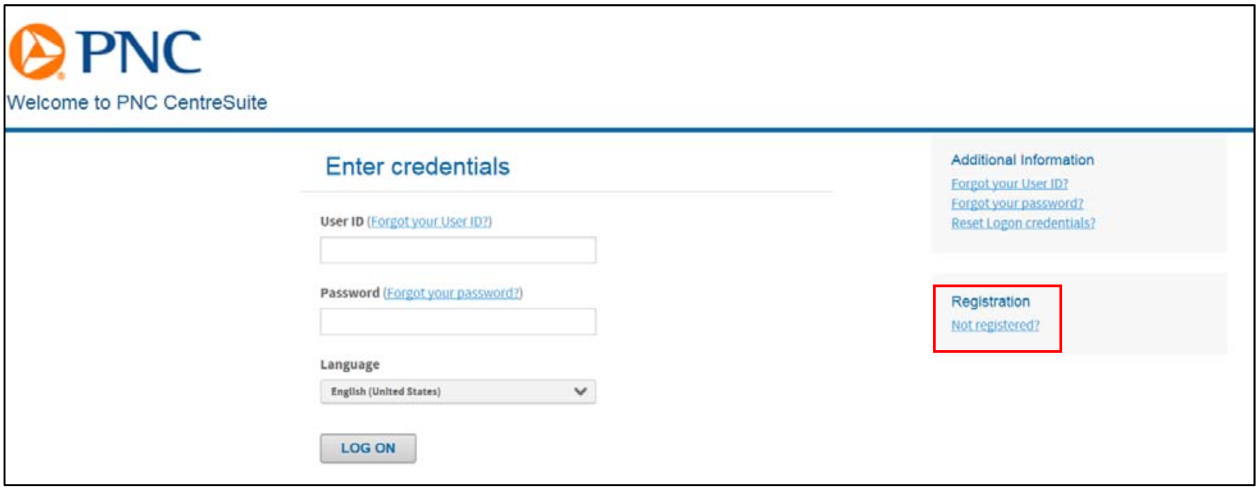
CARDHOLDER PROCEDURES

Note – Please provide the following instructions to your cardholders for self-registering for alerts.

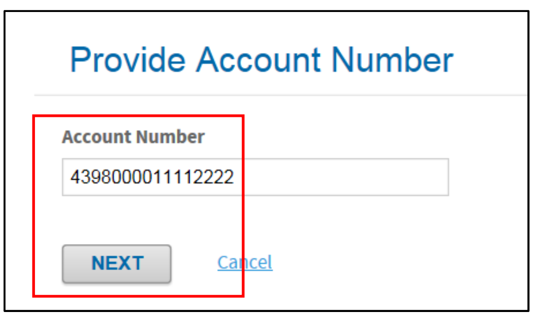
Cardholder Self-Registration

Cardholders may use the Self-Registration option in PNC CentreSuite to register their new card. Below are the steps to complete.

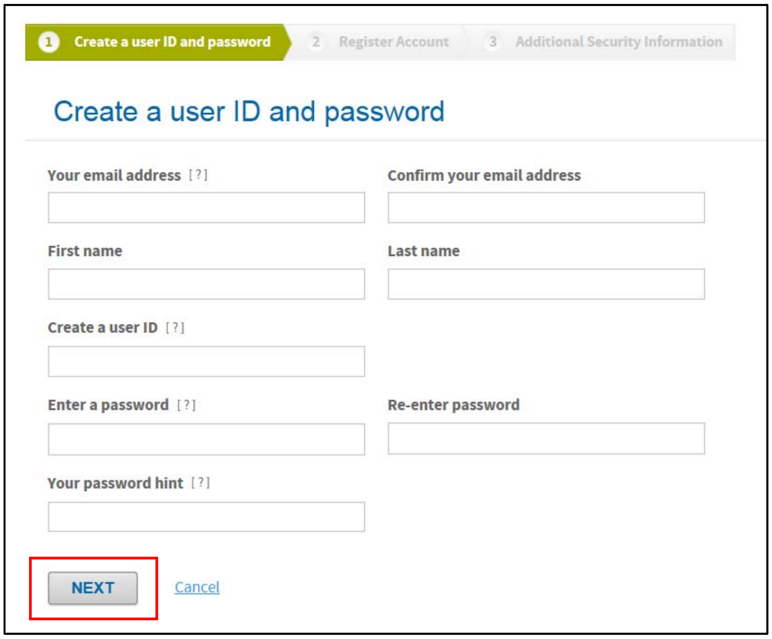
1. Go to https://www.centresuite.com/centre/?pnc .
2. Select, 'Not registered?' from the menu on the right.



