**U.S. Bank Instant Card® product demo**

(SPEECH)

LUKE UTTING: So, U.S. Bank Instant Card allows you to be able to instantly provision, or issue, a corporate credit card out to anybody, anywhere in the world, that they can start spending on straight away, so really looking to help you eliminate the use of petty cash or reimbursements. So, what I have up in front of you right now is the desktop version of the Instant Card tool. This is going to allow us to be able to provision or issue cards out. I'm using the desktop just because it's easier to show, but all this functionality, it works on a mobile device as well.

Right-hand side of the screen, that's my cell phone. My cell phone is up here because everything I'm going to do right now is going to be done live. It's going to be done in real time.

So we're going to go ahead. We're going to create a card. We're going to push that card to my phone.

In the phone, in the Instant Card app, we have access to the full 16-digit card number. So, we can use Instant Cards for online purchases. You can add them to an app on your phone.

And then from there, we'll push the card over to the mobile wallet for contactless payments. And I'll show you some other functionality as we go through this. But I'm going to log in here right now as a provisioner so I can go ahead and issue that card out.

Now, we can put rules around what provisioners can and can't do. We can turn around to a provisioner and say, you don't have the ability to issue a card out over, say, a hundred dollars or for longer than seven days, or a combination of both. And in instances where a provisioner exceeds those rules, the card will actually go to an approver, a manager, to sign off on before that card goes out.

But I've logged in here as a provisioner, and I'm just going to go ahead and create a card. Now, you'll see, the system, it asks me a couple of questions about that card I'm about to issue, the first being, how long do I want that card to be valid for?

Well, Instant Cards can be good for a day. They can be good for up to 365 days. But I'm just going to turn around here and say, look, I just need a card through the weekend.

I now come down and I set the limit on the card. Worth noting, we're not pre-funding these cards. We're not loading money onto these cards.

What we're doing is giving the cardholder access to your organization's credit line. So, as they use the card and those transactions post, those are the transactions you're going to be able to see and access online. They're the transactions that are going to draw down from your overall managing account balance.

So, for this particular card, I'm going to give this person $10. I now come across. I have these free, open text fields, 50 characters, alphanumeric, allows me to capture information about the card that I want to see when I'm doing my reporting or my reconciliation.

So, I'm going to turn around and say that this is a test card. This is for today's demo. And I'm going to drop in an account code I want to see later, so my ABC123.

And for my card details, that's basically it. The two key things we've captured there is how long that card is going to be valid for, anywhere from a day to 365 days, and how much money I want to give them whilst they have that card.

So now let's come down to the person I'm going to send the card to. Because there's no physical plastic, I don't need their address. I don't even need their Social Security number.

All we need here is their name, employee ID – this is an optional field, but for clients that want to integrate this data into a third-party expense management tool, this is how we can do it, via the Employee ID field. I'm going to skip over this right now. I'm going to enter in the email address of the person I want to send the card, and then their cell or mobile phone number.

And you can see now I'm able to create this card. Now, before I do, I did mention that we have the ability to put rules on what provisioners can and can't do. So for me here as a provisioner, my limit is $10. $10, I can create a card. Change that, say, to a hundred bucks, it's now asking me to send this for approval to my manager to sign off on before that card will go out. But let's lower it back down to $10, and let's go ahead and create that card.

(DESCRIPTION)

He clicks the Create button. The Preview screen appears.

(SPEECH)

Now, my system here is telling me that card ending in 6468 has been provisioned. An email just came through to my phone. So, this is to me as the cardholder, letting me know I've just received a new Instant Card ending in 6468.

Now, if this is the first time I'm receiving a card, I do need to download the Instant Card app, but I can do that from the Apple App Store or the Google Play Store. So this works on all iOS and Android operating systems. First time I download the app, it's just going to ask me to set up my login, my password, and enable my biometrics if I want to use those.

Now, I've got the app here on my phone, so let me bring it up. And you can see, it's a password-protected site. I could enter my password to get in here, but I'm going to use my biometrics again.

(DESCRIPTION)

Logs into app on phone.

(SPEECH)

And with my FaceID here on my iPhone – Android devices, it typically tends to be your thumbprint – but there is that test card that we just created.

I can drill into that card. I can see that I've been provisioned the card for $10. I have $10 in credit remaining. This card is good until next Monday, the 17th.

