

# COMMERCIAL CARD SERVICES TEXT ALERTS FOR BETTER FRAUD PROTECTION



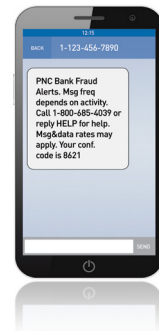
Cardholders have the option to receive text alerts sent to their mobile device when fraudulent activity is suspected on their PNC commercial card.\* The text alert will ask the cardholder to call PNC's Cardholder Customer Service team to confirm that the transaction is legitimate or verify that it is a fraudulent transaction.

For more information, please contact your Account Manager or Treasury Management Officer.

## Company and cardholder benefits

Text alerts offer both companies and cardholders the following benefits:

- Reduced time spent disputing fraudulent transactions
- Direct notification to cardholders within minutes of a suspicious transaction
- Fewer declines of legitimate transactions
- Ability to identify suspicious transactions quickly, lessening cardholder inconvenience



## How to get started

**STEP 1:** Click this link or paste <https://treasurycommercialcard.pnc.com/notifications/login.ht> into your web browser.

**STEP 2:** Follow the prompts beginning with the screen shot on the right. During the registration process, you will be asked to enter the mobile phone number for the phone you wish to register, the last four digits of your assigned activation code and your credit card number.

\*Standard data message rates may apply.

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# COMMERCIAL CARD SERVICES

## Fraud Text Alerts

### User Guide

#### Introduction

This user guide will assist you in completing the setup required for you to begin receiving text alerts on your PNC commercial card account. Follow the instructions below to complete your registration\*.

After completing registration you will begin to receive text messages when suspicious activity is detected on your card account. You can then verify suspicious transactions or file a notification of fraudulent activity

#### Step 1: Access the fraud text alert registration website below to begin the process.

Website Link: [Register Here!](https://treasurycommercialcard.pnc.com/notifications/login.ht) (Or copy <https://treasurycommercialcard.pnc.com/notifications/login.ht> into your web browser)

You will see the screen below after clicking on the link.

The screenshot shows the PNC Commercial Card Fraud Alert Activation registration page. The page has an orange header with the PNC logo and the text "COMMERCIAL CARD FRAUD ALERT ACTIVATION". Below the header, there is a section titled "Register to receive text alerts" with a brief description of the service. The registration form includes fields for "Credit Card Number", "Credit Card Name", "Last 4 digits of Card Activation Number", and "Enter the Text Shown" (with a sample image of "x2kc3"). A "Register" button is located at the bottom right of the form. To the right of the form, there is a section titled "Protecting yourself from Credit Card Fraud" with a shield icon and a "Support & Assistance" section with a link to contact the Program Administrator. At the bottom of the page, there is an "Important Information" section with legal disclaimers and a copyright notice for 2014.

Step 2: Enter your card account information to authenticate (shown below in the screen shot)

- Credit Card Number: Enter the 16 digit number on the face of the card
- Credit Card Name: Enter your cardholder name **exactly as it appears** on the face of your card
- Last 4 Digits of your assigned activation code: Enter the unique number assigned to you by your employer
- Enter the Text Shown: Enter the code exactly as shown
- Click on the Register button to advance to the next screen


**Register to receive text alerts**

You can enroll to receive a fraud text alert to notify you of suspicious activity on your credit card that you may not have authorized. Enter your credentials below and click register. You will be prompted to enroll your mobile device number to begin receiving fraud text alerts.

\* Credit Card Number: Peter Burk

\* Credit Card Name: 4398820002490244

\* Last 4 digits of Card Activation Number: ●●●●

\* Enter the Text Shown:  x2kc3

**Register**

**Protecting yourself from Credit Card Fraud**

**Support & Assistance**

Please contact your Program Administrator for assistance.

**Important Information**

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### Step 3: Enter the mobile number you are registering and acknowledge consent

On the screen shot below:

- Enter and confirm the mobile device number that you are registering to receive text alerts
- Check the box acknowledging the Terms and Conditions and indicating consent to receive text alerts
- Click the Continue button to advance to the next screen

**PNC**

**Enroll Mobile Device** [Logout](#)

Hi **Peter Burk**, Last 4 digits of your card number : 0244 Your last successful visit was on 2014-10-06

Register      Verify      Confirm

**Add a Mobile Device Number**

\* Indicates required field.

NOTE: During the enrollment process, you will be asked to enter a confirmation code sent to your mobile device. Please have your device available and turned on.

\*Mobile Number: 215 - 780 - 4950

\*Confirm Mobile Number: 215 - 780 - 4950

I have read and agreed to the [Terms and Conditions](#)

+ For help, text "HELP" to 762-411. You may cancel text notifications at any time by texting "STOP" to 762-411.

