

Business Credit Card Important information

Secure link to the application

https://www.ubb.com/files/loaded/UNIONSTATEBANK_CCAPP.pdf

All cardholders have the option to view their transactions online through www.mycardstatement.com. This can become a very useful tool if they want to be able to track expenses and pay online.

Some important numbers that you will find helpful:

Customer Service.....1-800-599-7889
Helps with balance inquiries, lost/stolen cards/pay by phone ect 24/7

Lost/Stolen cards.....1-866-604-0381

Falcon Alert.....1-800-369-4887

Falcon Alert is the system used to identify fraud. Sometimes a temporary block is placed on an account. In those situations it is not clear if the transaction is fraud and the cardholder is directed to call the Falcon Alert number to confirm.

Cardholders Disputes

www.mycardstatement.com

Fax.....1-727-570-8810

Written inquiries: Chargeback Dept
PO Box 30495
Tampa, FL 33631

www.mycardstatement.com1-866-604-0380

Customer Service for Website

Scorecard Rewards access..... www.ScoreCardRewards.com

This is where cardholders that have the rewards card product can go to view/redeem their points

ScoreCard Customer Service.....1-800-854-0790

24/7 closed holidays

ScoreCard Travel Services.....1-800-842-3006

Mon-Fri 8am – 8pm CT

Sat & Sun 8am – 3:30pm CT