numbers, and for all the numbers to be represented by this code. So, the coding of number 0123 will be:

 BEGINNING 01 00 10 10 10 01 01 11 00 00 10 END

 EL EE LE LE EL EL LL EE EE LE

 3C
 4E 6E 77 77 4E 4E 57 6E 6E 77 3E

Specifications

1.) Number of copies equal to 2 (Two), where:

- a.) Payer's copy
- b.) Bank's copy

2.) Layout of the copies or parts:

- a.) If under the forms of carbon copies, the first copy should be the bank copy, the receiving bank decides the layout of the other copies.
- b.) Other cases, according to the criterion of the receiving bank.

3.) Thickness of the paper, minimum 50 g/m2.

4.) Dimensions:

- a.) Bank copy: 3 3/4" to 4 1/8" X 170 to 210 mm.
- b.) Cashier copy: limited to the dimensions of the Bank copy.
- c.) Payer's copy: according to the criterion of the bank.

5.) Copy/print color:

- a.) white background/blue print
- b.) white background/black print



Completion instructions

1.) Bank copy:

- a.) top left-hand corner: the name of the bank, which may contain your logo and on the right of the name of the bank, DV code/clearing number of the receiving bank, in bold.
 N.B.: In the code number, character with 5mm and 1.2 mm lines or strands.
- b.) top right-hand corner: there should be the numerical representation of the barcode content with dimensions from 3.5mm to 4 mm and lines or strands of 0.3mm, distributed into 5 (five) fields, as shown below, whereby, for each of the first 3 (three) fields, there is a check digit (module 10), between each field, a space equivalent to 2 (two) positions, permitting the insertion of data, in the case of rejection by the code reading:

1st field: composed of the bank code, currency code, permanent field "9", first four positions of the standard Santander beneficiary code and check digit of this field.

2nd field: composed of the first 3 remaining positions of the beneficiary Santander, our number (N/N) with the first 7 positions and check digit of this field.

3rd field: composed of the first 6 remaining positions of the N/N, 01 position referring to the IOF, 03 positions referring to the Type of Wallet Modality plus the check digit of this field.

4th field: check digit of the barcode (DAC)

5th field: composed of the first 4 positions of the due date factor (*) and the 10 last positions with the nominal amount of the document, with indication of zeros on the left and without editing (no semi-colon).

On dealing with a nil amount, the representation should be as 0000000000 (Ten zeros).

Note 1: Edit the first three fields with a dot, to be inserted between the 5th and 6th positions of each field.

Note 2: The data of numerical representation is not presented in the same order as the barcode, but according to the sequence described above.

Note 3: the check digits referring to fields 1, 2, 3 are not represented in the barcode.

* Due date factor: Number of days between 10/07/1997 and the maturity date:

- E.g.: **1st** 12/06/2000 = 1156
 - **2nd** 12/15/2000 = 1165
 - **3rd** 12/30/2000 = 1180

***New base date:** As of 22/02/2025, the maturity factor will return to "1000" and "1" must be added every day following this factor, as shown in the example:

DUE DATE	MATURITY FACTOR
22/02/2025	1000
23/02/2025	1001
24/02/2025	1002

Standard Santander beneficiary code: code supplied by the Bank.

c.) Printing table:

- presents a grid showing the fields according to the model attached (page 7)
- the size of each field (number of positions) may vary, as long as the same layout of the model and the minimum dimensions of the form are respected.



d.) in the lower part, below the printing grid on the bottom right-hand side: field destined for authentication on the bottom left-hand side: field destined for the compulsory indication of the barcode, which should be interleaved 2 of 5.

Note 4: "2 of 5" means that 5 bars define 1 character, where two of them are thick bars.

Note 5: "interleaved" means that the spaces between the bars also have a meaning, analogous to the bars.

Note 6: a minimum distance of 12 mm should be respected from the bottom of the voucher to the center of the barcode.

Below the barcode, identification of the bank copy with a maximum dimension of 2mm and lines with strands of 0.3mm

Note 7: Total length equal to 103 (one hundred and three) mm and total height equal to 13 (thirteen) mm.