**Step 4: Confirm your mobile device registration by entering the 4-digit confirmation code in the Confirmation Code box**

After clicking the Continue button to advance to the below screen, you will receive a text message to your registered mobile device with a 4-digit confirmation code

On the screen shot below:

- Enter the 4-digit confirmation code you received in the Confirmation Code box
- Click the Continue button to advance to the next screen

**PNC**

**Enroll Mobile Device** [Logout](#)

Hi Peter Burk, Last 4 digits of your card number : 0244 Your last successful visit was on 2014-10-06

Register Verify **Confirm**

**Add a Mobile Device Number**

To ensure that the device you entered is capable of receiving SMS messages, a one-time four digit confirmation code has been sent to (215) 780-4950.

**Note:** Enter the code in the box below within the next 30 minutes to complete registration. Exiting this page prior to completion will terminate the process and require you to restart the enrollment process.

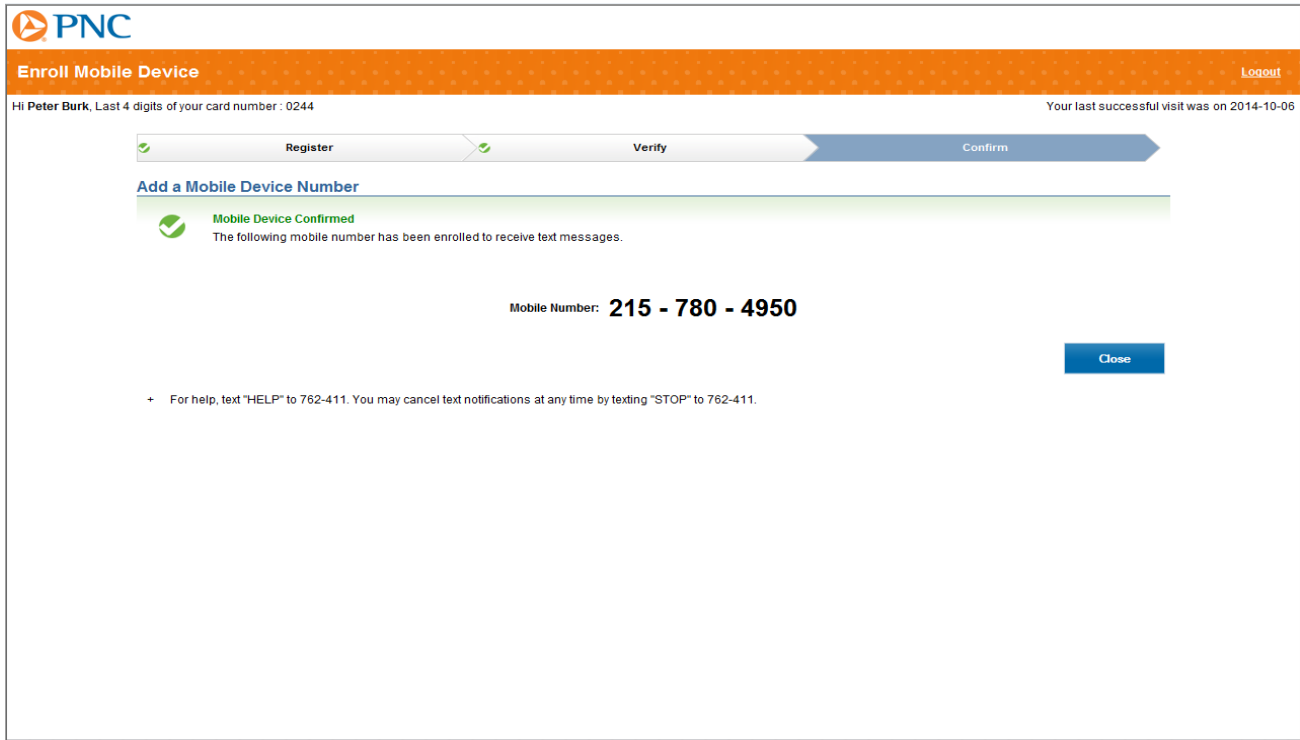
Confirmation Code:  (Enter Confirmation Code exactly as it appears on your mobile device)

[Cancel](#) [Continue](#)

+ For help, text "HELP" to 762-411. You may cancel text notifications at any time by texting "STOP" to 762-411.

When your registration is completed you should receive a welcome text message on your registered mobile device saying “Welcome to PNC Bank Fraud Alerts. Call 800-685-4039 for info. Std Msg&Data rates may apply. Reply HELP for help, STOP to cancel.”

Step 5: You will see this screen indicating that your mobile device has been successfully registered



\*Standard data message rate may apply

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