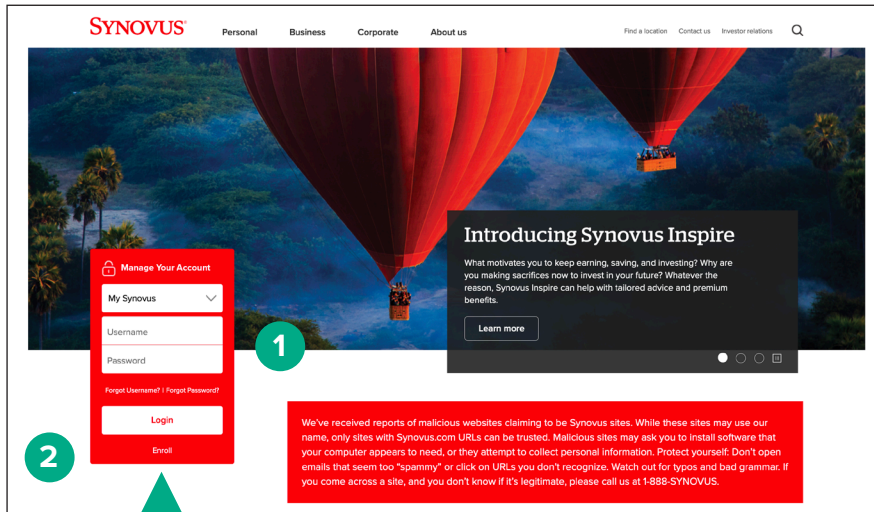


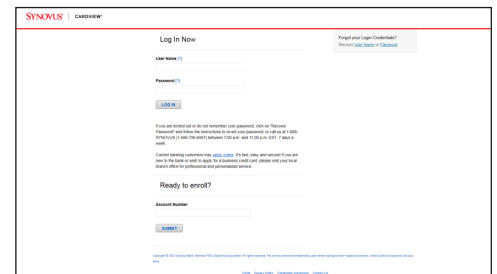
# Top 5 Things to Know – New Credit Card Experience

SYNOVUS®

## 1. How to log in – Personal Cardholders



new – Synovus.com

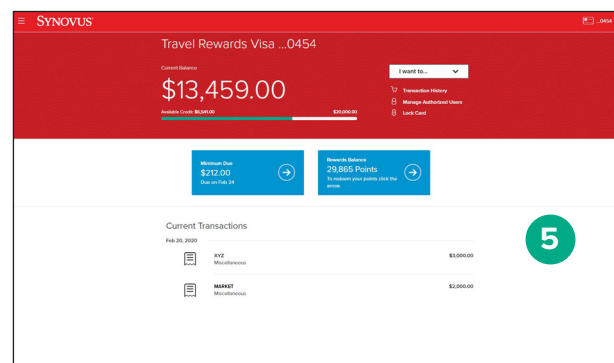
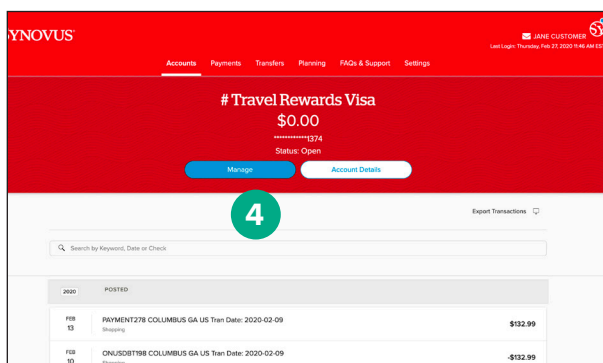
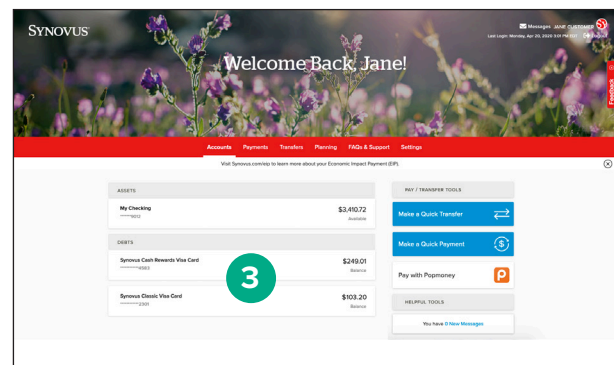


