Need to set up or change payroll direct deposit? Change your tax withholding? Change your address on benefit and payroll records? Explore career opportunities? With the phone and online resources offered by Human Resources, the power to do all this and more is at your fingertips.

- **Quick:** No paper forms or slow processing. With these resources, get the information you need and process changes quickly and electronically.
- **Easy:** Resources are available at the click of a mouse or by talking with our automated system.
- **Accurate:** Electronic entries reduce the chance of errors.
- **Convenient:** Get connected by computer or phone, 24 hours a day, seven days a week.
- **Secure:** U.S. Bank takes significant measures to ensure your privacy. A password is required to access all personal data, and we use the latest electronic security and encryption technology.

**Online:**
- **On USBnet**
  Click the HRConnection tab
- **On the Internet**
  Visit USBankHR.com

**By Phone:**
- **U.S. Bank Employee Service Center**
  Call 800.806.7009
HRConnection

HRConnection is your first stop for human resources-related topics, tools, and changes at any time of day or night. It helps you find answers to the most common questions that U.S. Bank employees have about HR-administered benefits, programs and policies. Look here for links to:

- Employee Benefits
- Employee Perks
- Vacation & Time Off
- Holiday Schedules
- Employee Performance
- Employee Volunteer Site
- New Employee Information
- U.S. Bank Learning Center
- HR Policies & Ethics
- Payroll & Compensation
- Employee Life Events
- Stock Plans
- Employee Handbook
- Volunteer Time Recording
- Pension Plan Information
- Mentor Connect
- U.S. Bank Military Resources
- Career Development

Getting to the site is easy. From USBnet, just click the HRConnection tab. From the Internet, enter USBankHR.com on your Web browser.

Employee Self Service

Employee Self Service is a secure, online system which allows you to manage your payroll and personal information. You can access Employee Self Service from HRConnection or USBankHR.com where you can view information and make changes, like setting up or changing your direct deposit, viewing your paycheck, changing your tax withholdings or updating your home address. Additional functionality is available to managers through Manager Self Service. To keep personal information secure, you are required to enter your intranet ID and password to access Employee Self Service or Manager Self Service.

Your Benefits Resources (YBR)

Your Benefits Resources is a secure online system for general benefits information, maintain your dependents and beneficiary designations for most of benefit plans, manage your retirement, and enroll in benefits.

Your Benefits Resources is available from work or at home via VPN through HRConnection on USBnet or visit USBankHR.com from any computer. Use your U.S. Bank intranet ID and password (the same ID and password you use to access Employee Self Service) to log in.

You can also visit Your Benefits Resources directly by going to www.yourbenefitresources.com/usbank. Visiting YBR directly requires the same password you used to get retirement information before the introduction of HRConnection – in other words, not your intranet ID and password.
## WEB SERVICES (continued)

### Anytime, Anywhere

These online resources can be reached online giving you maximum flexibility and convenience.

<table>
<thead>
<tr>
<th>Activity</th>
<th>HRConnection or USBankHR.com</th>
<th>Employee Self Service (ESS)</th>
<th>Your Benefits Resources (YBR)</th>
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<td>View your paychecks</td>
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<tr>
<td>Change your name, home address or home phone number</td>
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<tr>
<td>Change your emergency contact(s)</td>
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<tr>
<td>View or enroll in your benefits</td>
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<td>Designate beneficiaries (for most benefit plans)</td>
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<td>Make changes due to certain qualified status changes.</td>
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<td>– marriage or divorce</td>
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<td>– new baby or adoption</td>
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<td>– commence or terminate a domestic partnership</td>
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<td>Update your total years of service (rehires)</td>
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<tr>
<td>View job opportunities or apply for a position</td>
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<td>View training information</td>
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<td>Explore different careers at U.S. Bank</td>
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<td>View the holiday schedule</td>
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<tr>
<td>View Health Care Flexible Spending Account and Health Savings Account balances and submit claims</td>
<td>Links to mycdh.usbank.com</td>
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<td>Links to mycdh.usbank.com</td>
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<tr>
<td>View Dependent Care Flexible Spending Account balance and submit claims</td>
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<tr>
<td>Order Transit and/or Parking products</td>
<td>Links to YBR</td>
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<tr>
<td>View your 401(k) information and make account changes</td>
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<tr>
<td>See your pension plan benefit information</td>
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<td>Report your time via Time Transmittal</td>
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<td>Record your flexible work arrangement</td>
<td>Links to ESS</td>
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<tr>
<td>Update your veteran status, disability status or indicate your military service</td>
<td>Links to ESS</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Indicate what languages you speak</td>
<td>Links to ESS</td>
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</tbody>
</table>
The U.S. Bank Employee Service Center gives you access to information and connects you to the right resource by calling 800.806.7009.

