

Order a Token for a New User

Your organization's Treasury Center System Administrator will need to complete the following to order a token for a new user:

1. Create the user in Treasury Center
2. Send an email* to tokendistribution@mtb.com with the email subject line "(Insert Organization Name Here)/New Token Request"
3. System Administrators should indicate the following in the body of the email:
 - x The name of the organization
 - x That they are requesting a new token for a new user
 - x The new user's name

Order a Replacement Token for an Existing User

The following steps should be followed for ordering a replacement token for an existing user:

1. The System Administrator must send an email to tokendistribution@mtb.com with the subject line "(Insert Organization Name Here)/ Replacement Token Request"
2. System Administrators should indicate the following in the body of the email:
 - x The name of the organization
 - x Their name
 - x That they are requesting a replacement token for the following user (please list out the user information below):
 - o Name
 - o Current token serial number
 - o Type of token to replace (Key Chain Token pictured above)

TO LEARN MORE:

For more information regarding Treasury Center, please call M&T's Commercial Service Team at 800-724-2240 for assistance.

*Please make sure your email address is accurate in Treasury Center. M&T reserves the right to contact our clients regarding wire or ACH services for verification purposes, including token distribution.

Fees may apply for new and replacement tokens. Please refer to your Relationship Manager or Treasury Management Sales Consultant for details.