Client Support

Contact
Phone: 800-829-0738
M-F 8a.m. - 8p.m. EST

Email: prepaid.partner@usbank.com

Administrative Website: www.usbankprepaidadmin.com

Support Requests:
- Transfer Funds to Cardholder
- Transfer Funds from Cardholder
- Card Status Change
- Update Personal Information
- Request a Fee Refund
- Load Status for Client
- Escalations
- Password Resets/Deactivate
- Subpoena Requests
- Limit Changes
- Error Messages
- Rejected Loads
- New User Setup & Modifications
- Card Orders
- Data transmission support
- Report inquiries

Assistance Request Checklist:
If you have an issue, it is best to also have the following handy to speed the process:
- Nature of the issue
- Any self-tests or troubleshooting and results
- If related to cardholder issue:
  - Card ID
  - Name
  - Transaction dates/times/amounts
  - Exact error message
- Screen shots
- Timeline of events
- Additional information
- Point of contact and backup if we need to follow up

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