

American Express Personal Liability Travel Card Transition to U.S. Bank Personal Liability Travel Card Frequently Asked Questions (FAQs)

Q.1. When is the American Express contract expiring? Does that mean that the accounts must be closed?

A.1. Yes, any account that was opened under the state's contract will be closed by the contract expiration date of October 31, 2016.

Q.2. When should I pay my American Express credit card balance?

A.2. Balances should be paid off monthly. Once the cardholder's statement is available (on-line), they should pay it in full within 30 days. Because the contract period doesn't exactly line up with the billing cycle, the cardholder will have a final statement in November for the period of October 26-October 31. All accounts should be paid in full with a \$0 balance on or before the final statement pay by date.

Q.3. Will U.S. Bank be replacing American Express?

A.3. Yes, the new Personal Liability Card with U.S. Bank begins November 1, 2016 and will replace the old contract with American Express.

Q.4. Is there an annual fee or interest charge associated with the US Bank personal liability travel card?

A.4. There is no annual fee and there is no interest charge. However there are late fees, applied to the total past due balance as indicated below:

- 30 days = 0%;
- 60 days = 2.5% with a \$2 minimum;
- 90 days = 2.5% with a \$2 minimum;
- 120 days = 2.5% with a \$2 minimum;
- 160 days = 2.5% with a \$2 minimum;
- 180 days = charged off and balance charged to the department.

Q.5. Are there benefits associated with the new US Bank personal liability travel card?

A.5. Yes there are benefits associated with the new US Bank personal liability travel card:

- Visa Card Guide to benefits
 - o Travel and emergency assistance.
 - o Auto rental collision damage waiver program.
 - o Roadside assistance
- \$500,000 travel card common carrier insurance.

For a comprehensive detail on inclusions and exclusions visit the UAS travel page:

<http://www.cpp.edu/~fas/university-accounting-services/travel.shtml>

Q.6. Who do I contact if I have additional questions?

A.6. Please contact:

- Helen Lee 909-869-2014 or helenlee@cpp.edu
- Al Viteri at 909-869-2009 or afviteri@cpp.edu