

## Attention Cardholders:

Several cardholders have recently reported receiving an email from US Bank regarding their Procurement Card Account. US Bank, our credit card provider, **will not** request credit card or personal information through email request. The cardholder may receive a phone call from US Bank if they detect possible fraudulent transactions. US Bank has direct access to cardholder information and will contact Accounts Payable if they have specific questions about a particular card.

Please be cautious of any emails requesting personal information and do not respond to these emails or provide any information. If you have any concerns about the authenticity of an email or bank request you can contact [protrav@uiowa.edu](mailto:protrav@uiowa.edu) or call the 800 number on the back of your Procurement Card.

Below are examples of emails that have been received by some campus users. Please remember that these are just examples and do not fully represent all of the different emails that you may receive.

Thank you.

### EMAIL #1:

Subject: {\*\*\* SPAM 11.6} Customer Service  
Date: Mon, 8 Dec 2008 09:37:34 -0600  
From: U.S. Bank <service@usbank.com>  
To: undisclosed-recipients;

This is a reminder that your U.S. Bank Account needs to be verified.  
To continue using your card, please verify your account immediately.

To verify your account, please click the link below, log in and follow the provided steps:

<http://www4.usbank.com/internetBanking/?LoginRouter>

Regards,  
U.S. Bank

### EMAIL #2:

From: Quimper Community FCU [mailto:memberservice@quimpercu.com]  
Sent: Monday, December 08, 2008 12:56 PM  
To: Scheduling  
Subject: Alert: Message from Customer Service

Email\_ID:#800207302432039035216\_  
Date: 12/08/2008

Your VISA® debit card was locked on 12/08/2008 by our Quimper CU Fraud Department.

Your security is important to us. If you are unaware of this change, please contact us immediately at 1.800.943.1477.

To protect your privacy, messages from Quimper CU will never ask you for any information through e-mail that would uniquely identify you.

Please do not respond to this message. Replies to this message are routed to an unmonitored mailbox.

=====  
Please do not delete this section.  
Email\_ID:#800207302432039035216\_  
=====

## EMAIL #3:

**From:** US Bank [mailto:service@usbank.com]

**Sent:** Tuesday, December 09, 2008 8:50 AM

**Subject:** [spam?###] US Bank - Message

**Importance:** High

Dear US Bank Member

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### Closing Accounts and Limiting Account Access

This is your official notification that your account has been Limited. We recently reviewed your credit card and it seems that you are using the same credit card for 2 accounts. As you can read in our User Agreement (section 2.13) opening multiple accounts is strictly forbidden. You are now requested to provide information relevant to your account. US Bank will investigate the matter promptly and if the investigation is in your favor, we will restore your account.

- US Bank Email Alert ID LLK229AA
- 

### How can I restore my account access?


[Click hereto visit the Resolution Center](#) and complete the steps to remove limitations.

**Completing all of the checklist items will automatically restore your account access.**

Thank you for using US Bank !

The US Bank Team

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 Please do not reply to this e-mail. Mail sent to this address cannot be answered. For assistance, log in to your US Bank account and choose the "Help" link in the footer of any page.