



CREDIT CARD CALL GUIDE

If you are struggling to make your minimum credit card payments, but you are unsure of what to expect from PNC when you call, we have developed this quick guide as a resource. Some of the initial questions we will ask, as well as the information you should have at hand are listed to help you through the process.

In addition, you can also prepare in advance by writing down any questions you may have before the call, or questions that arise after the call. This will help you get the most out of each conversation.

Preparing for your first call

Have your credit card number ready. My credit card number: _____

Be prepared to discuss your financial situation and the reason you aren't able to make your minimum credit card payments.

Our Account Specialists will explain options based on your individual situation, so the more detail you can provide the better.

Date of phone call: _____ **Specialist name:** _____

My questions: (prior to the call) _____

Next Steps / Things to do: (ex. Gather pay stubs, provide W-2s)

Follow-up questions: (ex: What updates can I make at pnc.com/options?)



PNC

**CREDIT CARD
CALL GUIDE**

worksheet

Taking notes can help you keep track of your progress — reprint this page as often as needed.

Date of phone call: _____ **Specialist name:** _____

Notes:

Follow-up questions:

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Notes:

Follow-up questions