old – CardView

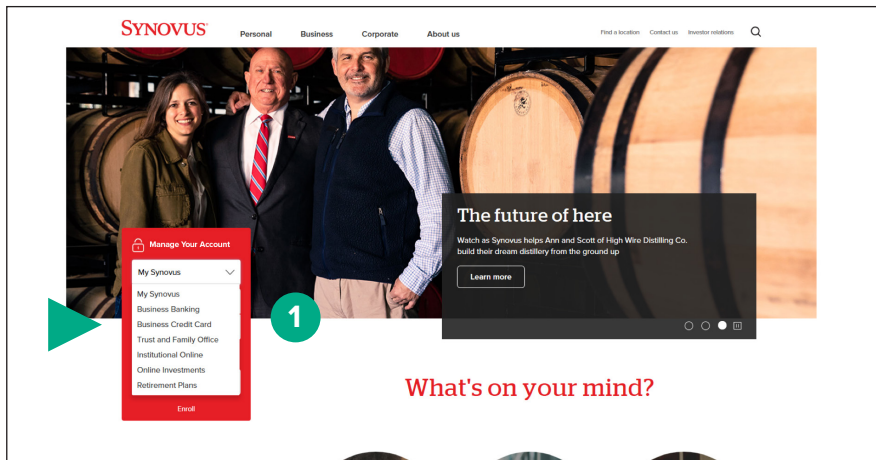
**Personal Cardholders** – My Synovus is your point of entry to manage your credit card account (including rewards if you have a rewards card).

- 1 You can log in to My Synovus from Synovus.com or download the My Synovus app.
- 2 If you have not enrolled in My Synovus, go to Synovus.com and click enroll.
- 3 Your credit card accounts will be listed on the Accounts page. Click on your credit card account.
- 4 On the next page, click on the Manage button.
- 5 You've arrived at the Account Summary page.

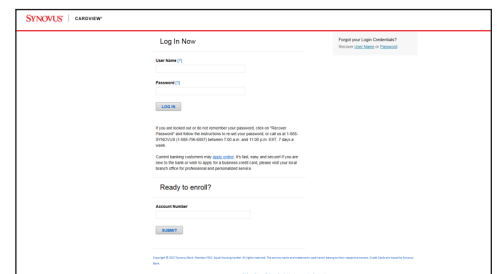
For log in help, call 1-888-SYNOVUS and say “Online Banking” and select “Other” to speak with a Customer Service representative.



## 1. How to log in – Business Cardholders



new – Synovus.com

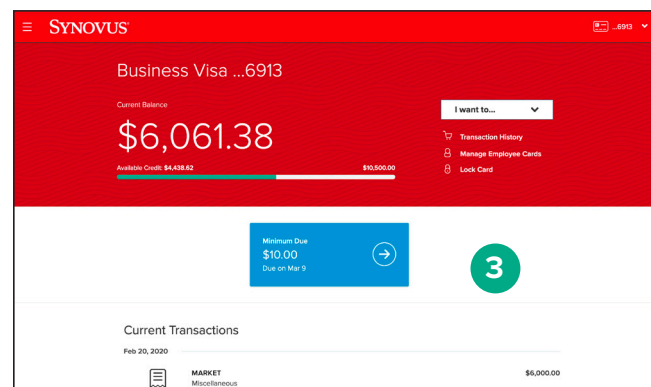
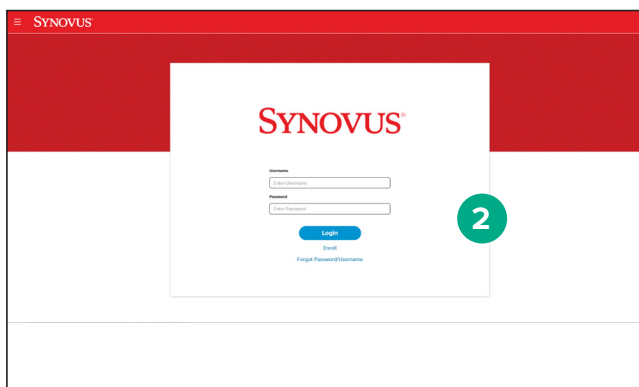