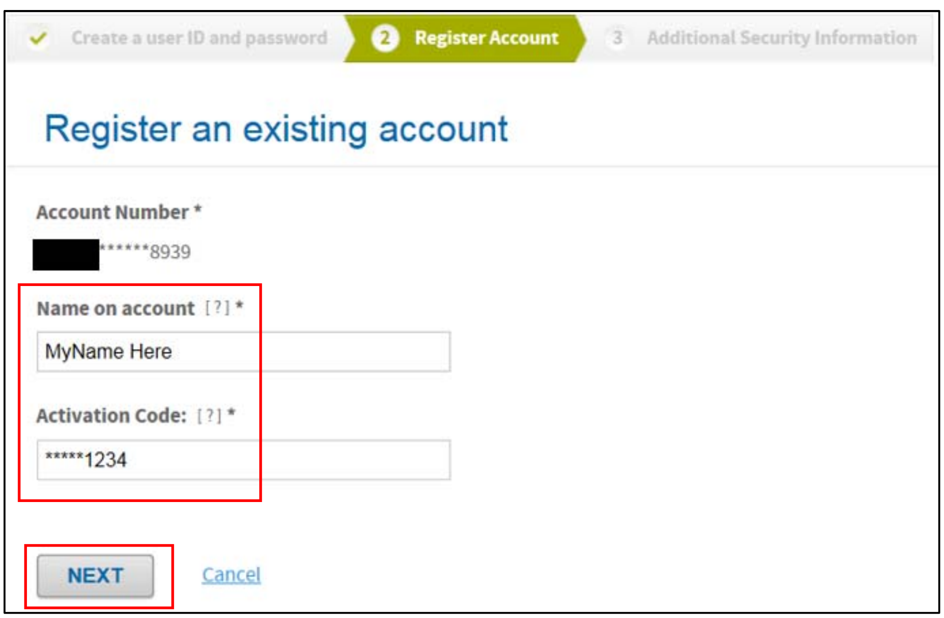
3. Enter the 16-digit account number, then click 'Next'.



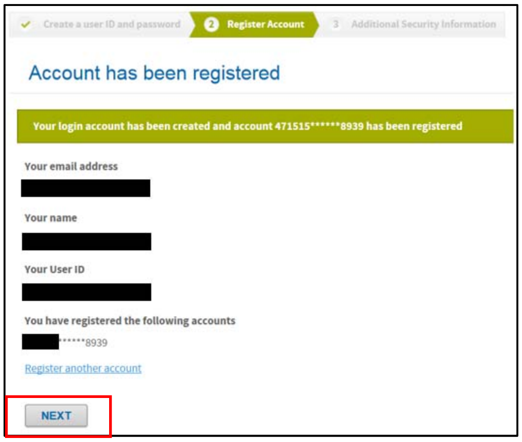
4. Enter your information to create the account, then click ‘Next’.



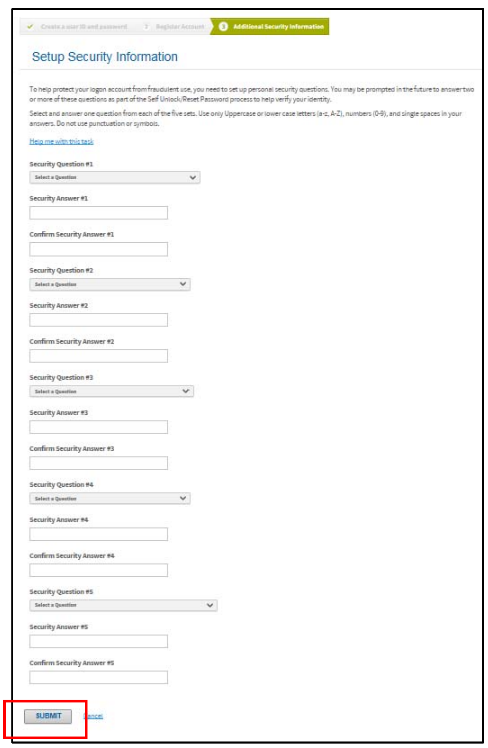
5. Type the account name exactly as it appears on the card and enter the activation code. The Activation code is a 9-digit number assigned to your account when it was created. (The last 4 digits of this value was used to activate your card.) Please contact your administrator for assistance, if you are unsure of this code. Select ’Next’ to continue.



