

U.S. BANK ROLES AND SUPPORT INFORMATION

Resources for Program Administrators

Relationship Management

The CAL-Cad Relationship Management team provides strategic consulting regarding best practices, account performance and serves as an advocate for your program needs. In addition, this resource will coordinate with other U.S. Bank departments to ensure “best in class” service. Contact the U.S. Bank CALCard Team to obtain your designated Relationship Manager's name contact information.

Account Coordinators

The CALCard Team of Account Coordinators, also known as Client Services are available 5:00 AM to 5:00 PM Pacific Standard Time. They provide daily servicing and consulting support to your agency Program Administrators. Account Coordinators can assist with: daily program maintenance and adjustment needs, training on our tools and processes, operational escalations and rush requests, issue resolution, sharing best-practice recommendations, liaising with internal teams, data/reporting, engaging dedicated technical resources, etc.

U.S. Bank CALCard Team

(877) 846-9302 option 3

calcard@usbank.com

Note: Relationship Managers and Account Coordinators are not authorized to work directly with cardholders; cardholders should contact their Program Administrators or Customer Service for support.

Resources for Cardholders and Program Administrators

Customer Service Representatives (available 24/7)

This department provides general account information and services to Cardholders and Program Administrators upon verification of personal information. Support services include dispute inquiries; card activation; reporting lost or stolen cards; reporting fraud; balance inquiry; card declines. Program Administrators can inquire about accounts however all maintenance must be performed in Access Online.

Customer Service

1-800-344-5696

Technical Support Representatives (available 24/7)

Cardholders may utilize Technical Support for general navigation and password resets; all other card program or system-related concerns should be directed to the cardholder's Program Administrator.

AccessOnline Technical Support

Program Administrators: 877-452-8083

Cardholders: 877-887-9260

accessonlinesupport@usbank.com

New Participation Requests

CAL-Card Sales Coordinator

The CAL-Card Sales Coordinator is the central point of contact for new CAL-Card participation requests and implementations. All new Request to Participate Forms (with supporting information) are submitted to the CAL-Card Sales Coordinator for processing.

CAL-Card Sales Coordinator

cpsmidmarketsalescoordinator@usbank.com

Once all documentation is reviewed for completion and the credit qualification process is finalized, the CAL-Card Sales Coordinator will send your account forward for implementation. Questions regarding the status of your agency's request package should be sent directly to the CAL-Card Sales Coordinator.