

# **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

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