Close and Reopen Accounts

You can use this quick reference guide as a fast reminder of the basic steps for closing and reopening accounts.

1. Select Account Administration and then click the Maintain Cardholder Account link.

2. Search and select the account, and then open the Account Overview section.

3. Click the Edit icon.

4. To close an account, select T9-Closed - Terminated for a permanent closing or V9-Voluntarily Closed for a temporary closing.

5. To reopen an account, select Open.

6. Click Next.

7. Review your changes and click Submit.
Survey

Please take a few minutes to respond to a short survey on our training.