old – CardView

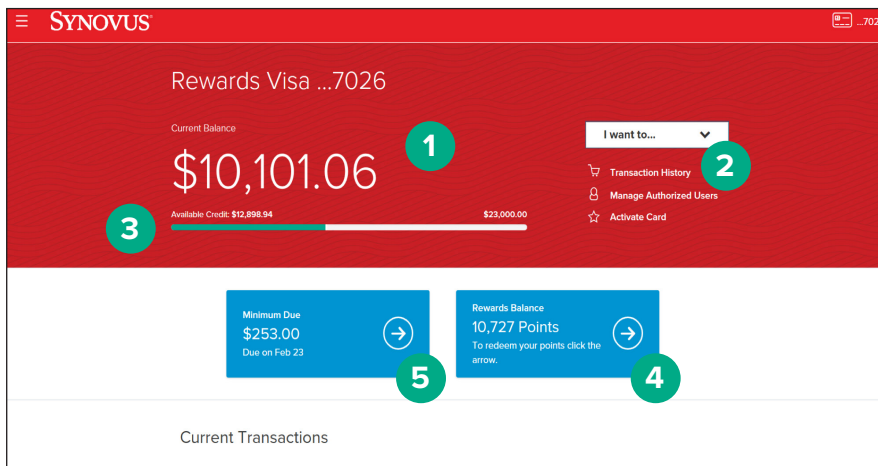
### Business Cardholders

- 1 Go to Synovus.com and look for the red box titled “Manage Your Account”. Change the drop-down to “Business Credit Card”.
- 2 A new tab will open in your browser. Log in with your CardView username and password. New multi-factor authentication will add another layer of security. Business cardholders will receive a verification code from their email address on record.
- 3 You’ve arrived at the Account Summary page.

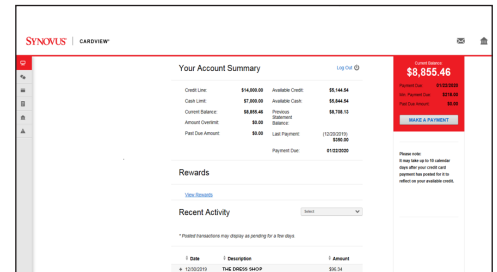
For log-in help, call 1-888-SYNOVUS (796-6887) and say “Credit Card.”



## 2. Where to go for important information

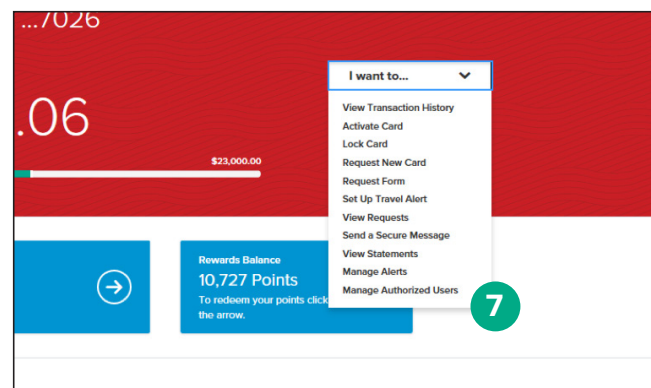
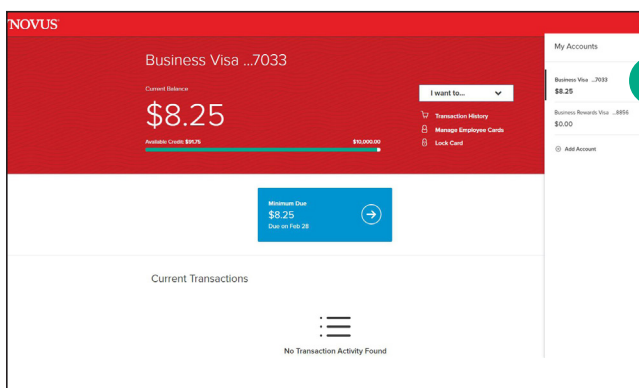


