

Contact List

Who to contact for:

Customer Support IVR

800-856-1007



- Card Activation
- Card Available Credit
- Card Balance
- Card Recent Transactions
- Select or Change Card PIN

Cardholder Support

800-856-1007



- Card Account Status
- Card Declined Queries
- Cardholder Address and Phone Number Change
- Report Fraud
- Temporary Blocks on Cards
- Transaction Disputes and Claims
- Transaction Inquiries

Client Service

clientservice@santander.us

844-726-0095



- Account Changes for Payments or Rebates
- Add a Program Administrator
- Cardholder Name Change
- Change of Shipping Address for Cards
- Credit Balance Refund
- File Delivery Issues
- Merchant Code Blocks
- New Billing Account
- Program Admin Password Reset
- Program Billing Inquiries
- Reallocate Billing Account Credit Limits
- Statement Queries
- Technical Help with Client Portals
- User Profile Administration on Client Portals
- Virtual Card Supplier Management

Relationship Management



- Benefits of Virtual Card Program
- Billing Cycle Changes
- Change of Company Legal Name or Address
- Closure of Account
- Company Credit Line Increases
- Copy of Contract/Contract Queries
- Integrated Payable Platform – Enterprise Payment Link
- Payments
- Program Optimization and Supplier Enrollment
- Rebate Queries