





























Client Support – Contact Sheet

Direct Access to Operations Support

The Client Support phone number and email address is designed for clients to gain direct access to our Operations Support team.

Once engaged, our Client Support team will conduct a preliminary analysis of the situation to determine the best course of action.

Contact	
Phone	800-809-0738 <i>M – F 8a.m. – 8p.m. EST</i>
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