

U.S. Bank Prepaid Reloadable Cards for Faculty and Staff

Effective 8/1/23 only U.S. Bank Cards will be funded

Frequently Asked Questions

- Why did Yale discontinue the Bank of America prepaid card program?

Bank of America notified Yale that they are exiting the card business.

- What do I do with my Bank of America prepaid card?

Please spend down the funds, complete expense reports and close the card by calling the number on the back. Then shred it!

- I did not receive a U.S. Bank card, what should I do?

Contact Treasury Services at 203-432-4100 or treasury.fa5@yale.edu

- How do I have my U.S. Bank card funded?

Complete a Spend Authorization in Workday. There is no change to this process.

- How do I request a U.S. Bank prepaid card?

Have your supervisor email treasury.fa1@yale.edu with your name and mailing address.

- I don't have a U.S. Bank card and I need funds now. What should I do?

Please request a Spend Authorization in Workday and choose a different payment method such as cash, check, direct deposit or gift cards.

- Which ATMs can I use without paying a fee?

Allpoint - <https://www.allpointnetwork.com/locator.html>

MoneyPass- www.moneypass.com – look for the MoneyPass logo at local Webster

Bank ATMs



U.S. Bank - [Find a U.S. Bank Branch or ATM Near You | U.S. Bank \(usbank.com\)](#)

- Is there a way to obtain a cash withdrawal at a bank branch?

Yes, Visa member bank locations are required to provide a manual cash withdrawal over the counter for a \$5 fee.

- I am starting a new study. What is the recommended payment method?

Whenever possible please enroll the study participants in OnCore for automated payments. Please contact oncore.support@yale.edu.

- How do I close a Spend Authorization?

Please complete an expense report and return any unused cash. Please see procedure [Advances and Spend Authorizations \(yale.edu\)](#)

- How can I view my balance and transactions?

Please view online at usbankexpensecard.com or call cardholder services at 888-799-0030. You may also inquire about the balance at an ATM, however please be sure to use an in-network ATM to avoid fees.

- Are there limits on the card?

Yes, please note these are lower than the BOA card limits

\$10,000.00	Amount that can be place on a card within a 24 hour period
\$15,000.00	Balance that can be on the card at any given time
\$5,050.00	Amount that can be withdrawn over the counter in a 24 hour period
\$1,025.00	Max withdrawal at ATM in one transaction
\$1,220.00	Amount that can be withdrawn at an ATM in a 24 hour period