Position	Size	Picture	Content					
01-03	3	9 (03)	Bank Identification = 033					
04-04	1	9 (01)	Currency code = 9 (real)					
05-05	1	9 (01)	Check Digit of the bar code (calculation below)					
06-09	4	9 (04)	Due date factor					
10-19	10	9	Nominal amount					
		(08)V99						
20-20	1	9 (01)	Permanent field "9"					
21-27	7	9 (07)	Standard Santander beneficiary code					
28-40	13	9 (13)	Our Number					
41-41	1	9 (01)	Permanent field "0"					
42-44	3	9 (03)	Type of Wallet Modality					
			101-REGISTERED Fast Collection					

e.) The layout of the barcode should have the following characteristics:

Note: the calculation of the check digit of the barcode, in position "5" is module "11", from 2 to 9, using the digit 1 for the remaining 0, 10 or 1.

For the calculation, consider the positions from 1 to 4 and from 6 to 44, beginning from position 44 and jumping to position 5.

N.B.: If the registration file for the collection documents is 400 bytes (CNAB)

• Bank 353 – Use only 8 positions of Our Number, putting zeros in the first 05 digits.

Position	Size	Picture	Content
01-03	3	9 (03)	Bank Identification = 033
04-04	1	9 (01)	Currency code = 9 (real)
05-05	1	9 (01)	Check Digit of the barcode (calculation page 6)
06-09	4	9 (04)	Due date factor
10-19	10	9 (08)V99	Nominal amount
20-20	1	9 (01)	Permanent field "9"
21-27	7	9 (07)	Standard Santander beneficiary code
28-32	5	9 (05)	Permanent field "00000"

33-40	8	9 (08)	Our Number
41-41	1	9 (01)	Permanent field "0"
42-44	3	9 (03)	101-REGISTERED Fast Collection

CALCULATION OF THE CHECK DIGIT OF THE BARCODE:

Position	Size	Picture	Content	Example
01-03	3	9 (03)	Bank Identification = 033	033
04-04	1	9 (01)	Currency code 9 = real	9
05-05	1	9 (01)	Check Digit of the barcode	
06-09	4	9 (04)	Due date factor	2046
10-19	10	9 (08)V99	Nominal amount	273,71
20-20	1	9 (01)	Permanent field "9"	9
21-27	7	9 (07)	PSK (Customer Code) number	0282033
28-40	13	9 (13)	Our Number	5666124578002
41-41	01	9 (01)	Permanent field "0"	0
42-44	3	9 (03)	101-REGISTERED Fast Collection	101

N.B.: The Position 05-05 referring to the Check Digit of the Barcode is only to illustrate the positions inside the barcode. This does not enter in the calculation of the Check Digit.

Invert from right to the left in the vertical

IIVCIL II	i oni ng				
1	Х	2	=	2	
0	Х	3	=	0	
1	Х	4	=	4	
0	Х	5	=	0	
2	Х	6	=	12	
0	Х	7	=	0	
0	Х	8	=	0	
8	Х	9	=	72	
7	Х	2	=	14	
5	Х	3	=	15	
4	Х	4	=	16	
2	Х	5	=	10	
1	Х	6	=	6	0 - if cnab 400 is used
6	Х	7	=	42	0 - if cnab 400 is used
6	Х	8	=	48	0 - if cnab 400 is used
6	Х	9	=	54	0 - if cnab 400 is used
5	Х	2	=	10	0 - if cnab 400 is used
3	Х	3	=	9	
3	Х	4	=	12	
0	Х	5	=	0	
2	Х	6	=	12	
8	Х	7	=	56	
2	Х	8	=	16	
0	Х	9	=	0	
9	Х	2	=	18	
1	Х	3	=	3	
7	Х	4	=	28	
3	Х	5	=	15	

7	Х	6	=	42								
2	Х	7	=	14								
0	Х	8	=	0								
0	Х	9	=	0								
0	Х	2	=	0								
0	Х	3	=	0								
0	Х	4	=	0								
6	Х	5	=	30								
4	Х	6	=	24								
0	Х	7	=	0								
2	Х	8	=	16								
9	Х	9	=	81								
3	Х	2	=	6								
3	Х	3	=	9								
0	Х	4	=	0								
Total				696	Х	10	=	6960	/	11	=	632

Remainder = 8, so Check Digit = 8

V.35 July 2022



SET UP

Use module 11 – weight from 2 to 9 – to calculate this Check Digit.

