

Fifth Third Network Customer Support



Superior Processing Backed By Superior Service

Fifth Third Bank's Correspondent Banking Group has over 100 years of experience and expertise in delivering Correspondent Banking services and the extensive experience of backing 2,500 financial institution customers around the world today. Our specialized Customer Support approach serves you with strategic teams that specialize in every aspect of the services we provide for you.

TECHNICAL CLIENT SERVICE TEAM

Make the Technical Client Service Team your first point of contact for your financial institution. They're ready with technical support for Fifth Third Direct™, ACH or wires, Fifth Third Network image processing services and other applications. We know that you transmit files to us seven-days-a-week, 365-days-a-year. So our extended service hours connect you with a technical team member when you need them. Rest assured file transmission reports are available to you within five minutes of your transmission.

Monday-Friday 7 am - 3 am Eastern Time
Sunday 8 am - Noon
800-589-5355, option 5

FINANCIAL INSTITUTIONS SERVICE TEAM

Our Financial Institutions Service Team is comprised of specialists dedicated to handling issues for our financial institution clients. They facilitate investigation, coordination and resolution of your inquiries, including adjustments, returns and operational questions related

to your Correspondent Banking services. They strive to give you answers or resolution within 24 hours. If further service is required, your Service Specialist will complete an investigation and report back to you promptly.

Monday - Friday 7 am - 6 pm Eastern Time
800-344-5300

RELATIONSHIP MANAGEMENT TEAM

At the highest level, your Relationship Manager is responsible for your business with us. They are available to consult, brief you with industry updates and help you with strategy reviews. They have access to industry experts in treasury management, operations, lending and credit services, foreign exchange products, ATM management, EFT debit and credit processing and merchant processing solutions. As your personal advocate within the industry, your Relationship Manager can quickly become your most valuable business partner.

Fifth Third Bank, Member FDIC.  Equal Housing Lender.

