



Banking from home guide

While we recognize that our banking centers operate as vital resources in the communities we serve, we encourage using our secure web, mobile and phone banking services to minimize unnecessary trips in person as we work to help keep our customers, employees and communities safe at this time. Use this guide to determine if connecting with one of our bankers is required to complete the action you need. We've had to limit access to our full-service banking in some areas, so please visit Comerica.com/local to confirm current operating hours for our drive-thru and lobby services (appointments may be required at your location); you also may experience longer than normal call wait times. Thank you for trusting us with your banking relationship.

I WANT TO...	24 / 7 Self-Service Options				Can I call? Customer Service 888.444.9876	Do I need to visit a banking center?
	Web Banking	Mobile Banking	Voice Banking 800.266.3742	ATM		
Find an 800# & service hours	Comerica.com/contactus	YES			YES	
Find an ATM or drive-thru & service hours	Comerica.com/local	YES			YES	
Get today's interest rates	Comerica.com				YES	Only if you prefer
Review my FDIC coverage with EDIE (Electronic Deposit Insurance Estimator)	edie.fdic.gov				877-ASK-FDIC	No
Report suspected fraud	Comerica.com/fraud_or_reportfraud@comerica.com				YES	Only if you prefer
Get help with a financial hardship					YES	
Set Up Self-Service Banking						
Set up web banking on my computer	YES				YES	Only if you prefer
Set up mobile banking on my device	Set up & activate	Download App			YES	Only if you prefer
Lookup forgotten web/mobile banking password	YES				YES	Only if you prefer
Reset a new web/mobile banking password	YES	YES	YES		YES	
Set up email/text alerts for my account activity	YES	YES			YES	Only if you prefer
Set up web bill pay & add companies	YES				YES	Only if you prefer
Enroll in Zelle® to send & receive money digitally (consumer only)	YES	YES			YES	Only if you prefer
Learn how to set up my mobile wallet in Apple Pay®, Samsung Pay or Google Pay™	Comerica.com/mobilewallet				YES	Only if you prefer
Set up web banking sub-user access for a trusted person	YES				YES	Only if you prefer
Set up credit card account access	myaccountaccess.com					
Set up voice banking access			YES		YES	
Set up VoiceSafe authentication			YES		YES	



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Move My Money						
Check my bank account balance & transaction history	YES	YES	YES	YES	YES	Only if you prefer
Withdraw cash or deposit cash				YES		YES – if no ATM or debit card
Deposit a check		YES		YES		Only if you prefer
Purchase a cashier's check						YES
Transfer money between my Comerica accounts	YES	YES	YES	YES only if linked	YES	Only if you prefer
Transfer money to my external account	YES					YES – for wire transfers
Send or receive money from people I know with Zelle® (consumer only)	YES	YES				
Pay my bills & add companies	YES	YES				Only if you prefer
Manage My Bank Accounts						
Add travel notes to my debit card			YES		YES	
Dispute a debit card transaction			YES		YES	Only if you prefer
Report a lost or stolen debit/ATM card			YES		YES	Only if you prefer
Order a damaged debit card replacement			YES		YES	Only if you prefer
Change my account overdraft protection selection			YES		YES	Only if you prefer
Stop payment of a check	YES		YES		YES	Only if you prefer
Reorder checks	YES				YES	Only if you prefer
Access my safe deposit box						YES – by appointment at open locations



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Manage My Credit Card Accounts						
Apply for a credit card	Consumer Cards: YES – login to Web Banking Business Cards: NO				YES	Consumer: Only if you prefer Business: YES
Check my credit card balance & transaction history	myaccountaccess.com	YES Elan Mobile App			Personal Visa: 866.486.1015 Personal AMEX: 844.217.0992 Business Card: 866.486.1017	
Make a credit card payment	myaccountaccess.com	YES Elan Mobile App				Only if you prefer
Dispute a credit card transaction	myaccountaccess.com					Only if you prefer
Report a lost or stolen credit card	myaccountaccess.com					Only if you prefer
Add travel notes to my credit card account	myaccountaccess.com					
Redeem credit card rewards	mybonusrewardscard.com				888.229.8864	
Manage My Lending Accounts						
Make a HELOC payment	One-time Payment Comerica.com/onetimepay Recurring Payment Comerica.com/recurringpay					Only if you prefer
Make a PHH mortgage payment	mortgagequestions.com					
Make a SLS mortgage payment	sls.net					
Make a personal loan payment	One-time Payment Comerica.com/onetimepay Recurring Payment Comerica.com/recurringpay					Only if you prefer
Make a business term loan payment	Login to Web Banking					Only if you prefer
Make a business line of credit payment			Transline AZ & CA: 888.222.2022 TX: 800.207.8003 MI & FL: 800.444.4555			Only if you prefer
Get help with a financial hardship that is impacting my loan payments			855.451.9201		855.770.7841	
Get help with a financial hardship that is impacting my business loan payments					800.266.3742	