Multiply from the right to the left, from 2 to 9, until the end of the number, restarting at 2 if necessary. Add the results obtained, multiply this total by 10 (ten) and divide it by 11(eleven). The remainder of this division will be the check digit (Check Digit).

If the remainder is equal to 0 (zero), 1 (one) or 10 (ten) the digit will be =1 (one)

Definition of the layout of the laser-issued collection document with a barcode

In compliance with the provisions of the determinations edited by FEBRABAN, the following items deserve special attention:

1.) In the top part of the **Bank copy** of the **Collection** document product the bank code should be printed in the left-hand corner, including the check digit, according to the model attached, separating it with a hyphen (-) **033-7**.

2.) On the right of the bank code the new and differentiated numerical representation of the content of the barcode will be printed, which will be used for input in the impossibility of capture through optical reading. The base of the fields, stated next, will be the configuration of the registration printed in the form of a barcode. For such, it is important to observe the registration presented as an example, because it will be used in our simulation.



MODEL OF THE COLLECTION DOCUMENT:

	r 033-7							O PAGADOR	
Local de Pagamento PAGÁVEL PREFERENCIA	LMENTE NO SANTAND	ER					Vencimento	10/0	09/2022
Beneficiário EXEMPLO – 99.999.9	99/0001-99 🛑						Agência/Cód. do		17 / 51
RUA JORGE DE AGUI				-100, SAO PAULO - SP	Data de Proo		Nosso Número		•
18/07/2022 Uso do Banco	67TRFD5SA Carteira		spécie Doc DM spécie Moeda	NAO ACEITO Quantidade		18/07/2022	(=) Valor do Doo	564356	789211
	RAPIDA C/RE	g 📕	REAL	Quantidade	(x) valor	0,00	(=) Valor do Dod	umento	3,00
Pagador:	ANTONIO SILVA 88 RUA AMADOR BUEN	IO 474	30						
Beneficiário Final Mensagem:	04752-901 - SAO PAL PEDRO SILVA - 193.	JLO - SP 357.130-66					Código de Baixa		
TESTE01									↓
				Rapida	i c/ Reg. Ou El	letronica c/ Reg.		Branch / Beneficia	ry indentification
								Numer supplied b	y the bank.
								Autenticação Mecânica	
								<u>Cor</u> te	<u>na linha Pontihada</u>
·	·		T	Obrigatory Beneficiaty Name, CPF/CNPJ and A	data: .ddress.			<u>Cor</u> te	na linha Pontilhada
▲ Santande	r 033-7			Name, CPF/CNPJ and A	ddress.				
Local de Pagamento				Name, CPF/CNPJ and A	ddress.	- — — — — 05105.64356			4000000300
Local de Pagamento PAGÁVEL PREFERENCIA Beneficiário	ALMENTE NO SANTA			Name, CPF/CNPJ and A	ddress.	- — — — — 05105.64356	Ve	.101016 2 910	4000000300 10/09/202
Local de Pagamento PAGÁVEL PREFERENCIA Beneficiário EXEMPLO — 99.999.9	ALMENTE NO SANTA		ARDIM MIRIAM - 0	Name, CPF/CNPJ and A	uddress. 9.00003	- — — — — 05105.6435 0	Ve	.101016 2 910	4000000300 10/09/202
Local de Pagamento PAGÁVEL PREFERENCIA Beneficiário EXEMPLO – 99,999,9 RUA JORGE DE AGUI Data do Documento	ALMENTE NO SANTA 999/0001-99 AR, 99 No. do Documento	<u>- J</u>	Espécie Doc.	Name, CPF/CNPJ and A 0339 04419-100, SAO PAUL Acette	0 - SP	ata de Processamento	Ve Aç	.101016 2 910	4000000300 <u>10/09/202</u> i ^o 1417 / 5 ⁻
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Local de Pagamento PAGÁVEL PREFERENCIA Beneficiário EXEMPLO – 99.999.5 RUA JORGE DE AGUI Data do Documento 18/07/2022 Uso do Banco	ALMENTE NO SANTA 099/0001-99 AR, 99 No. do Documento 67TRFD55	<u>- J</u>	Espécie Doc. DM	Name, CPF/CNPJ and A 0339 04419-100, SAO PAUL Aceite NAO AC	.0 - SP ЕПО (х)	ata de Processamento 18/07/2022	Ve Ag 2 (=	.101016 2 9104 encimento géndia/Cód. do Beneficiári losso Número	4000000300 10/09/202 10 1417 / 5 56435678921 3.0
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MODEL OF THE PROPOSAL DOCUMENT:

