



Access360 Sunset Frequently Asked Questions

Why is the Access360 Card being discontinued?

We continually evaluate the effectiveness of our payment options and have made the decision to discontinue the Access360 card to refocus our efforts on more modern solutions that offer you more flexibility and benefits.

Why was the original deactivation date extended?

We want to ensure our customers feel financially secure. With the recent headlines regarding regional banks, Fifth Third decided to extend access to your Access360 Card to make sure you can quickly access your funds using an existing card.

When can I no longer load funds to my account?

As of February 23, 2023, the ability to load new funds to your account was disabled.

When can I no longer use my card?

Your Access360 card will be deactivated on April 17, 2023.

When do I need to change my direct deposit?

As soon as you can. If you have another Fifth Third deposit account please gather your info via the below method(s) and contact the sender of the funds. Account and routing numbers are viewable in your account online, or in the Fifth Third mobile app.

Fifth Third mobile app for Android

- Log in to the app. From the home screen, tap your checking account.
- Tap the three dot menu in the upper right corner.
- Tap "View Account/Routing Numbers."

Fifth Third mobile app for iPhone

- Log in to the app. From the home screen, tap your checking account.
- Tap "Account/Routing Numbers."

Online Banking

- Log in to Online Banking at 53.com. From the home screen, click on your checking account.
- Click "More Details."
- Click "View Account/Routing Numbers."

NOTE: Your routing number is also the first set of numbers printed on the bottom left of your Fifth Third checks. The second number listed is your account number. You can also find a complete list of Fifth Third Bank affiliate routing numbers here: [Fifth Third Bank Affiliate Routing Numbers](#)

If there is money left on my card after April 16, 2023, will it be returned?

Yes, you should expect to receive your funds via check or transfer within two weeks of deactivation.

If the balance on my account is \$XX, will I still get a refund?

Yes, checks will be delivered to all outstanding balances as of April 16, 2023.

What if I do not want a refund check?

Can the funds be transferred to another account? I have others at the bank. Yes, funds can be transferred to another Fifth Third deposit account. Please visit a Financial Center.

I want to close my account and don't want to wait for a check. What do I do?

- Visit a Financial Center near you by April 16, and we'll be happy to help with a refund request. See [53.com/BAL](https://www.fifththird.com/BAL) for locations.
- If you cannot reach a Financial Center, you can complete a cash advance at an ATM with no fees.

Where will my check be sent?

Checks will be sent to the address on file. If that address is incorrect, please visit a Financial Center or call Customer Service.

What if I lose the check?

Visit a Financial Center near you and we'll be happy to help. See [53.com/BAL](https://www.fifththird.com/BAL) for locations.

How can I get the funds off my card sooner?

- Spend it. You can use your card for payments through April 16, 2023.
- Visit a Fifth Third Bank financial center or any financial institution that accepts Mastercard® to perform cash advances on your Access 360[®] card. At a Fifth Third Bank financial center, customers must be physically present in the lobby to complete the transaction (your PIN may be required).
 - There is no fee for a cash advance completed at a Fifth Third Bank financial center. There is a \$2 fee for a cash advance at any financial institution that accepts Mastercard®.
- Withdraw funds from the Access 360[®] card at a Fifth Third Bank or MoneyPass ATM fee free. You should select checking as the "from" account when completing the withdrawal transaction. You can complete a cash advance at these ATMs with no fees.
- Withdraw funds from an ATM outside of the Fifth Third Bank ATM network. There is a \$2.75 fee for this. Additional charges may be assessed by the other institution.
 - Select the cash-back option when using the Access 360[®] Card to make a purchase at a merchant. Fifth Third Bank will not charge a fee for using the cash-back option.

What do I do if my card expires, is lost or is damaged?

No new cards are being re-issued. You can contact us by April 16 to request a refund. Any remaining balance will be refunded to you within two weeks of deactivation.

Does Fifth Third have a replacement for the Access360 card?

Feel free to contact us or visit a Financial Center where a personal banker can discuss your options. [See our personal banking options here.](#)

If there is a block on my card, will I still get the money returned to me?

Yes. If you have fraud on your card or a dispute, please follow the standard process by contacting the number on the back of your card.

What if I detect fraud or have a dispute on or before April 16, 2023?

Please call the number on the back of your card to begin the process.

What if there is fraud or I have a dispute on transactions that occur on or before April 16, 2023 after the final date?

You can still contact us to file a claim..