Citizens™

Commercial Credit Card Online Servicing Platform

A guide for cardholders

Accessing the Platform

To access our new Commercial credit card servicing platform, please [click here].

For an optimal experience utilizing our new commercial credit card servicing platform, please use one of the following browsers:

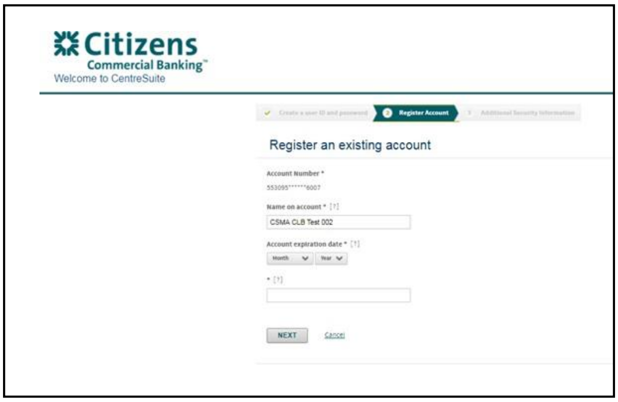
- Microsoft Windows Version of Edge
- Google's most current version of Chrome™
- Apple's most current version of Safari®
- Mozilla's most current version of Firefox

How to Login to the Platform

When using our new Commercial credit card online servicing platform for the first time, you will need to **register** and **create a new user ID and password**. To register as a cardholder you will need:

- Account number on your card
- Name
- Email
- Mobile phone number
- Card expiration date
- Last 4 digits of your SSN

You will be prompted to create a user ID and password and also to setup security questions. Your account will then be setup.

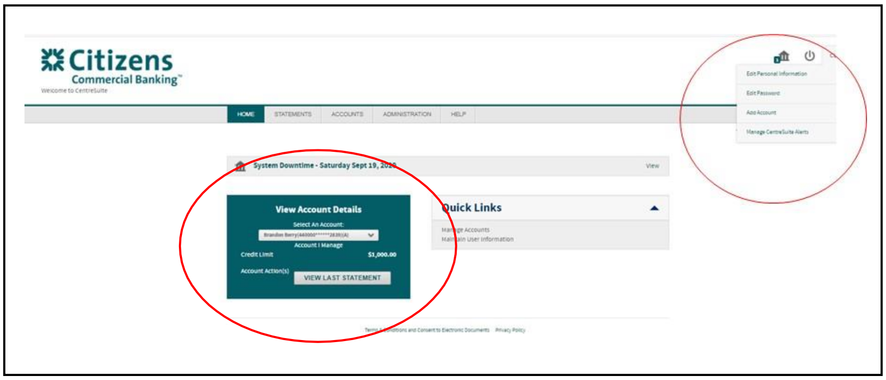


Navigating the New Site

Home Screen

The “View Account Details” block shows card account information and credit limit. You can click to see your last account statement, manage your PIN (view and change), or suspend your card (a new feature that allows you to freeze your card against use if it is misplaced).

The right navigation bar allows you to view messages from Citizens or messages from the card program administrator of your company. You can edit your personal information or your password, change statement delivery options (paper and/or online), add an account (if you had another card that you were managing such as a card for office supplies) and manage account alerts (turn on/off alerts for payment due, past due, approaching credit limit or over credit limit).



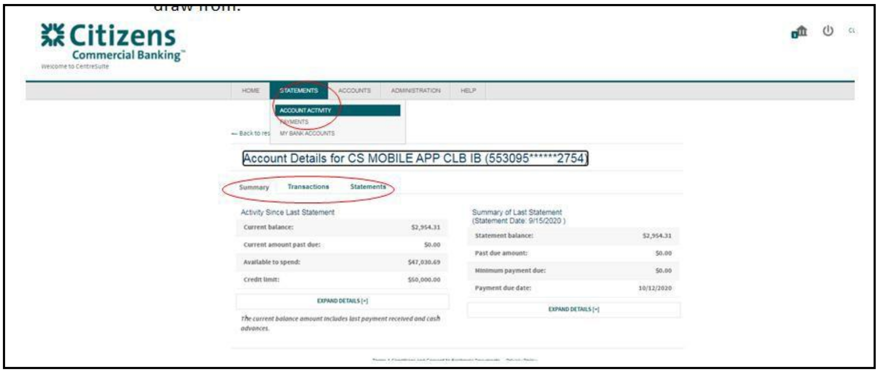
Top Navigation Bar

The statements menu in the top navigation bar allows you to view account activity summary, transactions, and statements for your card. If you are responsible for making payments on your account, you will have additional options to make a payment on your card and store bank account information the payment would draw from. Cardholders can also download transactions into Excel, MS Money, delimited text and QuickBooks.