📣 Santande	er 033-7		03399.000	003 05108.976530 4	1729.301014 3 90940000000100
	I	BOL	ETO DE PROPOSTA		
ESTE BOLETO SE REFERE A	UMA PROPOSTA FEITA A VOCE E O S	EU PAGAMENTO NAO E OBRIGATO	RIO DEIXAR DE PAGA-LO NA	O DARA CAUSA A PROTESTO, CO	BRANCA JUDICIAL OU EXTRAJUDICIAL, NEM A
	I CADASTRO DE RESTRICAO AO CRE				ICIONAIS SOBRE A PROPOSTA E SOBRE O
	DERAO SER SOLICITADAS A QUALQU	JER MOMENTO AO BENEFICIARIO P	OR MEIO DE SEUS CANAIS D	E ATENDIMENTO.	
Local de Pagamento					Vencimento
	ALMENTE NO SANTANDER				31/08/2022
Beneficiário					Agência/Cód. do Beneficiário
EXEMPLO - 99.99	99.999/0001-99				1417/51
RUA JORGE DE AGU	JIAR, 1222, Comp.: CASA	JARDIM MIRIAM - 04419-1	00, SAO PAULO - SP		
Data do Documento	No. do Documento	Espécie Doc.	Aceite	Data de Processamento	Nosso Número
18/07/2022	1ABC45TG	BDP	NAO ACEITO	18/07/20	897653417293
Uso do Banco	Carteira	Espécie Moeda	Quantidade	(x) Valor	 Valor do Documento
	RAPIDA C/REG	REAL	0,00	0,00	1,00
Instruções					(-) Descontos/Abatimentos
					0,00
	Obrigatory fixed mess				
	Obligatory fixed messa	age.			(+) Mora/Multa
					0,00
					(=) Valor Cobrado
					(-) Valoi Coblado 1,00
Pagador:	ANTONIO SILVA 89,735,041/0001	30			1,00
Fagauor.	RUA AMADOR BUENO 474				
	04752-901 - SAO PAULO - SP				
Beneficiário Final					Código de Baixa
201101010101 Hild					
		U COULDER DIN MARKED DE DE DE			Autenticação Mecânica
		ali ali ali ali	lla© lla⊙ l		
	N PTILLER MARTIN LUH NY Y	LUGAN MILLINN YM LU	dhMML JanMLd	HNRYTILLSANDRYTILLI	
I PTI I QDA		LANU III QUHLI II A	MILLENFI EF		

Mensagem fixa:

BOLETO DE PROPOSTA

ESTE BOLETO SE REFERE A UMA PROPOSTA JÁ FEITA A VOCÊ E O SEU PAGAMENTO NÃO É OBRIGATÓRIO.

Deixar de pagá-lo não dará causa a protesto, a cobrança judicial ou extrajudicial, nem a inserção de seu nome em cadastro de restrição ao crédito.

Pagar até a data de vencimento significa aceitar a proposta.

Informações adicionais sobre a proposta e sobre o respectivo contrato poderão ser solicitadas a qualquer momento ao beneficiário, por meio de seus canais de atendimento.