new – Account Summary Page

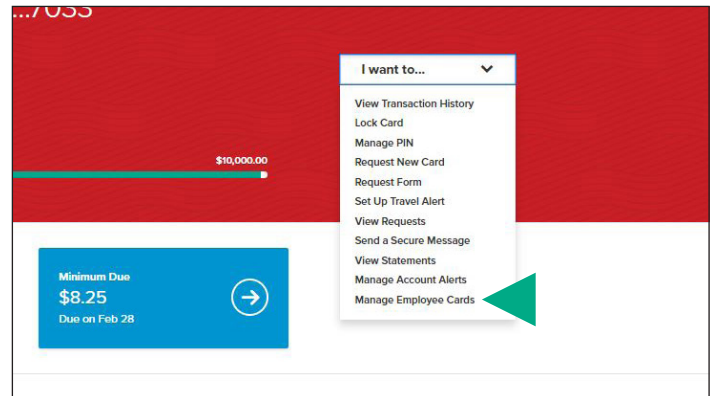
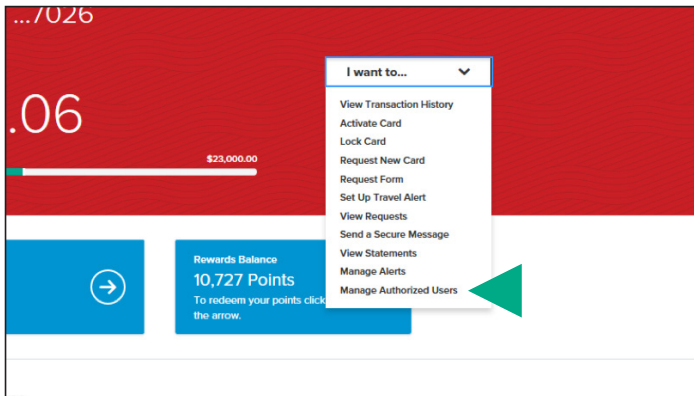


old – CardView Account Summary Page

- 1 Account balance information
- 2 Transaction History
- 3 Credit Limit
- 4 Access rewards
- 5 Make a payment
- 6 Switch to another account (if you have multiple cards)
- 7 Manage Authorized Users

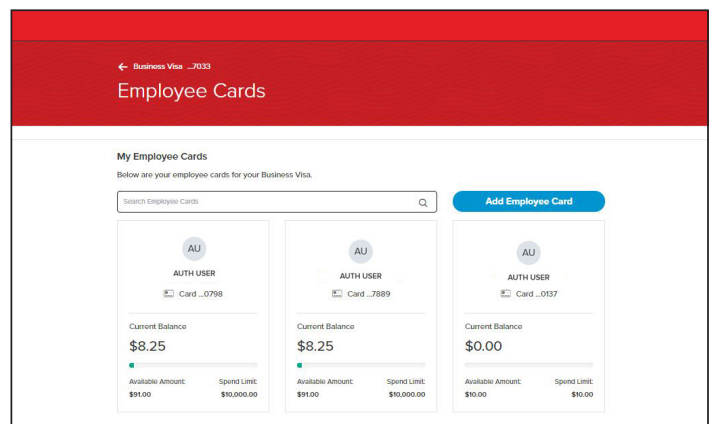
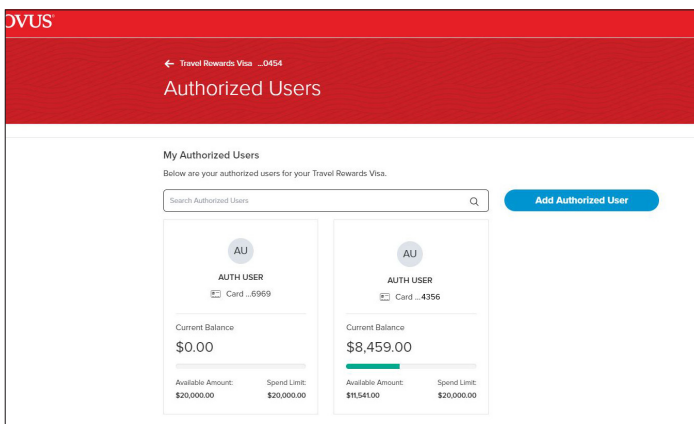


