An enhanced online credit card account management experience is here.
As part of Synovus’ ongoing commitment to creating a better customer journey, we have launched an enhanced online account management experience for all of our personal and business credit card customers.

**Logging in to manage your account**

**Personal cardholders** will now log in or enroll in My Synovus from Synovus.com or our mobile app.

► Once you’ve logged in, just click on your credit card account listed on your accounts page.

► Click on “Manage”.

**Business cardholders** now enroll or log in on synovus.com.

► Simply select Business Credit Card from the drop-down menu, keeping your credentials if you’re already enrolled in CardView.

► Enter your Username and Password.

New multi-factor authentication requires that we have the correct cell number for personal cardholders and email addresses for business.
The first thing you'll see once you're logged in is the new Account Summary page for personal and business cardholders.

Customers with multiple cards will be able to access each of their accounts here.

Additional features and functions are quickly accessed from the “I want to...” drop-down menu or main menu located in the top left hand corner.
Payments

- To make a payment, click on the main menu drop-down in the upper left hand corner.

1. Click on “Manage Payments” from the main menu drop-down or just click the blue arrow.

2. Click the “Minimum Due” arrow.

3. Next, click the drop-down in the “Pay From” box.

4. Select the account type, complete the payment information and click “Continue”.

5. Review and confirm.

6. Confirmation of Payment Added will appear. Click “Done”.

7. Your payment has been scheduled.

   *Please note:* You cannot schedule a payment within 2 days of your last payment made.

8. A confirmation of payment email will be sent as well.

9. From the confirmation screen, you can click the “See Payments” button to view the payment just scheduled and previous history.

10. Payment History
You can access your transaction history from the Account Summary page, including specific transaction details, by clicking Transaction History.

### Viewing transactions

1. Click on “Transaction History” under the “I want to...” menu, or the “View All Transactions” button at the bottom of the Account Summary page.

2. View your transaction history.

3. Transaction history can also be downloaded and exported using money management software.

4. Just select the preferred file format like Excel or Quickbooks from the drop-down menu.
Alerts

- Manage or set up account alerts online to keep an eye on your activity.

Managing alerts

1. Click on the “I want to...” menu and select “Manage Account Alerts”.

2. Set up one or all of the available alerts. You can also make adjustments or turn them on or off.

3. You can also enroll in, or manage “Visa Transaction Alerts” by clicking on the menu in the upper left hand corner.
Managing authorized users

1. Click on the “I want to...” menu on the Account Summary page.

2. You can add a new Authorized User, adjust spending limits, and lock or unlock cards.

3. Business cardholders will select the “Manage Employee Cards” option to add cards or make changes to the cards issued on their accounts.
Rewards

- Rewards cardholders will see their available rewards to redeem on the Account Summary page.

Managing Rewards

1. Manage rewards by clicking on the arrow.
   
   This takes the user directly to mypurchaseperks.com. No extra log-in needed.

2. To transfer points or rewards, click on the “Cash” button.

3. Click the Transfer Rewards icon on the right.

4. Move the sliding scale to the desired amount of points or rewards to transfer. Enter recipient email address and message. Then click “Continue”.

5. If the customer has more than one rewards credit card account, another screen will appear with the last four digits of each account to choose from.

6. A summary will be provided for review. Click “Confirm”.

7. A successful transfer message will follow.

8. The cardholder will receive a confirmation email.

9. The recipient receives an email.
Accessing Statements

1. Click on the “I want to...” menu and select View Statements.

2. Select the month to be reviewed.

3. A downloadable PDF statement will appear.

We are excited about the new online account management platform and enhanced digital experience for credit card, with even more good things to come.
Important Disclosure Information

Your use of My Synovus online banking, mobile banking, and other account access services is governed by the My Synovus Agreement and Digital Banking Schedule of Fees and Charges.

Minimum system requirements: For mobile apps, iOS® 11 and above or Android™ version 5 and above. My Synovus supports the most recent versions of Internet Explorer, Microsoft Edge, Chrome, Firefox, and Safari and any previous versions that are still supported by Microsoft, Google, Mozilla, and Apple respectively.

Use of the My Synovus mobile app requires your mobile service provider’s data and/or text plan. Message and data rates may apply.

Synovus Bank, Member FDIC.