



Final transition reminder - cardholder template

TEMPLATE INSTRUCTIONS

Send to cardholders approximately one week prior to go live date

- Copy and paste the text below into a new email.
- Personalize the <text> in the email below and remove any content that is not applicable to your program. Refer to the dates in the email you received from us to populate the date fields.
- Copy and paste the subject line in the email: **[Action Required] Get ready for U.S. Bank**
- Add your signature block (if applicable) to the email and send.

Dear <CH first name>

Our transition from Union Bank to U.S. Bank is nearly complete.

By now, you should have received your new commercial card. If you have not received your new commercial card, please contact me or <insert additional instructions>.

Our transition date is <start new card date>. As the date nears, you should:

- Please begin using your new U.S. Bank account once activated.
- Safely destroy your Union Bank card, <make sure to demagnetize the magnetic strip, destroy the chip (if chip-enabled) and cut up the card. Make sure to throw away the pieces separately.>
- Begin using U.S. Bank Access® Online, our new card management system.

To learn more about what to expect and how to use Access Online, log in to the [Access Online](#) web-based training site to find eLearning lessons, user guides, videos, quick references and recorded classes that show you how to use Access Online system functionality. <Be sure to review the resources outlined on the attached learning plan.>

If you have any additional questions, please contact <name/contact info>.

Thank you,

[PA signature block]