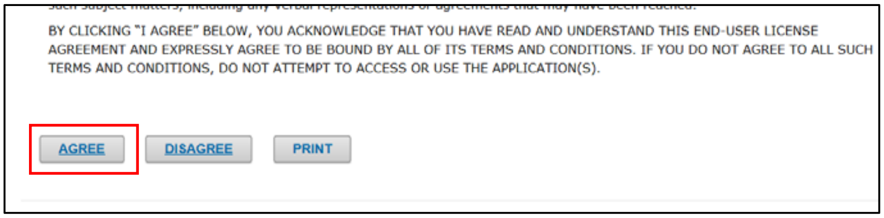
6. Once the success message is received, proceed to the Next screen.



7. Create the Security questions and answers for your account. All five questions must be completed. These will be used in the event you are locked from your account, forgot your password or you login from a new browser. Once finished, click 'Submit'.



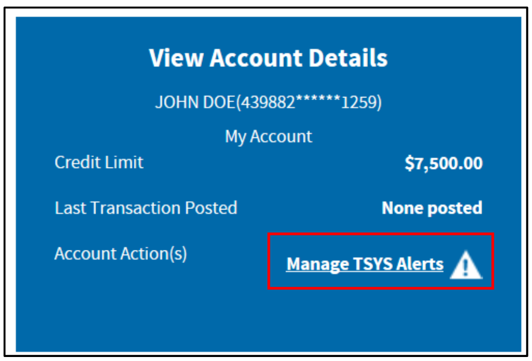
8. Read and agree to the End User License Agreement to enter the website.



Establishing Alerts for Cardholders

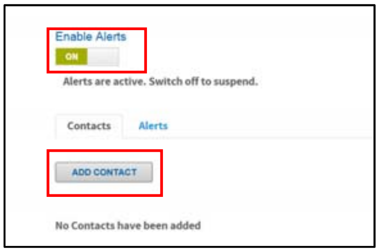
Once registration is completed, you are now able to activate a variety of alerts. These alerts may be received via SMS Text message or email. Please follow the steps outlined to enable alerts.

1. From the home page, select 'Manage TSYS Alerts'.

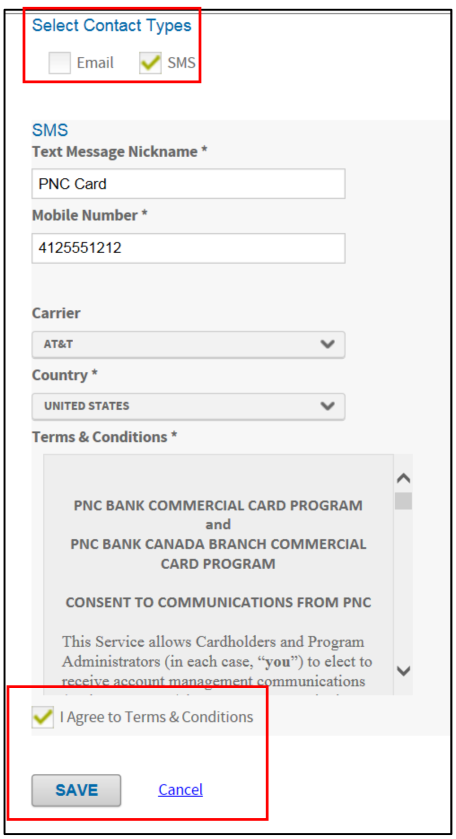


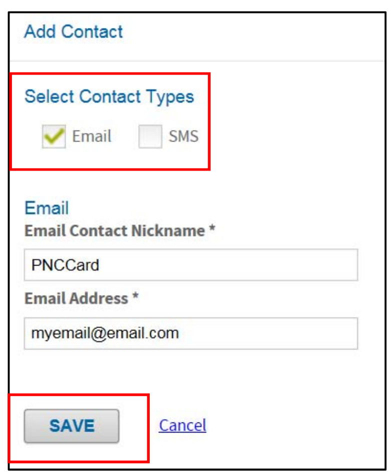
2. Set the Alerts preferences, accept the Terms & Conditions and then click 'Continue'.

