

# Zego Email Domain Change

As part of our integration with Global Payments, Zego is updating our email domain from **@gozego.com** to **@globalpayments.com**. We're making this change to align with our parent company while continuing to deliver the same high level of service and support you've come to expect.

Below are answers to common questions to help you understand what's changing (and what's not).

## 1. Why are Zego email addresses changing?

This update is part of our broader transition to Global Payments systems and infrastructure. It allows us to streamline operations and enhance security while maintaining the same quality of service.

## 2. When will the change happen?

The transition begins in October 2025 and will continue in phases through early 2026. You may start seeing emails from @globalpayments.com during this time.

## 3. Do I need to do anything?

No action is required. However, to ensure you continue receiving important communications, we recommend adding @globalpayments.com to your email safe sender list.

[Outlook](#)

[Gmail](#)

## 4. Will emails sent to @gozego.com still work?

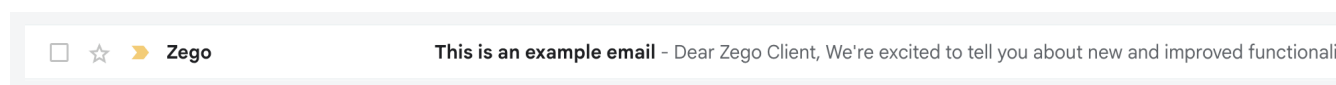
Yes. Any messages you send to a @gozego.com address will be automatically forwarded to the correct @globalpayments.com inbox. You will still be able to reach your account team and Zego support as usual.

## 5. Will this affect how I receive emails like rent reminders or product updates?

No. Your operational and resident-facing emails, such as rent reminders or payment confirmations, will continue as usual. Some of these messages may still come from @gozego.com for now.

## 6. Will marketing emails still say "Zego"?

Yes. Even though the email address will change to @globalpayments.com, the sender name will continue to appear as "Zego."



## 7. Will this affect my Zego products or support experience?

No. Your experience with Zego products, your account manager, and our support teams will remain the same. This is only a change to our email addresses.

## 8. Is the Zego brand going away?

No. The Zego brand will remain in place to represent our multifamily solutions.

## 9. What should I do if I have more questions?

If you have any questions please contact us via [Zego Communities](#) or give us a call at 866-729-5327 Option 2.

