

Commercial Card Procedure Guidance

Procedures for various requests

Application Details	PA's Approval Required or Not	Application Forms	How to Apply	Contact < See below for the mailing address. >	Instructions
Application for New Card Membership	Yes	(As notified in another e-mail)	Send the original form by postal mail.	New Application Team	Attach necessary documents and send them with PA's signature or seal by postal mail.
Application for Membership Cancellation	Yes	コマ-シャルカード 限度額変更・退会申請書 Commercial Cards Cardholder's Maintenance Request Form	Send PDF by e-mail.	Corporate Support Team jpcommercialcards@sumitclub.jp	Attach the PDF file with PA's signature or seal and send it by e-mail.
Request for Card Credit Line Change	Yes	コマ-シャルカード 限度額変更・退会申請書 Commercial Cards Cardholder's Maintenance Request Form	Send PDF by e-mail.	Corporate Support Team jpcommercialcards@sumitclub.jp	Include Application Details in the subject line of your e-mail. You are recommended to encrypt the PDF file.
Employee Number Change	Yes	コマ-シャルカード 諸変更届 (カード使用者用) Commercial Cards Change Request Form (Card Holder Profile)	Send PDF by e-mail.	Corporate Support Team jpcommercialcards@sumitclub.jp	
Surname / First Name Change	No	コマ-シャルカード 諸変更届 (カード使用者用) Commercial Cards Change Request Form (Card Holder Profile)	Send the original form by postal mail.	Account Maintenance Team	Attach a copy of PI document to prove the new surname and send the original form by postal mail. The change process deems to be completed with delivery of a card issued under the new surname to the applicant.
Bank Account Change (applicable only to individual settlement)	No	預金口座振替 兼 収納代行依頼書 Direct Debit Authorization Form	Send the original form by postal mail.	Account Maintenance Team	Completion of the change by bank can only be acknowledged by actual direct debit. We will send a separate letter in case the form is incomplete and cannot be processed.
Application for PA Registration / Unregistration	Yes	コマ-シャルカード 管理責任者登録変更申請書 Purchasing, Corporate or One Card Programme Program Administrators Registration and Maintenance Form	Send the original form by postal mail.	Corporate Support Team	

Club Online / Call Center Information

● For the following matters, card members themselves can visit our website "Club Online" and take steps directly.

- * Register or change Email address
- * Confirm and/or change PIN
- * Confirm amount billed

> [Club Online Sign On](#)
> [Club Online New Registration](#)

● Through Club Online Message Box, you can send us your queries or requests about following matters. You can also call customer support.

- * Card reissuance due to damaged card, magnetic stripe, etc.
- * General queries

> [How to use Message Box](#)

● For **Lost / stolen card**, trouble with card acceptance, and change of registered information (mailing address / telephone number / division name / Name / Bank Account, etc.), card members themselves need to contact our Call Center directly.

Call Center 0120-003-081

From overseas 81-3-6770-2800
Weekdays: 9:00 am JST -5:00 pm JST
Closed on Saturdays, Sundays, Holidays and December 31st - January 3rd
※Available 24/7 for reporting a lost or stolen card

Lost / Stolen Card

1. Select a language "1: JP" or "2: EN".
2. Press "1" "#".
3. Report your lost card and ask the operator to reissue your card.

Other Inquiries

1. Select a language "1: JP" or "2: EN".
2. Enter your "card account number" and "#".
3. Enter your "PIN".
4. Select "0: Operator".
5. Make an inquiry to the operator.

Mailing Addresses for Document Submission

New Application Team	Attn: New Application Team Sumitomo Mitsui Trust Club Co., Ltd. Triton Square X-35F, 8-10, Harumi 1-chome, Chuo-ku, Tokyo 104-6035
----------------------	--

Account Maintenance Team	Attn: Account Maintenance Team Sumitomo Mitsui Trust Club Co., Ltd. Triton Square X-35F, 8-10, Harumi 1-chome, Chuo-ku, Tokyo 104-6035
--------------------------	--

Corporate Support Team	Attn: Corporate Support Team Sumitomo Mitsui Trust Club Co., Ltd. Triton Square X-36F, 8-10, Harumi 1-chome, Chuo-ku, Tokyo 104-6036
------------------------	--