

REMOTE SAFE SOLUTION: Contact List

Who can assist me with:	Where do I call?
Installation <ul style="list-style-type: none"> • Technician doesn't show up • First EOD report question 	Contact your dedicated PNC on-boarding representative
Hardware/software failures <ul style="list-style-type: none"> • Safe doesn't work • Printing failures 	Brink's Tech Support Hotline: (855) 812-9140 (# located on safe) Mon – Sun: 6:00 am-1:00 am EST Site visit by technician to be done within 24 hours of call
Remote Safe activity requests <ul style="list-style-type: none"> • Missed pick up • Safe full • Reconciliation issue • Billing question • Rejected bills • Change order questions 	PNC Treasury Management Client Care (TMCC): (800) 669 – 1518, option 6 Mon – Fri: 7:30 am – 8:00 pm EST Email: TMCC@pnc.com
Remote Safe after hour support <ul style="list-style-type: none"> • Missed pick up • Safe full 	Brink's Tech Support Hotline: (855) 812-9140 (# located on safe) Mon – Fri: 5:00 pm-1:00 am EST Weekends: 6:00 am-1:00 am EST
Escalation	PNC Treasury Management Client Care (TMCC): (800) 669 – 1518, option 6 Mon – Fri: 7:30 am – 8:00 pm EST Email: TMCC@pnc.com or contact your Treasury Management Sales Officer or Sales Associate