And at the bottom of my screen there, those are my transactions. As I use this card and those transactions post, I'm going to be able to see them here in the app, and that's going to impact my available credit line. So, I, as a cardholder, I always know exactly how much money is available to me on my card.

Now, right now, for that card, all we can see is the last four digits of the card number. If I want to open up the full 16-digit card number, all I need to do is tap on my View Card Details. My phone is going to utilize my biometrics again. If I don't have my biometrics enabled, it's going to email me a one-time passcode.

But now you can see the full 16-digit card number, expiration date, and the CVV. I can scroll down past the card details, and I can see that I've been provisioned the card for $10. This card is good until the 17th. I can even see those free, open text fields, the 50 characters, alphanumeric.

But at the bottom of my screen is my billing address. Now, the billing address is wherever I send the statements for this particular managing account. But that gives the cardholder the zip code on file.

So, with the 16-digit card number, expiration date, CVV, and zip code, I can now go make online purchases. I can add this card to an app on my phone. Or if I happen to be somewhere that doesn't take contactless payments, I can bring up the card that way and have the merchant actually key it in at point of sale.

But let's move this card over to my mobile wallet. I'm just going to click Next there. And you're going to see straight away my phone starts to communicate with the bank.

I mean it's verifying that this is a valid, legitimate credit card.

(DESCRIPTION)

Adding Card screen.

(SPEECH)

And also, I'll point out, I haven't had to key anything in. All I'm doing is pushing that token along from the app to the mobile wallet.

(DESCRIPTION)

The Terms and Conditions screen appears. The Adding Card screen continues to work. Text: Adding to Wallet. Card Added.

(SPEECH)

The card has now been added to my mobile wallet. And once added, we'll go take a look at it there in the wallet. So my app has confirmed the card was added. Now, if I open up my mobile wallet, there is my card ending in 6468, ready to be used. I can now walk into a merchant, make a purchase, and pay for it by tapping my phone down.

So that's basic provisioning. That was us creating the card. We did it here from the desktop version of Instant Card, but we could've used a mobile device to create it. We pushed the card to my phone.

In my phone, in the Instant Card app, we have access to the full 16-digit card number. So, we can use this for online purchases. We can use this for in-app purchases as well. But also, we can push that card to the mobile wallet for contactless payments.

Now, if we go back into the app, the next piece of functionality I'm going to show you is optional. So, at the bottom of my phone, you will see a Request Card button. This allows a card holder to request a brand new Instant Card.

Now, if you don't see a use for this functionality, we just won't activate it during implementation. But because I've received a card in the past, I can request a brand new card. Now, the system, because I've received a card, has my name, has my email address, my phone number, my employee ID as well, so all it's asking me is about the card itself.

How long do I want that card to be valid for? Well, I'm going to say I need it for a few weeks. How much credit am I asking for? And obviously, this is me making a request. This card still has to be provisioned, possibly approved, before I receive anything.

So, I'm going to turn around and say I need $15. And now I come down and I have those free, open text fields, the 50 characters, alphanumeric. Why do I need this card? So, I need this card today because I've just missed my flight.

(DESCRIPTION)

He types in the textbox.

(SPEECH)

And from my phone, I can submit that request. So, my app has told me that request was submitted. I'm just going to jump back to my email, because I have my provisioner email tied to this inbox.

So now, as a provisioner, I receive notification that there is a request for a new card. And if I wanted to, I could manage that request directly from my phone here. I'm not going to do it from the phone. I'm going to do it from my desktop.

So, let's jump back over to the desktop here. Right now, it's showing zero requests. I'm just going to refresh my page.

(DESCRIPTION)

He clicks the Refresh button. The Requests tab updates.

(SPEECH)

There's that new request that's just come in. I can come in. I can take a look at that request to see who the card is for and how much they're asking for.

Now, I could turn around straight away and just say, no, we're not going to give you any money because you missed your flight, and I can reject this request. If I reject the request, the system asks me for a reason why. And I do have to enter something in here in order to reject this.

Also, as a provisioner, I have the ability to edit this request. So I can come in here, click on the pen icon to edit, and go, OK, if you missed a flight, that means technically this card is going to be for a hotel stay tonight. Hotel stays, they tie to the account code ABC123.

