

PNC BUSINESS CREDIT CARD SERVICES

BUSINESS BANKING

 **800-474-2101**

Welcome to PNC Business 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. **OR** You can also say, "I don't have it."

Thank you. 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 Tax Identification Number for verification.

ACCOUNT SUMMARY

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.¹

To file a report if you don't have your card because it was lost or stolen **PRESS 1**

For AccountView or Advanced Reporting questions **PRESS 2**

If you'd like to check the status of an application **PRESS 3**
Say "check the status of an application"

If you don't have your card for some other reason **PRESS 4**
Say "none of these"

If you'd like me to repeat your account summary **PRESS 1**

To check your recent credit card activity **PRESS 2**

To make a payment by phone **PRESS 3**

To file a report if your card has been lost or stolen **PRESS 4**

To hear more options **PRESS 5**

For AccountView and Advanced Reporting **PRESS 1**

If you need to dispute a transaction **PRESS 2**

For Rewards **PRESS 3**

If you'd like to hear more options **PRESS 4**

To request an increase to your current credit line **PRESS 1**

To check the status of an application **PRESS 2**

To transfer a balance from a non-PNC issued credit card **PRESS 3**

If you need additional services not mentioned here **PRESS 4**

GLOBAL COMMANDS

Navigation help menu **SAY "MAIN MENU"² PRESS *4**

Speak to a representative **SAY "CONSULTANT" PRESS 0**

1 If no payment is due, then system will say "No payment is due at this time."
2 The Main Menu global command can be used only when a caller has been authenticated.

