

# U.S. BANK ROLES AND SUPPORT INFORMATION

## Resources for Program Administrators

### **Relationship Management**

The Relationship Manager 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.

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

Courtney Hoppe

Phone: (310) 363-5850

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

### **Account Coordinators (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***

Phone: (877) 846-9302 option 3

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

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

Olga Huseth

Phone: 855-250-6421 extension 1566278

Email: [olga.huseth@usbank.com](mailto:olga.huseth@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.