### 3. Managing/Adding Authorized Users/Employee Cards



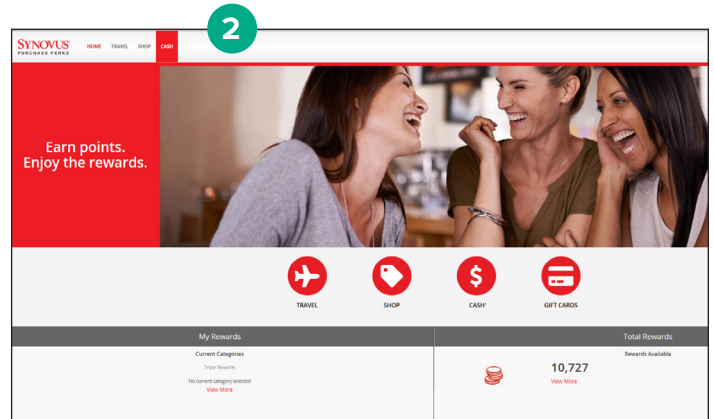
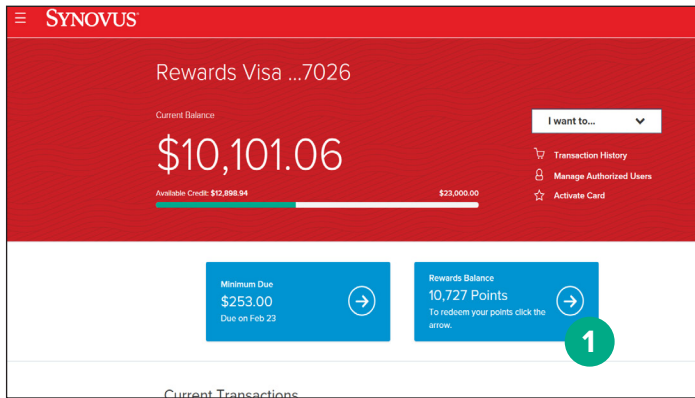
**Current:** Customers have to call in to add, or make changes to Authorized User and Employee Cards.

**New:** Now you can add or make changes to employee cards or authorized users online. You no longer need to speak with a banker or customer care representative.





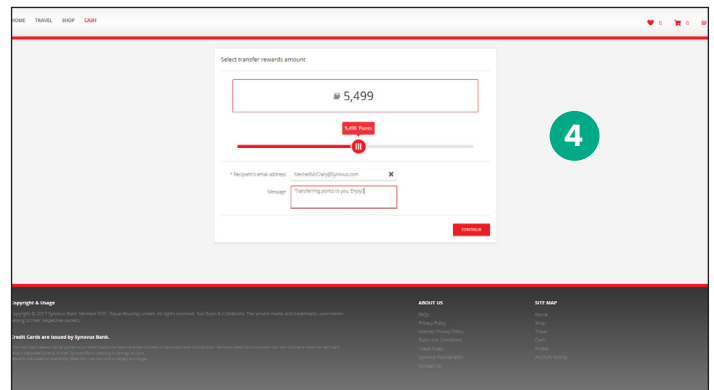
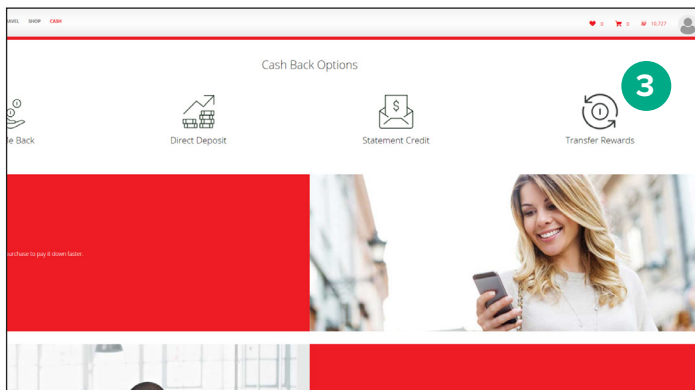
## 4. Managing Rewards



Now you no longer need a separate set of credentials to manage your rewards. When you log in to manage your cards, your rewards information is summarized on the Account Summary page.

