



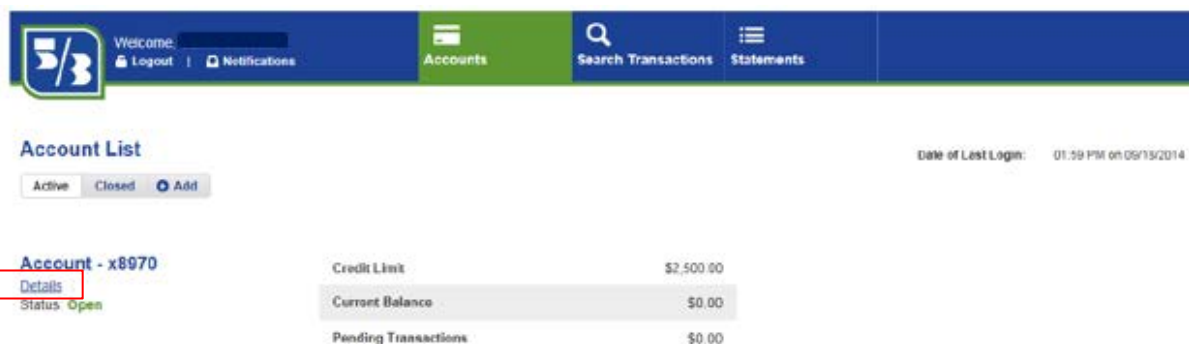
This guide will provide instructions on how to edit your contact information in Fifth Third Commercial Cardholder Portal (CHP).

HOW TO UPDATE YOUR PHONE NUMBER TO RECEIVE TWO WAY FRAUD ALERTS VIA TEXT

Step 1: Log in to **Cardholder Portal (CHP)** [here](#)

For help with registering or logging in to CHP, please [click here](#).

Step 2: Select **Details** on the left side of the screen



Step 3: Select **Edit Address & Phone**

Account - x6360 Carrie

[Edit Nickname](#) |

Status: **Open**

Actions

[Edit Address & Phone](#)

[Suspend Account](#)

[Request Card](#)

*Note: if you do not see the **Edit Address & Phone** option, you are not currently enabled to access this feature. To continue, please contact your company's Program Administrator.*

Step 4: After clicking **Edit Address & Phone**, a pop-up window will display your currently recorded address and phone numbers. Cardholders must verify that cardholder contact information is accurate and entered in the **correct fields**, as is detailed below:

- **Primary Phone Number:** Use this field to provide your **primary mobile phone number**. This number will be used for receiving and responding to 2-Way Fraud Alerts once this feature is launched. Please note: to utilize text alerts, this phone number must be able to receive and send text messages.
- **Secondary Phone Number:** Use this field to provide an alternate phone number. If this number can receive text messages, it will also receive 2-Way Fraud Alerts once this feature is launched. Do not enter the same phone number in both the Primary and Secondary Phone Number fields.
- **Email Address:** Your email address cannot be viewed or updated in CHP. **To verify or update your email address, please contact your Program Administrator.** Your Program Administrator can update your email address in Fifth Third Commercial Card Management (CCM). Your email address in CCM will be used for receiving fraud alerts once this feature is launched.

Make any necessary changes and click **Save**.

Step 5: A message will appear to confirm that the update was successful.

Account Details

The Address & Phone update was successful.

Step 6: You will receive an email confirming that the address and/or phone number change has been made.



**** Please do not respond to this email ****

This email is being sent in response to a request you made to receive information on our products or services, or in response to a request for information related to your account.

Dear [REDACTED]

Contact information (address and/or phone number) for account [REDACTED] Card has been changed by [REDACTED]

If you did not request a change to your card contact information on Fifth Third Commercial Cardholder Portal recently, please contact us immediately at 1-800-375-1747 so we can take steps to protect the security of your account.

Fifth Third Commercial Cardholder Portal

Need help registering or logging into CHP?