PROPOSAL DOCUMENT

THIS DOCUMENT REFERRED TO A PROPOSAL ALREADY MADE TO YOU AND YOUR PAYMENT IS NOT REQUIRED.

Failure to pay it shall not cause the protest, the judicial or extrajudicial collection, or the inclusion of your name in restricting credit record.

Pay until the due date means accepting the proposal.

Additional information about the proposal and the relevant contract may be requested at any time to the beneficiary, through its service channels.

Applicability of the Santander logo:

The Santander logo must be applied in the upper left corner as shown in the picture, in the following formats:

Color:

Black and White:

📣 Santander

📣 Santander



IDENTIFICATION FIELD:

FIRST GROUP

Use Module 10 to calculate the Check Digit of the field

Position	Size	Picture	Content
01-03	3	9 (03)	Bank = 033
04-04	1	9 (01)	Currency code = 9 (real)
			Currency code = 8 (other currencies)
05-05	1	9 (01)	Fixed "9"
06-09	4	9 (04)	Standard Santander Beneficiary Code (Informed by the Bank)
10-10	1	9 (01)	Check digit of the first group

Module 10 - CALCULATION:

Multiply, from the right to the left, by 2 and 1, respectively, until the end of the number. Add the results obtained. Divide the total result by ten.

If the remainder is = 0, the digit will be = 0, if it is different, then subtract the divider by the remainder, i.e. subtract 10 from the remainder.

N.B.: When the result of the multiplication is > 9, add up both digits. E.g.: $9 \times 2 = 18$, so 1 + 8 = 9

Example: 033 9 9 0282

0 3 3 9 9 0 2 8 2 x x x x x x x x x 2 1 2 1 2 1 2 1 2 1 2

Invert from the right to the left in the vertical.

2	Х	2	=	4	
8	Х	1	=	8	
2	Х	2	=	4	
0	Х	1	=	0	
9	Х	2	=	9	
9	Х	1	=	9	
3	Х	2	=	6	
3	Х	1	=	3	
0	Х	2	=	0	
Total				43	/

/ 10 = 4 Remainder = 3

Result = 10 remainder ----> 10 - 3 = 7

Partial IPTE: 033990282.7



IDENTIFICATION FIELD:

SECOND GROUP

Use Module 10 to calculate the Check Digit of the field (page 11)

Position 11-13	Size 3	Picture 9 (03)	Content Remainder of the standard Santander beneficiary code
14-20	7	9 (07)	First 7 fields of the N/N (our Number)
21-21	1	9 (01)	Check digit of the second group

E.g.: 033 5666124

0 3 3 5 6 6 6 1 2 4 x x x x x x x x x x x 1 2 1 2 1 2 1 2 1 2 1 2

Invert from the right to the left in the vertical.

4	Х	2	=	8				
2	Х	1	=	2				
1	Х	2	=	2				
6	Х	1	=	6				
6	Х	2	=	3				
6	Х	1	=	6				
5	Х	2	=	1				
3	Х	1	=	3				
3	Х	2	=	6				
0	Х	1	=	0				
Total				37	/	10	=	3

Result = 10 remainder ----> 10 - 7 = 3 Partial IPTE: 033990282.7 0335666124.3 Remainder =

7



IDENTIFICATION FIELD: THIRD GROUP

Use Module 10 to calculate the DV of the field (page 11)

Position 22-27 28-28	Size 6 1		Picture 9 (06) 9 (01)	IOF 9%)	nainde	/ for	Insure	ers (If	7% inform 7	, limit	ed to
29-31	3		9 (03)	Type of Wallet Modality 101-REGISTERED Fast Collection							
32-32 E.g.: 578000	1 0 101		9 (01)	Che	ck digi	it nun	nber o	of the	third group		
5 7 8 0 0 x x x x x 1 2 1 2 1											
Invert from th	e right to	the left	in the vertica	al.							
1	Х	2	=	2							
0	X	1	=	0							
1 0	X X	2 1	=	2 0							
2	X	2	=	4							
0	X	1	=	0							
0	Х	2	=	0							
8	Х	1	=	8							
7 5	X X	2 1	=	5 5							
Total	^	I	=	5 26	/	10	=	2	Remainder	=	6

Result = 10 remainder ----> 10 - 6 = 4

Partial IPTE: 033990282.7 0335666124.3 5780020101.4

FOURTH GROUP

Composed of only the **Check Digit of the barcode**. For the calculation, use the values referring to the Barcode fields (page 6). The result will be the fourth group of the IPTE identification field.

