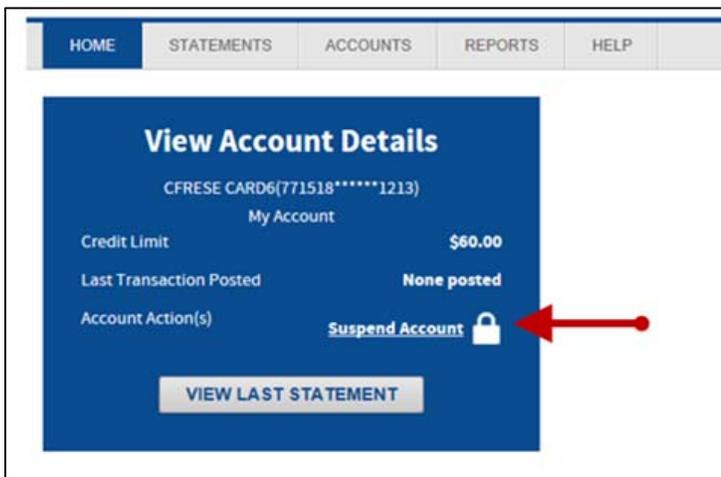# Cardholder Process to Temporarily Suspend an Account

CentreSuite will allow **cardholders** to temporarily suspend authorizations on their card account directly from the CentreSuite home page.  This functionlaity gives the cardholder the ability to block card authorizations in real time.  If a cardholder cannot locate their card and for example, they think it maybe in another wallet or purse, they can block the card temporarily through CentreSuite and go look for the card.  If the card is located, the cardholder can then remove the block in real time as well following the same process outlined below.  If the card remains lost, then the cardholder can follow the procedures your company has outlined to place the card lost/stolen and have a new card issued.

Users with direct access and/or ownership to accounts will see an option on the CentreSuite home page titled: Suspend Account link within the View Account Details box.  If the user has access to multiple accounts, they will first select the proper card from the drop down before selecting the option to Suspend Account.  Please see below:



## Cardholder Process to Temporary Suspend an Account

Click on the Suspend Account link to begin the process.  The box below will display to confirm the action and allow the user to enter in a note for the request.  This request will be tracked within the Program Request Audit Log including the note.
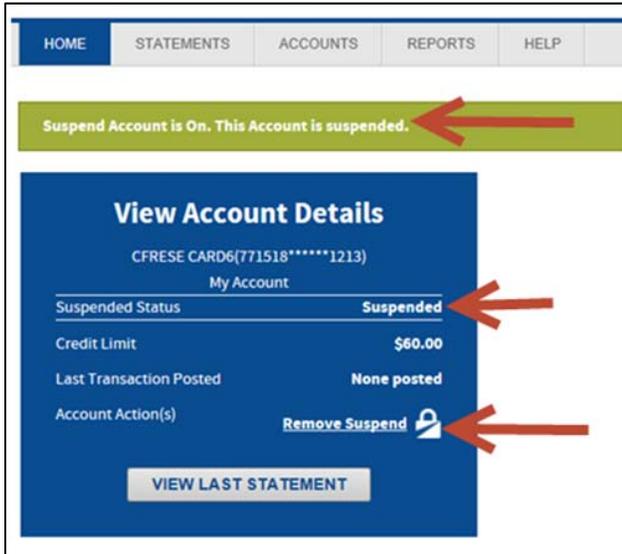
M&T Bank

Once the user clicks on **Save** they will be taken back to the CentreSuite home page where a confirmation message will display.  The Suspend Account link will now display as "Remove Suspend". In addition, a Suspend Status section will display below the card number to indicate the account has been Suspended.  While the card is in this status, authorizations on this card will be declined.  See the display below:



## Cardholder Process to Remove the Temporary Suspend an Account

The same process will occur when the user wants to remove the suspend status.  Click on the "Remove Suspend" link and the message below will display.  Enter in a note, if applicable, and click on **Save**.



The user will be taken back to the CentreSuite home page where a confirmation message will display and the link will revert to "Suspend Account".
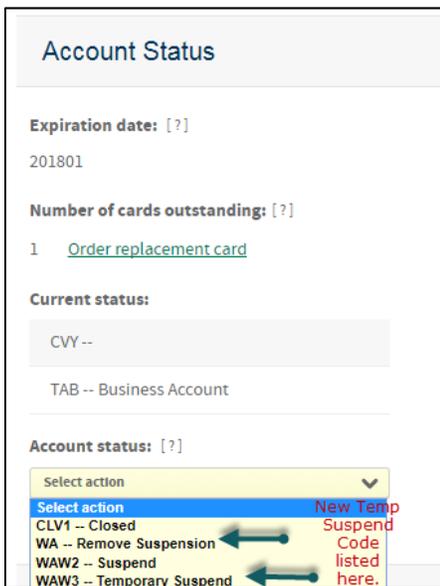
**M&T** Bank
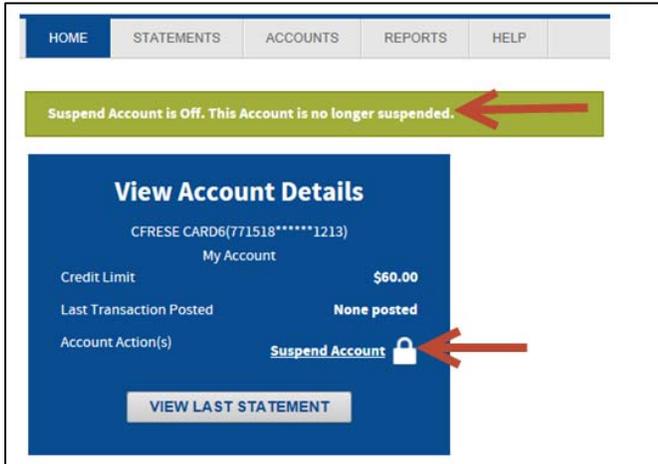
**Note to Adminstrator:**

When the user selects the option to suspend the account, the system will do an inquiry against the TSYS mainframe to confirm the status on the account.  This will ensure the user is able to temporarily suspend the account and there is not a status that would prevent the request, such as an already blocked card, a card in watch status or a card that has been suspended already by an Adminstrator.  If there is, the user will not be allowed to proceed.

If a cardholder has temporarily suspended their card, if needed, an Administrator can also remove the suspend status for the cardholder. The Admin will access the card via the Account Module. Once the card is located, click on details and scroll to the Account Status section. Click on the drop down in the Account Status field and choose WA- Remove Suspension.

Within the dropdown, a new code will also be displayed, WAW3- Temporary Suspend. This is the status code you will see if a cardholder uses this feature to block their card or you can choose to block the card for the cardholder if you want them to be able to remove it themselves.



CentreSuite® is provided through a third party vendor. Information contained in this document is provided through a third party vendor. M&T Bank is not liable for any inaccurate or incomplete information.

M&T Bank