



Dear Vanderbilt One Card Cardholder,

Today, we're pleased to announce new functionality that will allow cardholders to change their Personal Identification Number (PIN) for their new Vanderbilt One Card.

Changing a PIN is easy. Cardholders simply call the Customer Service number on the back of their card, enter their account number and zip code (37203), then:

- Select Option 2 for PIN Options
- Select Option 5 for "Change PIN" or "Request Copy of PIN"
- Select Option 1 to Change PIN
- Enter Current PIN
- Enter New PIN

Once the PIN is changed, it may take up to two card transactions for the PIN to be updated.

If a cardholder forgets their PIN, they may contact Customer Service using the phone number on the back of their card to request a new PIN be mailed. This new PIN will be mailed to the Vanderbilt payment cards team in approximately 7-10 days and the cardholder will be contacted when it arrives for pick up.

***Thank you,
Vanderbilt Payment Cards team***