

Reporting Lost/Stolen Cards

It is important to emphasize to cardholders the need to immediately notify U.S. Bank Customer Service of any CAL-Card loss or theft.

When a CAL-Card is lost or stolen, the cardholder must immediately notify U.S. Bank, their Approver and Agency Program Administrator.

To notify U.S. Bank call: (800) 344-5696 or Outside the U.S. call collect: (701) 461-2020.

These numbers are answered 24/7. U.S. Bank Customer Service will request the following information:

1. Cardholder's complete name
2. Account number
3. Circumstances surrounding the loss of the card
4. Any purchase(s) made on the day the card was lost or stolen
5. Details of last purchase amount and location
6. Cardholder verification information (one or all of these may be asked)
 - Zip code
 - Phone number
 - Number in lieu of Social Security number

NOTE: This information is needed to protect the agency and to prevent fraudulent use of the lost or stolen card.

Once the loss or theft has been reported to U.S. Bank, a new card, with new account number, will be mailed to the agency or cardholder within two business days. To facilitate billing and account reconciliation, purchases made after the cycle date and prior to the lost/stolen date, are automatically billed under the new account number assigned to that cardholder. **Cardholders should be advised to carefully review their new Statement of Account and immediately report any incorrect billings to U.S. Bank Customer Service at (800) 344-5696.**