



Member Name: Seth Creasman

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Chat Started: June 19, 2025 01:02 AM

Queue Name: chat\_bank\_dep\_svc

Agent: Jonathon

01:02 AM: System: Don't close the window or your chat may get disconnected.

Please review the disclosures if provided.

01:02 AM: System: Bank products offered by USAA Federal Savings Bank, Member FDIC. Credit card, mortgage and other lending products not FDIC-insured. Some USAA deposit accounts are interest-bearing accounts. Any interest rates provided are Annual Percentage Yields, or APYs. Insurance and investment products are not a deposit or other obligation of, or guaranteed by, USAA Federal Savings Bank; Insurance and investment products are not insured by the FDIC or any other agency of the United States; and Insurance and investment products may include investment risk, including possible loss of value. In order to proceed, you must acknowledge that you have received the Non-Deposit Investment and Insurance Product disclosure. Please respond "YES" or "Y" to acknowledge that you have received the Non-Deposit Investment and Insurance Product disclosure that was just provided. To decline the disclosure and end this chat, please respond "No" or "N".

01:08 AM: System: Jonathon has joined the conversation

01:08 AM: Seth: Hey Jonathon, hope you are well

01:08 AM: Jonathon: Hello Mr. Creasman, Thank you for chatting in with us here at USAA. My name is Jon and I will be your banking specialist. Please allow me 2-3

minutes to respond and do research for you. How may I assist you today?

01:09 AM: Seth: One of my debit cards seems to not be going through

01:09 AM: Seth: Its for my account named "Chrissy Checking"

01:09 AM: Seth: Account Number 1893670357

01:10 AM: Jonathon: ok did you try using it at BROKEN ARROW SALOON

01:11 AM: Seth: Yes

01:12 AM: Jonathon: alright! your card is reactivated and good to go. Did you have any other questions or concerns for me?

01:13 AM: Seth: Nope thats it, thank you

01:15 AM: Jonathon: You are very welcome Mr. Creasman , I want to thank you for being a member with us here at USAA and I Hope you have a great rest of your day!

01:17 AM: System: Please confirm you're still in the chat. You must respond within 2 minutes or this chat will automatically end.

01:19 AM: System: Jonathon has left the conversation

Chat Session Ended By: Jonathon

Chat Ended: June 19, 2025 01:19 AM