

# U.S. Bank Access<sup>®</sup> Online

## User alerts overview

### December 13, 2021

This document provides an overview of user alerts affected by a recent platform migration and clarifies unimpacted Access Online notifications.

#### User alerts temporarily unavailable for Access Online users

Due to a recent migration to a new alerts distribution platform, certain system-generated alerts may experience a temporary disruption over the next several weeks. These include:

- Fraud alerts: notifications of suspicious activity; the expected outage for fraud alerts is no more than 48 hours. If you suspect fraud on your account, contact 800.523.9078.
- Mobile wallet (token) alerts: support notifications for mobile wallet activity.
- Activity alerts: supplemental alerts that notify registered cardholders or program administrators of specific account activity such as “a card was activated,” or “personal information was changed.”

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#### No other Access Online notifications are affected

User alerts are a specific set of Access Online communications. You and your cardholders will continue to receive other notifications from Access Online without issue or interruption.

Unaffected notifications and communications include:

- Statement notifications
- Multi-factor authentication and password reset communications
- Virtual Payment instruction emails
- Account Pay notifications/alerts
- Transaction approval notifications
- Data Exchange mailbox notifications
- Effective date maintenance
- Payment Analytics notifications

#### Next steps

We will inform you when user alerts are fully restored. If you have questions or need assistance, please contact your organization’s Account Coordinator or U.S. Bank Customer Service at the number on the back of your card for any questions or issues.