

Client Support

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