U.S. Bank Corporate Payment Systems Contactless Card Frequently Asked Questions

Contactless card overview

How does a contactless card transaction work?
Contactless cards use an embedded computer chip and radio frequency antennae, allowing the cardholder to simply "wave and go" to make a purchase. Transactions are processed through the same reliable payment network as magnetic stripe transactions and offer the same multiple layers of security protection as an EMV® contact transaction. Contactless card transactions only work when a contactless card is used at a contactless terminal.

What is the difference between a contactless and contact transaction?
As explained above, a *contactless* transaction allows the cardholder to "wave and go", where the card does not have to make contact with the terminal, for the payment to process, while a *contact* transaction occurs when the cardholder inserts or swipes their card at the terminal.

What is the difference between a contactless and mobile transaction?
Contactless transactions occur when using a card or mobile device at the terminal, allowing the cardholder to simply "wave and go" when making a purchase. Mobile payments are a specific type of contactless payment that occur when the account holder uses their mobile phone to process a payment with their card through apps such as Apple Pay®, Android Pay™, etc.

What will the contactless card look like?
You will notice a slight change to the appearance of the card from our current card design. Most noticeably is the contactless icon which will now appear on the front of the card. An image of the new card is shown for your reference. Custom plastic designs will have the contactless icon added to the back of the card.

Will I still receive a receipt with a contactless transaction?
Yes, regardless of contact or contactless transaction type, merchants are still required to provide a receipt. Cardholders should continue to adhere to the Travel & Expense policy set by their employer related to receipt evidence.

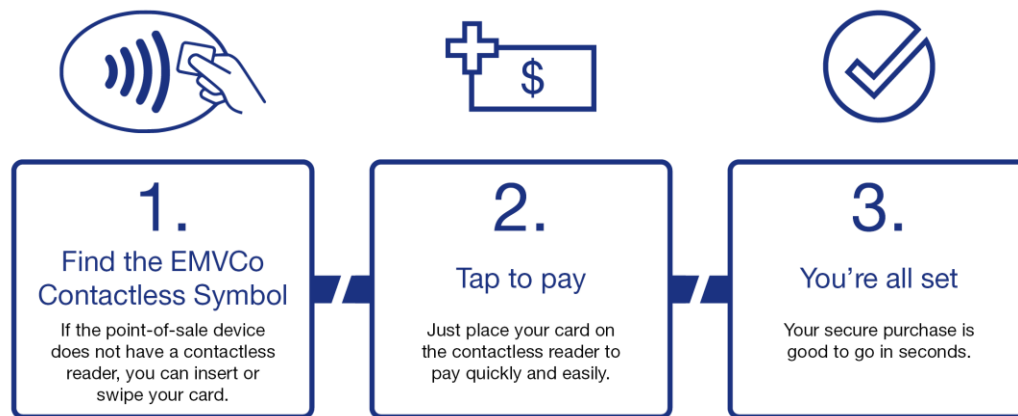**Is there a limit on the number of contactless transactions a cardholder can make?**
U.S. Bank does not limit the number of contactless transactions. Though unlikely, merchants may have a setting on their terminal that limits the number contactless transactions. If this does occur, the cardholder can always do a contact transaction to process the payment.

Is there a limit on the amount of a single contactless transaction?
In the United States there is not a required dollar amount limit on a contactless transaction and
U.S. Bank does not limit the amount of a single contactless transaction. However, some merchants may
limit or are required to restrict the maximum amount. When traveling abroad, several countries do have
limits on the amount of a single contactless transaction, particularly in Europe and Central and Eastern
Europe, Middle East and Africa (CEMEA). If this does occur, the cardholder can always insert or swipe
their card to process the payment.

How do I use the contactless card?
You can either insert the card at the terminal or simply "wave and go" when making a purchase. To use the
contactless functionality at contactless enabled merchants, follow the instructions below.

1.

Find the EMVCo Contactless Symbol

If the point-of-sale device does not have a contactless reader, you can insert or swipe your card.

2.

Tap to pay

Just place your card on the contactless reader to pay quickly and easily.

3.

You're all set

Your secure purchase is good to go in seconds.

Security

Can someone wirelessly steal a cardholder's card details with a handheld reader?
It is extremely difficult to steal useful information from a contactless card and make an illicit transaction.
First, nearly all data is encrypted, meaning any 'skimmed' data is protected and unusable for a fraudster.
The data that is unencrypted is insufficient for committing fraud. Second, the fraudster would need to hold
the reader uncomfortably close to pick up the card – less than 1.5in away from the card.

**If the cardholder has multiple contactless cards in their wallet, and the entire wallet is presented
at the terminal, which card will be read by the terminal?**
"Card clash" happens when a customer presents a wallet containing more than one contactless capable
card to a contactless terminal. In this case the reader will give an error message, and the other cards will
need to be removed so that only one card is presented at a time.

Acceptance landscape

Are many merchants accepting contactless payments?
Yes. As of March 2020, in the United States, 71% of face-to-face transactions occur at contactless
enabled merchants and 95% of new terminals are contactless capable. On a global basis, 50% of
transaction are contactless today.

Can I use my contactless card with public transit systems?
Contactless is rolling out quickly across public transit systems worldwide to make your travel faster and
more convenient. Transit systems enabled for contactless will have a contactless indicator on the relevant
terminal (e.g. turnstile, bus entrance, etc.).

Signature or PIN

Will I need to enter a PIN to complete a contactless transaction in the United States? What about when traveling internationally?
U.S. Bank has chosen chip and signature as our preferred method of cardholder verification. Most U.S. issuers continue to use chip and signature as well. In the United States, you would not be prompted to enter a PIN to complete a contactless transaction, only at an ATM would you need to enter a PIN. When travelling internationally, many foreign markets are chip and PIN preferring. You should always know your PIN when travelling internationally in case you are prompted to enter it for a contactless or contact transaction.

Will I need to sign for a contactless transaction?
Both Visa® and Mastercard® changed their rules and no longer require signature at the point of sale for any transaction type. This means that you can complete a contact or contactless at the terminal and are not required to sign. However, merchants control if they want to ask for signature and if they do, it is not in violation of the Visa/Mastercard rules. Therefore, experiences at the terminal will vary on whether or not you will be asked to sign.

Card activation

How do I activate my card?
To activate by calling customer service at 800.344.5696
1. You will be asked to confirm your identity by providing your account number, billing zip code and the last 4 of your social security number.
2. Select your personal identification number (PIN).

To activate using U.S. Bank Access® Online at www.access.usbank.com
1. Select *Activate Your Card*
2. Enter requested card information, card number, expiration date and last 4 of work phone.
3. You will be sent two emails; the first email includes the link to activate your account and the second email includes a passcode.
4. Select the emailed link to activate your account and then enter the passcode from the second email. You will also be given the option to update your mobile phone number. Select *Submit*.
5. Set New PIN. Select *Submit*.

Remember: Once you have activated your new card, be sure to update merchants with any stored account data using your new account information.