System Requirements

The recommended browser for Cardholder Portal (CHP) is Microsoft Internet Explorer version 8.0 or higher. CHP may also be used with Firefox, Safari or Chrome, among others. Open Source or BETA versions may have unpredictable results. *Note: If using Internet Explorer, please ensure the compatibility view settings are turned off (i.e. unchecked). Compatibility view settings can be found by clicking on "Tools", then "Compatibility view settings".*

New User Registration

To access CHP for the first time, you must be a valid cardholder of a Fifth Third Commercial Card and have the following information:

1. 16-digit Commercial Card number
2. Expiration date on your Fifth Third Commercial Card
3. Security code for your Commercial Card (3-digit number on the back of the card)
4. Fifth Third Direct Company QID (provided by your company's Program Administrator)

Step 1: Open an Internet browser and navigate to <https://commercialcard.53.com>

Step 2: Click on **First Time User?** beneath the Log In button

Step 3: Enter your full 16-digit Commercial Card number, its expiration date, the security code and your Company QID. *If you do not know your Company QID, please contact your company's Program Administrator or T&E/purchasing card department.*

Step 4: Create a User ID. You may choose any ID as long as it is not already in use by another user. Enter your email address twice and click **Continue**.

Step 5: A temporary password will be sent to the email address entered*. Retrieve this password from your email and enter it on the next screen**.

* If you do not receive a temporary password via email:

- a) Check your junk mail folder
- b) Click Forgot Password to have another temporary password emailed to you

**If you have already closed the screen, simply navigate back to <https://commercialcard.53.com> and enter your User ID and temporary password.

Step 6: The next screen will allow you to change your password to something you will remember. Please make note of the password complexity requirements listed on the screen.

Step 7: For the protection of your account, the next screen will require you to select three challenge questions and answers, and provide at least one telephone number. You may provide up to four different phone numbers. These numbers will be used only for communications regarding CHP.

Step 8: After completing this step, you will receive an email confirmation of your registration. You will now be able to access your account through the portal with your established User ID and password.

Log In

Step 1: Go to <https://commercialcard.53.com>.

Step 2: Enter your **User ID** and **Password**. Click **Log In**.

Forgot User ID and/or Password?

Step 1: Go to <https://commercialcard.53.com>.

Step 2: Select either **Forgot User ID** or **Forgot Password** underneath the Log In button.

Step 3: If you select **Forgot User ID**, you will be prompted to enter and validate your email address. Follow the prompts on screen. Your User ID will be emailed to you.

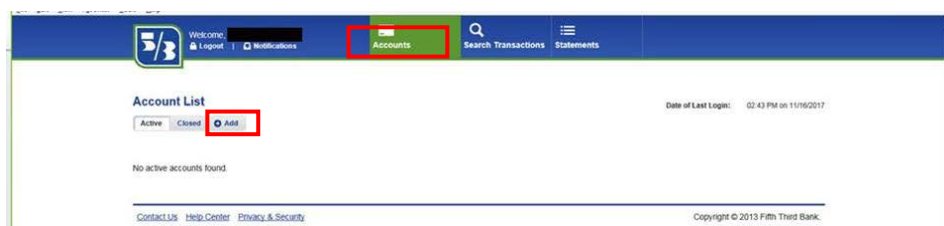
Step 4: If you select **Forgot Password**, you will be prompted to enter and validate your email address and User ID. Follow the prompts on screen. You will then be asked to change your password. Please make note of the complexity requirements that are listed on the screen when creating a new password.

Add or Remove a Card Account Associated with Your User ID

After registering and logging in to CHP, all cardholders must add a Fifth Third Commercial Card(s) to be associated with their User ID. To add or remove a card from your User ID, please see below.

Step 1: Log in at <https://commercialcard.53.com>.

Step 2: Click **Accounts** at the top of the homepage, then **Add** under Account List.



Step 3: On the next screen, you will be prompted to provide the card number, expiration date and security code (3-digit number on the back of the card) for the card account you wish to add.

Step 4: To remove a card account from your profile, click **your name** at the top of the page. This will present your **User Profile**. In the **Accounts** section, click **X** to remove the account.

Questions? Please contact your Relationship Team or our Commercial Support Center at 800-375-1747, option 2