

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.