

# U.S. BANK ROLES AND SUPPORT INFORMATION

## CONSULTATION

### Relationship Management

The Relationship Management team provides strategic consulting regarding best practices, account performance and serves as an advocate for your program needs. In addition, this team will coordinate with other U.S. Bank departments to ensure “best in class” service.

#### Relationship Manager

Courtney Hoppe

Phone: (310) 363-5850

Email: [courtney.hoppe@usbank.com](mailto:courtney.hoppe@usbank.com)

## NEW IMPLEMENTATIONS

### WSCA Sales Coordinator

The WSCA Sales Coordinator is the central point of contact to submit the Request to Participate Form and required participation documentation as follows:

- State agencies – Standard Agreement (Std. 213)
- Local governmental agencies – Local Agency Addendum with 3 years of audited financials

Once all documentation is reviewed for completion and the credit qualification process is finalized, the WSCA Sales Coordinator will send your account on for implementation. Questions regarding the status of your agency's documentation process should be sent directly to the WSCA Sales Coordinator below.

#### WSCA Sales Coordinator

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

## ACCOUNT SERVICES

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

#### Account Coordinator Team

Phone: (877) 846-9302

Email: [calcard@usbank.com](mailto:calcard@usbank.com)

#### Account Coordinator

Olga Kibasova

Phone: (612) 344-6042

Email: [olga.kibasova@usbank.com](mailto:olga.kibasova@usbank.com)

### 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 will be performed in Access Online.

#### Customer Service

Phone: 1-800-344-5696

## TECHNOLOGY AND TRAINING

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

Secured Internet program management tool

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

Program Administrators: 877-452-8083

Cardholders: 877-887-9260

### Access Online Training <https://wbt.access.usbank.com>

Password protected - the training password changes every 60 days.

Training Schedule: <http://www.dgs.ca.gov/pd/Programs/CALCard.aspx>