You don't really need the card for a couple of weeks. You just need the card for a couple of days. And then corporate policy on hotels, it's not $15 a night. It's $12 a night.

So as a provisioner, I can go in and I can make those changes. I'm going to save my changes now. But because this request exceeds my $10 limit in the system, I need to send it to my manager, to my approver, to sign off on the card before it goes out.

So let me do that right now. And I'll let you know, I happen to have my approver email tied to this inbox. So email comes through to me now, as an approver, letting me know that there is a request out there for me to go look at.

Before we go look at the approval process, I'm going to show you a couple more things as a provisioner. So let me come back to my dashboard here. The first thing we're going to look at is bulk provisioning. Bulk provisioning allows you to create anywhere from 1 to 500 cards at a time via an Excel template that we can upload into the system.

So, I'm going to come here to the Create Bulk Cards. The template we're going to use is up here in the top right-hand corner. And actually, I can bring it up to show you what it looks like, because for bulk provisioning, we capture exactly the same information that we do for a single card – name; email address; phone number; when we want that card valid till – we're not asking from date, because when we upload, this will be from date – the limit we want to set on the card; those free, open text fields, the 50 characters, alphanumeric; and then the employee ID field, if we're using that.

And every single one of these cells, for up to 500 lines, can be completely unique. You don't just have to upload the same value cards or cards for a certain division of your company. Every single cell for 500 lines can be completely unique.

Now, for this upload, I've highlighted this one cell here in yellow because what I want to show you is what happens when you bring bad data into the system. So, I mentioned that Instant Cards can be good for up to 365 days. I want to bring this card in that's good for three years.

So, let's go ahead and pick up that file and upload it to the system. The system has told me the upload has been completed. And I can see straight away that three of my records have passed validation.

So, what the system has looked at there is, Am I between my 1 and 365-day threshold? Does my email address have an at symbol and a dot something? Do I have the right number of digits for the country code that I selected for my mobile number?

So, three of them have passed. One, however, failed. Now, the nice thing here is I don't have to go back to my Excel template, find my mistake, and re-import this. I can see here that Ringo errored out and errored out because of the Valid To date. That's where the little warning triangle is.

And actually, if I run my cursor over that warning triangle, the system will tell me the reason why it errored. I've exceeded my 365-day threshold. All I need to do from here is select my record, click on my pen icon to edit this, change my mistake – so from 2027, we'll go to 2025 – and I can either save this or validate it. They both do the same thing.

So, I'm just going to tap on the Save button. By saving it, it re-validates that record. It puts it into my Passed Validation queue.

And then from here, I can go, well, John and Paul, they're off to a conference tomorrow. They need their cards right now. I can select those two records, and I can create those two cards.

George and Ringo, however, will sit in the system until I'm ready to issue them out. I also can select all, pick everybody, and push these cards all out at the same time, so anywhere from 1 to 500 cards at a time via the Excel template that we uploaded to the system.

(DESCRIPTION)

He returns to the Dashboard.

(SPEECH)

Now, for cards that we have created that are already in market, we give you the ability to edit those cards. So, I'm going to come here to My Active Cards. I have a dropdown there.

The first is My Active Cards. Those are the cards that I have created that are in market right now. Every single provisioner gets that view.

The second view, the All Active Card view, we turn this on provisioner by provisioner, but that allows you to see every single card that every single provisioner has created. So if you have a team of people issuing cards, maybe your team just needs to see their cards, but you want to see everything. Well, we can turn that All Active Card view on for you.

Now, there is the card that I created at the start of the call. I can drill into that card. To the right-hand side of my screen, there is a pen icon, which I'm going to tap on right now.

And you'll see, it's opened up three boxes for me. The first is the credit limit. I could come in to this card. I could add money. I could take money away.

I have the ability to put the card on hold. You were going on a trip this week. That trip's now been delayed. Well, I could freeze the card for a couple of days, a couple of weeks, couple of months, whatever.

Or I can change when that card's going to expire. So, OK, it's going to expire on the 17th. I'm now going to give you till the end of the month.

And from here, I can save my changes.

(DESCRIPTION)

Clicks the Save Changes button.

(SPEECH)

So, my $10 card that was expiring on the 17th is now going to be a $5 card expiring on the 31st. My system has told me those updates have been made.

