



Post 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] What you need to know now that our card program transition to U.S. Bank is complete.**
- Add your signature block (if applicable) to the email and send.

Dear <CH first name>

Our card program transition from Union Bank to U.S. Bank is complete.

Our current billing cycle ends on <cycle end date>. Statements will be available the next business day within U.S. Bank Access® Online.

Please use the attached quick reference guides to help you navigate the system and view statements.

If you need Access Online help, 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. You can access training – including web-based and virtual instructor-led training, videos and user guides – by clicking on the *Training* link from the left column navigation on the Access Online Welcome screen. **<The attached learning plan explains which resources to view on the training site.>**

As a reminder, make sure you safely destroy your Union Bank commercial cards and contact any merchants who may have your old account on file to update your account number(s).

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

Thank you,

[PA signature block]