

PNC CREDIT CARD SERVICES

CONSUMER

 **800-558-8472**

Welcome to PNC Credit Card Services.

To continue in Spanish, please press 2
Para continuar en español, por favor oprime el 2

To get started, just say or enter your credit card number.¹ **OR** You can also say, "I don't have it."

Thank you. Next. Please tell me your ZIP code, or use your phone's keypad to enter it.

Now just say or enter the last four digits of your Social Security number for verification.

Here's your most up-to-date account summary.
If you'd like to skip ahead at any time, just say "Skip ahead."

- Your total outstanding balance is currently \$xxxx.
- Your available credit is \$xxxx.
- The available amount for cash advances is \$xxxx.
- We show your last payment was made on (MONTH/DAY) in the amount of \$xxxx.
- Your next payment is due on (MONTH/DAY) and the minimum payment amount is \$xxxx.²

To file a report if you don't have your card because it was lost or stolen

PRESS 1

If you'd like to transfer a balance from a non-PNC issued credit card

PRESS 2

If you don't have your card for some other reason

PRESS 3 OR SAY "NONE OF THOSE"

To repeat your account summary

PRESS 1

To make a payment by phone

PRESS 2

To check your recent credit card activity

PRESS 3

To report your card as lost or stolen

PRESS 4

To file a travel notice

PRESS 5

If you need more options

PRESS 6

To transfer a balance from another credit card

PRESS 1

If you need to dispute a transaction

PRESS 2

To request an increase to your current credit line

PRESS 3

For information on another PNC credit card account

PRESS 4

To return to the Main Menu

SAY MAIN MENU

GLOBAL COMMANDS

Navigation help menu

SAY "MAIN MENU"³ PRESS *4

Speak to a representative

SAY "CONSULTANT" PRESS 0

¹ If the caller's phone number matches our records, the caller will be prompted to enter only the last 4 digits of the card.

² If no payment is due, then system will say "no payment is due at this time."

³ The Main Menu global command can be used only when a caller has been authenticated.