And if I jump back to the Instant Card app, open this up, you'll see, there's my test card, but instead of it having a $10 limit, it's now got a $5 limit. Instead of it expiring on the 17th, it's expiring on the 31st. So the changes that I made were made live, were made in real time.

The other thing I can do from here – and to me, this is one of the greatest strengths of this program. It's the controls it gives you over cards that you have in market. So just like your corporate card program, you decide who gets a card. But with Instant Card, you decide how long they have that card for, and you get to set the limit.

Now, the limit and the validity period, those are both fields that you can go in and you can change. We give you the ability to put MCC controls in place. You don't want your employees going to, say, liquor stores, we'll block the MCC code for liquor stores.

But at any point, if somebody no longer needs a card, we can shut that card down in real time. So I'm going to come here to my Deactivate button, and I'm going to tap on that. System asks me, Are you sure you really want to do this? Yes, I am.

(DESCRIPTION)

Clicks Deactivate button.

(SPEECH)

System has confirmed that card has been deactivated. Now, I, as a cardholder, I receive notification that my card ending in 6468 has been deactivated. And if I jump back into the app again, open this up, you'll see, the card I created at the start of the call is now no longer available, can no longer be charged – so really giving you a lot of control over those cards that you're putting into market.

(DESCRIPTION)

He returns to the login page.

(SPEECH)

Now, I'm going to log out of the system as a provisioner to show you the approval process. And I'll just let you know, I happen to have my profile set up separately in order to demo the product. You can be a provisioner and an approver all within the same login.

So let me come here to my approver login and log myself in. Now, the only rules we really have in place for the system is provisioners cannot issue themselves or other provisioners a card. If I want to send myself a card, I have to send it to my personal email address.

That way, if I am audited, someone's going to see I might be doing something I shouldn't be. Also, if you are a provisioner and an approver, you can't approve your own cards. You'd have to go to a colleague and basically say, hey, I've created these cards, Can you approve them on my behalf?

Either way, when you come in to approve the cards, you have a dashboard as well. I'm going to jump in to my Pending Approvals. Now, the difference with the approval process, from a provisional standpoint, is you now get to see everything.

So, I here can see my colleague Jon has a couple of requests out there that he needs to sign off on. So if I know Jon's on vacation, I could come in here and actually approve those cards on his behalf. I want to focus on the card that came through for my attention, though.

So, I'm going to click on the ID. I can see who provisioned the card and who the card is for and all the details about that card. But as an approver, I really only have two job functions. If I select my record, I can reject it.

And just like before, the system is going to ask me for a reason why. And I will have to enter something here in order to reject this request. Or I can go ahead and I can approve this request.

Now, we're going to see two emails pop into my inbox. The first will be to the provisioner, letting them know their request was approved, the second to the cardholder, letting them know they've just received a new Instant Card. So every step of the process, there's always an email notifying somebody that something is happening, whether or it's provisioners talking to cardholders talking to approvers.

So, there are the two emails that just came through to my phone. I'm going to jump right back into my app, though.

(DESCRIPTION)

Logs in to Instant Card app. Card appears in My cards screen.

(SPEECH)

And you'll see, there is that card for my missed flight.

I put a request in for a $15 card that was going to be good for a couple of weeks. I've got a $12 card back which is good for a couple of days. But again, that card is now back in my wallet, ready to be used.

So, we've gone from the start of this session, where we looked at creating a single card. We did it from the desktop version of the Instant Card tool. But we could have used a mobile device to create that card.

We pushed that card to my phone. In my phone, we had access to the full 16-digit card number. So we can use this for online purchases. We can use this for in-app purchases. But also, we can push that card across to the mobile wallet for contactless payments.

Back in the app, we were able to request a brand new card, and, as I mentioned, functionality that we can easily turn on or off. That request came in to the provisioner. Provisioner can accept it or reject it.

Now, we happened to edit ours first before we accepted it. It got forced to the approver. Approver approved the card, and that card then came back to the cardholder, ready to be used.

And then along the way, we looked at bulk provisioning, bulk provisioning where you get to create anywhere from 1 to 500 cards at a time via an Excel template that we can upload into the system. And in the card we did create at the start of the session, we were able to go in and edit that card. So we can add money. We can take money away.

We can put the card on hold. Or we can change when the card's going to expire, either pushing out or reducing the expiration date. And that is the Instant Card product.

(DESCRIPTION)

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