

Commercial Chip Card Activation

Quick Reference Guide

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Added security with Wells Fargo's Commercial Chip Card

Your new card features chip and personal identification number (PIN) technology that provides an additional layer of security for your commercial card purchases.

United States. Merchants in the United States are not anticipated to migrate to chip-enabled terminals for the next several years. Your Wells Fargo Commercial Chip Card is also equipped with a standard magnetic stripe to accommodate swipe transactions until that time.

Europe, Asia, South America, and Canada. These countries are established users of chip cards and chip-enabled terminals. When traveling in these countries, expect merchants to use your card's chip technology.



Activate and select your PIN

You need your unique ID to authenticate yourself when activating your card. This ID is assigned by your company's program administrator.

1. In the United States and Canada call 1-866-762-9121. (If calling from outside the United States or Canada, call collect at 1-612-332-2224.)
2. Follow the recorded activation instructions.
3. After activating the card you will be directed to create your four-digit personal identification number (PIN).

Note: This same PIN can be used to access cash only if allowed by your program parameters.

Using your chip card

1. Insert your card into the slot in the merchant's chip-enabled terminal. Leave the card in the chip reader for the entire transaction.
2. When prompted, key your four-digit PIN or sign for the transaction.



Chip card tips

Use your self-selected PIN established during activation, not the unique ID provided to you by your program administrator.

Although these are PIN cards, a signature may be requested depending on the configuration of the merchant's terminal.

If you need to reset your PIN, call the general customer service line at 1-800-932-0036 in the United States and Canada and 1-612-332-2224 for international. Select option 1 (for automated services) then option 7 to re-customize your PIN.

If you have any questions, please contact the *WellsOne*® Service Center for assistance at 1-800-932-0036. Outside the United States and Canada call collect at 1-612-332-2224.

Together we'll go far

