

Everything You Need to Know as a Commercial Cardholder

Welcome to the RBC® Commercial Cards Program. Your Commercial Card comes with RBC *NextLogic*™, a self-service, easy-to-use online tool that allows you to access your credit card account information, search transactions and retrieve monthly credit card statements 24 hours a day, 7 days a week.

Your credit card should be used in accordance with the RBC Royal Bank® Commercial Credit Card Cardholder Agreement (enclosed in the package accompanying your credit card) and with our organization's internal expense card policies.

If you have any questions, please contact your Program Administrator at

Getting set up

Once you receive your credit card, you will need to:

1. Activate your credit card by calling 1-888-769-2575 and set up a personalized PIN number. Please have the following available during the call:
 - Your employee ID
 - Your business phone number
2. Confirm your receipt of the email containing your username and temporary password for RBC *NextLogic*. If you have not received an email with these details, please let the Program Administrator know.
3. Log in to [RBC NextLogic](#) using your username and password. If you have any questions, refer to the [Getting Started training video](#).
4. Bookmark the [Commercial Cards Service Centre for Cardholders](#), the online resource centre that includes important RBC *NextLogic* training information and contact numbers.

If you are changing from another expense card, please note the following:

- Please advise any suppliers where you've set up pre-authorized payments of your new Commercial Card credit card number.
- Once you've received your Commercial Card and activated it, please dispose of your old expense card.

Viewing your statement and using RBC NextLogic

At the end of the billing cycle, your monthly account statement will appear on the homepage of RBC NextLogic. For assistance in viewing your statement and pulling reports, please reference [Making the Most of RBC NextLogic](#).

Important numbers

Assistance is available 24 hours a day, 7 days a week:

- Cardholder Support, Lost/Stolen Cards: 1-888-769-2534
(1-888-ROYAL-34)
- TTY Line: 1-877-850-6980
- International Calling: (Outside Canada and the U.S.)
1-705-522-7437
- Insurance Coverage Questions, Travel Emergency/
Assistance: 1-800-533-2778

The numbers above are available in the [Commercial Cards Service Centre for Cardholders](#) and are also printed on the back of your card.



Royal Bank