Pawsure escalation contacts

Last Modified on 11/23/2026 1:41 pm EST

Reader group: Team Pawsure

In a live knowledge base, only signed-in agents on the Pawsure team would see this page. It's public in this demo so you can explore.

Issue	Escalate to	How
Over your credit limit	Hootline supervisor on shift	Supervisor queue
Product safety report	Pawsure product safety team	Safety form, within 1 hour
Media or social media complaint	Pawsure communications	Email via team lead
Website or app outage	Pawsure on-call engineering	Team lead pages them
Repeated carrier problems in an area	Pawsure logistics	Weekly report from team lead

Team lead: Owen Gallagher. Client contact owner: Renata Silva, director of operations.