



Customer Care Unit
PO Box 64991
St. Paul, MN 55164

[usbank.com](https://www.usbank.com)

June 13, 2023

Elijah Granet
13054 Dressage Ln
San Diego, CA 92130-3728

Re: Consumer Financial Protection Bureau case #230531-11218087

Dear Elijah Granet:

We received your request for assistance filed with the Consumer Financial Protection Bureau concerning access to your U.S. Bank account ending in 7809. We appreciate the opportunity to respond to your concerns. We are committed to the products and services we offer, but more importantly, the customers we serve each and every day.

We apologize for any difficulties which you have encountered during the transition from Union Bank to U.S. Bank. We are pleased to understand that you were able to establish your U.S. Bank online banking profile with us and utilize this service on May 31, 2023, as shown in our records. We apologize that you were unable to do so when you first attempted.

In the near future, you will receive your U.S. Bank debit card. When that card arrives, please activate it and begin using it. Until it arrives you are still able to use your Union Bank debit card ending in 3732. We have reviewed our records and are unable to locate any recent instances that this card was declined for a requested transaction, and we are able to see that you utilized it successfully on May 31. We are sorry to understand that you may have encountered difficulties with using this card, but please be assured that we have not disabled it.

Please understand that we are unable to provide compensation due to a temporary delay in adding your online banking profile with U.S. Bank.

We hope this information is useful. If you have any questions, please contact U.S. Bank 24-Hour Banking at 800-USBANKS (872-2657). We accept relay calls.

Sincerely,

Jim Johnson
Senior Customer Care Specialist
U.S. Bank 24-Hour Customer Service

cc: Consumer Financial Protection Bureau