

NOTICE: Travel Compliance Designees, Political Subdivisions, and Authorized & Awarded STMP Vendors:

We have been made aware that a very small number of cardholders may have received an e-mail suggesting that their U.S. Bank account had been suspended due to fraudulent activity. This e-mail typically has the subject "Your Account at U.S. Bank Has Been Suspended" and provides a link for contact to verify the cardholder's identity and get their card reactivated. We've provided a copy of the e-mail below for your reference.

According to U.S. Bank's Fraud Prevention and Investigation area, this is a fraudulent e-mail. Their instructions are that you **DO NOT REPLY** to this e-mail under any circumstances and furthermore, do not click on the link that you see on this e-mail. Instead, please forward it on to fraud_help@usbank.com so that we may use it as we begin our efforts to identify the individuals responsible for this fraud attempt. Finally, we want to assure you that U.S. Bank will not contact you directly under any circumstances to verify identity, and if you ever see an e-mail again like the one provided below, you should **NEVER** respond and, again, always forward this e-mail to forward it to fraud_help@usbank.com.

US BANK RESPONSE TO FORWARDED FRAUDULENT E-MAILS:

We appreciate your attention in reporting this suspicious email that you've received. U.S. Bank would never distribute an unsolicited email requesting confidential information from our customers.

Please do **NOT** respond to the suspicious email that you have received. It should be deleted from your email. If you are a U.S. Bank customer and have replied to this email, please call our Fraud Liaison Center immediately at (877) 595-6256. If you are not a U.S. Bank customer, please contact your financial institution immediately.

To educate and protect our customers and community, we've outlined tips for preventing, and a checklist of things to do immediately if you become a victim. In addition, find out how you can be alerted if identity theft occurs. Learn more about this information and other details regarding Identity Theft at: http://www.usbank.com/cgi_w/cfm/personal/achieve_goals/id_theft.cfm.

Identity theft and fraud are a very real concern for us at U.S. Bank, and we will work aggressively with law enforcement officials to resolve this matter as soon as possible.

Sincerely,

Keith L. Thompson
Customer Service Operations Manager
U.S. Bank



Please do not respond to this email. This email box is used to collect and track data in regards to suspicious email. If fraud has occurred on your U.S. Bank account, call the U.S. Bank Fraud Liaison Center immediately at (877) 595-6256. If you have any other specific questions related to the fraudulent email, please contact us at:
http://www.usbank.com/cgi_w/cfm/contact_us.cfm

[SAMPLE E-MAIL 1](#)

[SAMPLE E-MAIL 2](#)

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