

# 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.

#### ***Assistant Vice President***

Courtney Hoppe  
Phone: (310) 363-5850  
Email: [courtney.hoppe@usbank.com](mailto:courtney.hoppe@usbank.com)

#### ***Relationship Manager***

Cheryl Mielnicki  
Phone: (623) 256-6229  
Email: [cheryl.mielnicki@usbank.com](mailto:cheryl.mielnicki@usbank.com)

#### ***Account Manager***

Jennine Trombley  
Phone: (612) 973-1247  
Email: [calcardprogram@usbank.com](mailto:calcardprogram@usbank.com)

Courtney is the CAL-Card Lead Relationship Manager, and supports agencies with over \$5,000,000 in annual charge volume.

Cheryl is a CAL-Card Relationship Manager, supporting agencies with \$2,000,000 through \$5,000,000 in annual charge volume.

Jennine is a CAL-Card Account Manager, supporting agencies with less than \$2,000,000 in annual charge volume.

### **Account Coordinators, a.k.a. Service Point (available 8:00 am. to 5:00 pm Pacific Standard Time)**

Provides daily servicing and consulting support to your agency Program Administrators. Specifically the Account Coordinator can process new agent/company setups for existing relationships, help you maximize your use of Access Online, and educate customers on the process and benefits of the Visa Liability Waiver Program.

#### ***Account Coordinator Team***

CAL-Card Service Point  
Phone: (877) 846-9302 option 3  
Email: [calcard@usbank.com](mailto:calcard@usbank.com)

#### ***Dedicated Account Coordinator***

Jennifer Educate  
Phone: 1-855-250-6421 ext. 156-6244  
Email: [jennifer.educate@usbank.com](mailto:jennifer.educate@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***

Phone: 1-800-344-5696

**Access Online** <https://access.usbank.com>

### **Technical Support (Available 4:30 AM until 6:00 PM Pacific Standard Time)**

Program Administrators: 877-452-8083

Cardholders: 877-887-9260

## New Participation Requests and Implementations

### **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***

Email: [cpsmidmarketsalescoordinator@usbank.com](mailto: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.