

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 a blue header with the PNC logo and the title "COMMERCIAL CARD FRAUD ALERT ACTIVATION". Below the header is a registration form with the following fields:

- * Credit Card Number:
- * Credit Card Name:
- * Last 4 digits of Card Activation Number:
- * Enter the Text Shown: (The image shows a card with the number x2kc3)

A blue "Register" button is located at the bottom right of the form. To the right of the form is a sidebar with the text "Protecting yourself from Credit Card Fraud" and "Support & Assistance". Below the sidebar is the text "Please contact your Program Administrator for assistance."

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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

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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

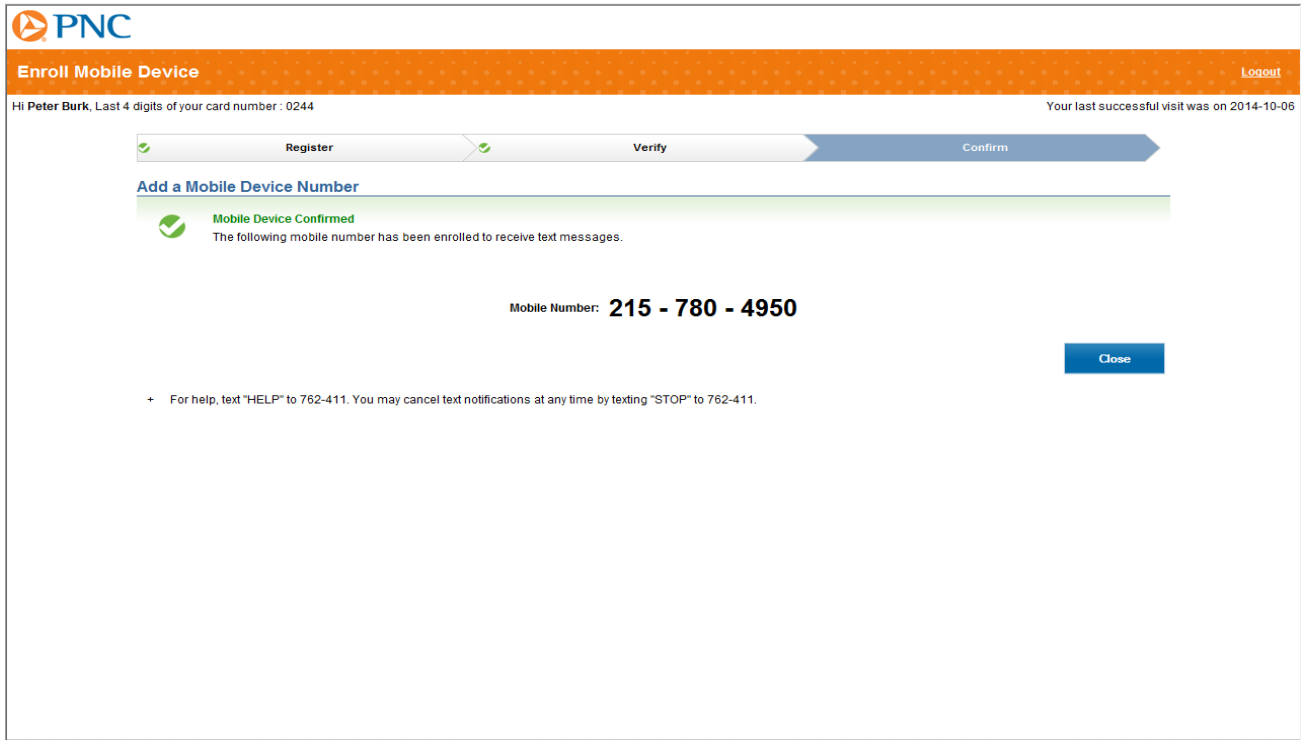
On the screen shot below:

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

The screenshot shows the PNC 'Enroll Mobile Device' interface. At the top, the PNC logo is on the left, and 'Logout' is on the right. Below the header, the user is identified as 'Hi Peter Burk, Last 4 digits of your card number : 0244' and the last visit date is '2014-10-06'. A progress bar indicates three steps: 'Register' (completed with a green checkmark), 'Verify' (current step, highlighted in blue), and 'Confirm'. The main heading is 'Add a Mobile Device Number'. A note states: '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.' The 'Confirmation Code' field contains '7098' and is followed by the instruction '(Enter Confirmation Code exactly as it appears on your mobile device)'. At the bottom right are 'Cancel' and 'Continue' buttons. A footer note reads: '+ 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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