U.S. Bank FAQ’s

1. **What are some of the common reasons a cardholder should call U.S. Bank customer service?**
   - Card Activation
   - Current Account Balance
   - Report Lost and Stolen Card
   - Report Fraudulent Transaction
   - Replacement Cards
   - Declined Transactions

2. **Why is my card declining?**
   - Over your limit
   - Travel related purchase on a non-travel card (goods card only)
   - Incorrect zip or CVV security code
   - Merchant might be entering information or card number incorrectly
   - Your card might be on a fraud hold through U.S. Bank

3. **What should I do if my card declines?**
   Call the number on the back of your card (800)344-5696 or call Fraud directly (800) 523-9078.

4. **What information should I be prepared to provide Fraud or Customer Service?**
   - 16 digit card number
   - Billing zip code (91125)
   - Billing address
   - Business phone number
   - Single Purchase limit
   - Monthly Card limit

5. **What if I cannot confirm my information or provide the wrong card information?**
   If Customer Service is unable to verify you as the cardholder, they will refer you to your Program Administrator for assistance. The representative will attempt at least 3 verification methods to confirm you as the cardholder.

6. **Do I need to contact U.S. Bank for International Travel notices?**
   Call U.S. Bank prior to Travel or you may contact a P-Card Administrator.