3. Change the Enable Alerts toggle button to 'ON'. Once enabled, you will proceed to add Contacts by clicking the 'Add Contact' button.



4. Contacts can be added for SMS text messages or email messages. If selecting SMS, enter the 'Text Message Nickname' the 'Mobile Number', the 'Carrier' and your 'Country'. You must agree to the Terms & Conditions before saving the contact. A text message will be sent to verify the number provided. If selecting email messages, provide the 'Email Contact Nickname'; and 'Email Address' to receive the alert message. The email will be sent from alert.notices@pnc.com.



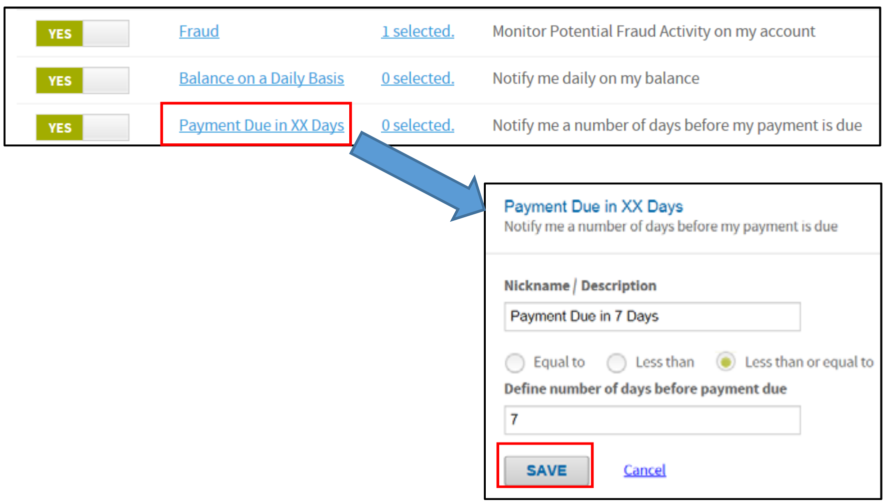


5. Once the contacts are established, select the Alerts tab to add new alerts. Activate the alerts you want to use by toggling with the 'Active' switch, then select the contacts to receive the alert. In some instances, you can configure other parameters. Listed below are the alert options available:

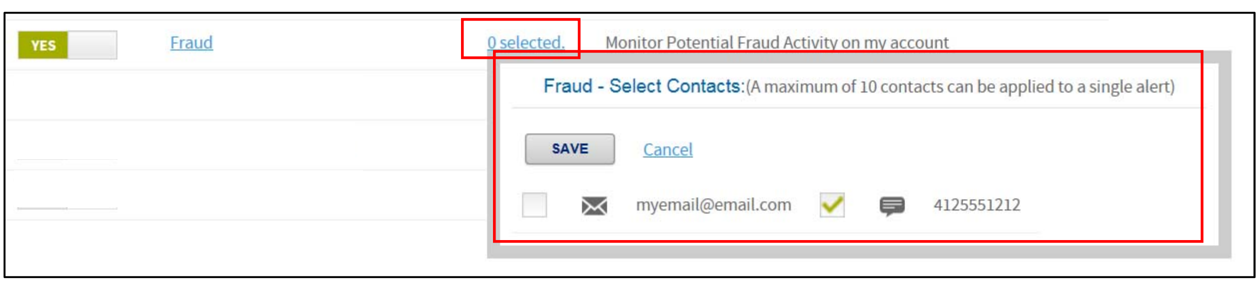
- **Fraud Alert** – Notification of suspicious account activity; cardholders may respond by text if transaction is legitimate or potentially fraudulent.
- **Payment Alert*** – Notification when a card payment is applied.
- **Declined Authorization Alert** – Notification of declined card transactions.
- **Payment Due in XX Days Alert**** – Notification of payment due sent a pre-specified number of days in advance of the payment due date.
- **Balance on a Daily Basis** – Daily notification of current card balance.

**Alert only applies to cardholders of individual bill programs.*
***Alert only visible to cardholders of individual bill programs.*

6. Once the alerts are selected, define any additional parameters by clicking the Alert Name link. Save any changes to activate them. See Example below:



7. Select the Contacts that should receive this alert by clicking on the '0 selected' link.



Removing All Alerts from an Account

To remove all Commercial Card alerts and contacts from an account, select 'Disenroll' on the Alerts main page.