Most questions and changes are easily handled with the automated interactive voice response (IVR) system, available 24 hours a day, seven days a week. When you call, you’ll interact with the system through voice commands after you have identified yourself. In addition, service center representatives are available to assist with more complex questions or issues from 8 a.m. to 6 p.m. (8 p.m. for benefits questions) Central Time, Monday through Friday (excluding holidays).

Confirm Your Identity
To confirm your identity and maintain security, you will be prompted to enter the first six letters of your last name (or your full last name if shorter than six letters) and birth date (mm/dd/yyyy). First time users will need to enter their zip code. Once you enter this information, you will be transferred to the main menu.

Only by Phone
Most features available by calling the U.S. Bank Employee Service Center can also be found online. However, there are a few activities that can be performed only by phone:

- **Complete qualified status changes**: If you have a qualified status change (other than the birth or adoption of a child, marriage or divorce, or commencement or termination of a domestic partnership, which can be done online from Your Benefits Resources) you need to have a service center representative update your personal information and make benefits changes (if appropriate).
- **Initiate Short- or Long-Term Disability or a leave of absence**: A service center representative will help ensure all the necessary steps are taken.
- **Ask questions or resolve issues relating to payroll**: When you need payroll help, you will be put in touch with a service center representative.
- **Ask other benefits questions**: If you cannot find the information you need online or on the IVR, a service center representative can help.
- **Access other HR-related services**: The IVR will transfer you to other service centers that can assist you with stock administration, garnishment and child support orders, workers compensation, and employment verification.

Service center representatives are available to help with questions and changes that cannot be resolved through the IVR or online.
Callers will hear — Hi there, and welcome to the U.S. Bank Employee Service Center.

For authentication — First time users will be asked to enter first six letter for last name, DOB and zip code. For authentication — Established users will be asked to enter the first six letters of last name and DOB.

Third party callers will be directed to the Opt Out Menu for easier access to Garnishment and Child Support or Employment Verification options.

After authentication is complete, callers will be directed to the Main menu (six options listed on the left below.)
Q&A

Q. Which is better for me: online or the phone?
A. Online is designed to be your most comprehensive resource and it continues to expand. More information and transactions are available online than by phone, but some transactions are available by telephone only.

Q. What if I forget my password or my intranet password has expired?
A. Use the “Reset Me” tool on USBnet or call the IT Service Center at 800.315.9088 to have it reset.

Q. The IVR is asking for a password to access some of the options. What password do I use?
A. To access certain options within the IVR, you will need the same password you use when you log into the Your Benefits Resources site from a non-work computer. If you have forgotten this password, say “I Don’t Know It” for assistance. Keep in mind that this password is separate from the password you use to log onto your work computer.

Q. What is Employee Self Service and do I have access to it?
A. Employee Self Service empowers you to quickly and easily manage your payroll and HR information at U.S. Bank from work or home. It is the part of the online resources (on HRConnection and USBankHR.com) through which employees can view information and make changes, such as setting up or changing your direct deposit, viewing your paycheck or updating your home address. Links to Employee Self Service are found throughout the site for your convenience, including on the HRConnection home page. You will just need to enter your intranet ID and password.

Q. Who do I call if I have problems logging into Employee Self Service? What if I have problems navigating the site once I am logged in?
A. For login questions, contact the IT Service Center at 800.315.9088. For navigation questions, call 800.806.7009 and say “Payroll & Time Off Questions” for assistance.

Q. Can I email a question rather than calling the U.S. Bank Employee Service Center?
A. Yes, you may email routine benefit questions from the Your Benefits Resources site. After logging in, select “Contact Us” at the top. Then choose “Send a Question to a Benefits Representative.”