Position	Size	Picture	Content
33-33	1	9 (01)	Barcode Check Digit

According to the example calculated (page 7) Check Digit = 8

Partial IPTE: 033990282.7 0335666124.3 5780020101.4 8

IDENTIFICATION FIELD:



FIFTH GROUP

Composed of 04 positions of the due date factor and 10 positions of the nominal amount of the collection document. This field does not have a check digit. If the total amount is equal to zero, the representation should be 0000000000 (Ten zeros).

Position	Size	Picture	Content
34-37	4	9 (04)	Due date factor
38-48	10	9 (10)	Value of the Collection document

E.g.: 2046 0000027371

COMPLETE IPTE: 033990282.7 0335666124.3 5780020101.4 8 20460000027371

Due Date

In compliance with Circular 3.598 and 3.656, the due date field should be composed with a valid due date. The literal "Contra Apresentação" and "À Vista" cannot be used.

Our Number

Our Number has 13 numeric characters. Composition of Our Number: NNNNNNNNNN D where:

Beneficiaries who register 400 positions with the CNAB, should note that 8 positions are allowed for registering Our Number, in which case they must be complemented with zeros on the left

2. Payer's copy

In compliance with **Law 12.039**, the **"Payer's Copy"**, necessarily, must present the following information:

- Name of Beneficiary;
- Address of Beneficiary;
- CPF / CNPJ the Beneficiary;

Note: The arrangement of the data above is at the discretion of the issuer of the copy (see example in page 09).

For emissions in the **"booklet**" format, the **"law 12,039**" should be respected through the provision of information, described above, on the back cover of the booklet or generation of a flysheet / record which will contain additional information on the Beneficiary.

The copy with sending via post must submit a **due date** and **date of posting** on the outside of the correspondence Collection.







<u>Tests</u>

We make available on Santander Internet Banking in the option Cobrança e Recebimentos > Teste de Arquivo > Testar boleto all the information necessary to prepare and test the generated slips.

After issuing, the company should supply some collection documents for analysis.

Based on the collection documents supplied, Banco Santander will carry out tests, and if an error is found, the Bank will inform the customer of the irregularities found in order to correct them.

The testing phase will be considered as concluded when all of the irregularities have been corrected. The customer and the Bank will formalize this stage and the date of the implementation.

Any doubts, which may not be clear in this manual, may be clarified with the Call Center, on the following telephone numbers:

Estamos conectados 24 horas, 7 dias por semana: APLICATIVO SANTANDER APLICATIVO WAY SANTANDER.COM.BR TWITTER: @SANTANDER_BR FACEBOOK: SANTANDER BRASIL

Central de Atendimento Empresarial: 4004 2125 (capitais e regiões metropolitanas), 0800 726 2125 (demais localidades), 0800 723 5007 (pessoas com deficiência auditiva ou de fala). Das 8h às 20h, de segunda a sexta-feira. Negócios Direct: 4004 2125, opção 8 (capitais e regiões metropolitanas), 0800 722 2125 (demais localidades) e chat. Das 8h às 20h, de segunda a sexta-feira, exceto feriados. Central de Atendimento Getnet: 4002 4000 / 4003 4000 (capitais e regiões metropolitanas), 0800 648 8000 (demais localidades) 24h por dia, todos os dias. SAC: 0800 762 7777 e para pessoas com deficiência auditiva ou de fala: 0800 771 0401. Ouvidoria - Se não ficar satisfeito com a solução apresentada: 0800 726 0322 e para pessoas com deficiência auditiva ou de fala: 0800 771 0301. Das 8h às 22h, de segunda a sexta-feira e aos sábados, das 9h às 14h, exceto feriado.