



# Frequently Asked Questions

## **Cardholder Customer Service**

(866) 643-4203, 24 hours a day, 7 days a week

## **Program Admin Customer Service**

(800) 480-4862, Option 7, 8:00 a.m.-5:00 p.m. M-F

## **Why is a card being declined?**

Program Administrators and/or cardholders may contact the number on the card, (866) 643-4203, option 2 for assistance 24 hours a day.

Program Administrators also have access to view declines using the Card Management (360 Control) application. The help guide provides step-by-step instructions on how to access this information under the View Authorizations/Declines for Commercial Credit Card section.

## **What if a card has been lost or stolen?**

The cardholder or the Program Administrator should immediately contact our Risk Hotline at (866) 643-4203, option 2 to report lost or stolen cards as well as report any fraudulent activity.

## **What to do if a card is falling apart or no longer reading?**

The Program Administrator or the cardholder can call the number on the back of the card at (866) 643-4203, option 2 for assistance. A new/replacement card should NOT be ordered via the Card Management (360 Control) application by the Program Administrator. The reissue of the card must be processed by a Huntington association.

## **How to change or establish a PIN?**

PIN's are confidential and can only be created by the cardholder through an automated line. To create a PIN, call (866) 643-4203 and follow the prompts to change or create PIN.

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1. Choose option 2 for cardholder
2. Enter your 16-digit card number followed by #
3. Enter your 8-digit date of birth in mm/dd/yyyy format, followed by #
4. Choose option 3 to change pin

### What to do if a cardholder is traveling?

Call the number on the back of the card or (866) 643-4203 option 2. Report the travel dates and a travel notice will be posted to the account.

### What are the browser requirements for the Card Management and Card Reporting systems?

#### Card Management (360 Control)

- Microsoft Internet Explorer versions 8.0, 9.0, 10.0, and 11.0
- Mozilla Firefox (latest version)
- Apple Safari (latest version)
- Google Chrome (latest version)

#### Card Reporting (SDG2)

- Windows 10, Windows 8.1
  - Google Chrome 75
  - Microsoft Edge 40
  - Mozilla Firefox 67
  - Microsoft Internet Explorer 11
- Google Pixel
  - Android version 9 with Google Chrome 75
- Apple iPhone XS Max
  - iOS 12.3.1 with Safari 12