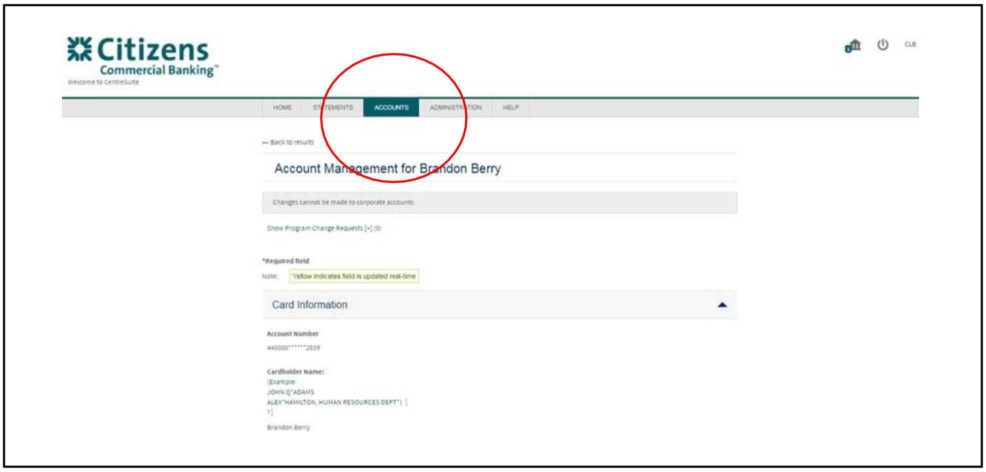
QuickBooks®

For customers that use QuickBooks, you can download your transactions into this software. The Citizens Bank Financial Institution link can be found by searching for **Citizens Bank—Business Credit Card.**

- If you are linking to QuickBooks with this account for the first time, please click on the below Intuit QuickBooks support article with steps new users would take to set up their account in QuickBooks.
  - QuickBooks Set Up Account for Bank Feeds



The accounts menu allows you to update your address, email, and phone number for your card. You can view credit single purchase and cash advance limits as well as any merchant category controls that have been placed on your card. Any changes would need to be requested through the card program administrator.



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Utilizing the Mobile App

The CentreSuite mobile app[1] will provide many of the features and functionality that are available in the desktop version. To use the mobile app, first download the “CentreSuite Mobile” app from the Apple App Store®, or Google Play™.

Logging into the Mobile App

- Once you have registered in the desktop – you can use your desktop username and password to sign into the mobile app.

- First time logging in from your device, the system will send a passcode to your email account on file that you need to enter within 30 minutes. You want to make sure you have accurate email information in the desktop.

Navigating the Mobile App

- Once you have logged in, you will see a snapshot of your account.

- In the middle of the screen, click on view details to see pertinent payment and account information.

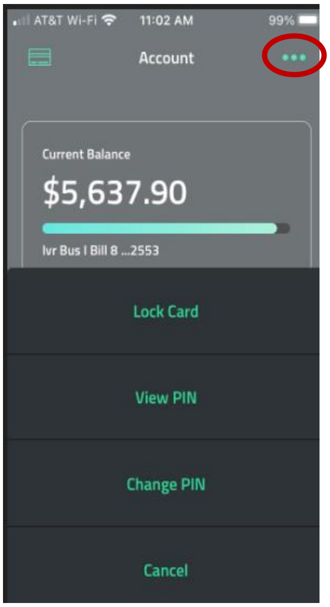
- If you are responsible for making payments on your account, you will have the option to “manage payments” and can also change the bank account source for the payment.

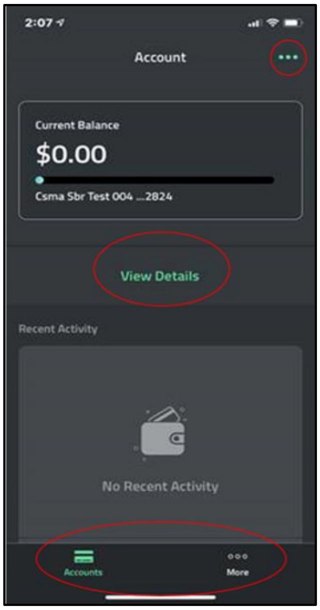
- Scroll down to see recent transactions on the card including status (pending, posted, and declined).

Citizens™

The three dots on the top left right of the screen provide you with a menu that will allow you to:

- Lock or unlock your card
- View or maintain pin





- The menu at the bottom takes you back to your account details, add or view team member cards.

- “More” provides production support, bank messages, privacy policy and is where you can change your password, enable/disable touch or face recognition or sign out.

[1]Wireless carrier, text, and/or data charges may apply.