**1** To manage your rewards, click on the arrow in the blue Rewards Balance box.

**2** This will bring you to the rewards website. Select Cash to see all your cash-back and transfer options.



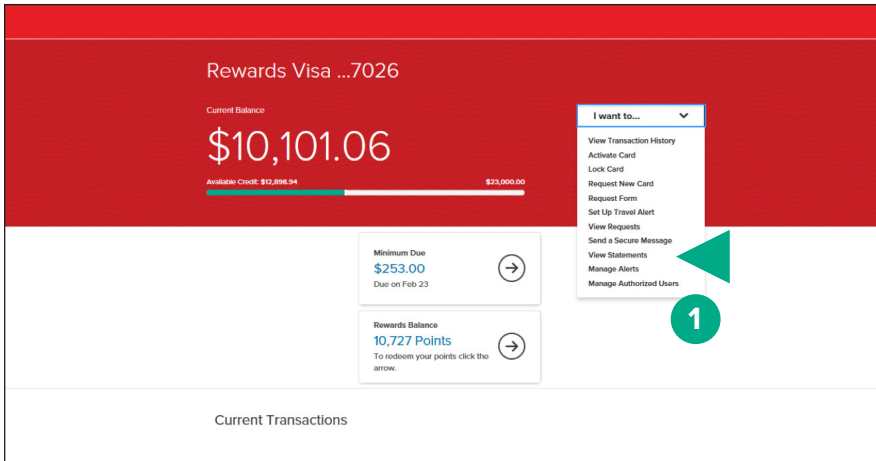
Now you can **gift rewards** to any other rewards member without a fee. You can also **transfer rewards** if you want to combine points/rewards across multiple accounts to redeem.

**3** Click on “Transfer Rewards”.

**4** Enter the email of the account you would like to transfer points/rewards to and select the amount of points/rewards you would like to transfer.

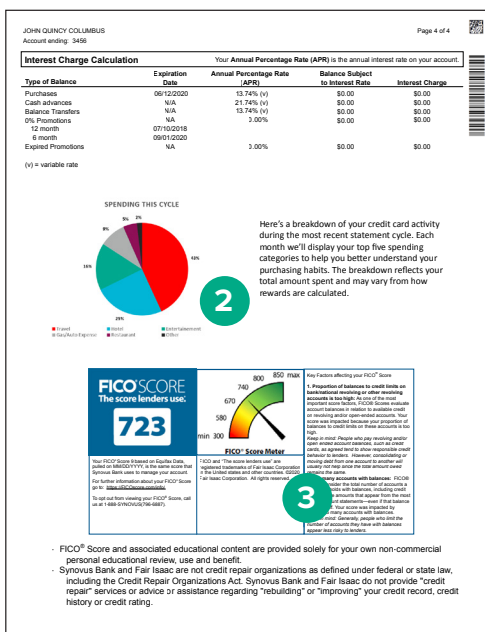
Great news. Rewards earned or set to expire after April 1, 2020 will no longer expire.

## 5. Access/Download statements

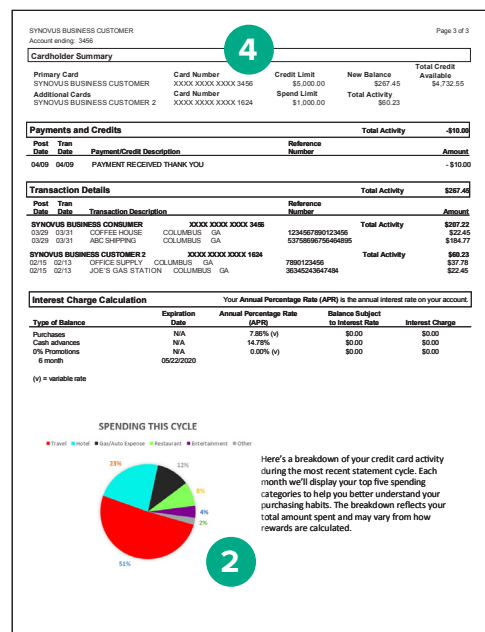


- 1 Access your statements.
- 2 A new pie chart will provide a snapshot of monthly credit card activity and purchasing habits.
- 3 Beginning April 6, our personal credit card customers can choose to have their FICO® Score\* included on their statement to see their credit strength each month.
- 4 For our business credit card customers, each statement will include a summary for every cardholder on the account.

### Personal Credit Card Statement with FICO® Score



### Business Credit Card Statement with Cardholder Summary



\*Synovus and Fair Isaac are not credit repair organizations as defined under federal or state law, including the Credit Repair Organizations Act. Synovus and Fair Isaac do not provide "credit repair" services or advice or assistance regarding "rebuilding" or "improving" your credit record, credit history or credit rating.

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