

[Insert email Date]

[Business Owner or admin Name]

## NOTICE OF ACCOUNT CLOSING

Dear [Business Owner or admin Name],

We're reaching out to you because your Cast & Crew Purchasing account and associated Cast & Crew Purchasing Debit Mastercard(s) was closed on June 25, 2024.

Our parent company, U.S. Bank, has made the decision to discontinue Bento for Business as a stand-alone brand and relaunch our services through U.S. Bank. While not currently available, the future relaunch will make our services available to U.S. Bank customers who hold a U.S. Bank business credit card. Your account will not be transferred to U.S. Bank.

If there was any remaining balance in the account, a check was mailed to the business owner's address on file.

The available balance remaining in the account is subject to adjustments based on refunds and/or the outcome of dispute claims. If a refund request or dispute claim is submitted and/or resolved in your favor after a check for the available balance was already sent, a separate check for any remaining balance will be mailed to the business address.

All checks are issued by The Bancorp Bank, N.A. and must be cashed within 180 calendar days of issuance. If you haven't received your check and would like to follow up, please contact us at the email address provided below. Please make sure the business address is correctly listed to ensure the check can be delivered. If your business address is incorrect, please contact us at the email address below.

Per the [Cast & Crew PCard+ Deposit Account Agreement](#), we reserve the right to not refund any unused balance of \$1.00 or less. Additionally, any uncashed or returned check(s) may be subject to escheatment by The Bancorp Bank, N.A. and sent to the state of the business' last known business address. Escheatment timelines will vary by state.

To access your account information through our website or the mobile application:

- If the account was closed before June 25, 2024, you will no longer be able to login to the account. If you need statements or other documentation after your account is closed, please contact us at the email address provided below.
- If the account was automatically closed on June 25, 2024, you will be able to access your account documents through October 31, 2024. You will no longer have access to your account information through our website or the mobile application after October 31, 2024. If you need statements or other documentation after October 31, 2024, please contact us at the email address provided below.

If you have any questions, concerns, or if you require access to any statements or other documents after October 31, 2024, our Customer Service team will be available to assist you at [support@castandcrewcard.com](mailto:support@castandcrewcard.com).

We extend our heartfelt gratitude for your understanding and cooperation during this transition. Thank you for your business.

Warm regards,

The Bento for Business Team | [support@castandcrewcard.com](mailto:support@castandcrewcard.com)

Email intended for: [customer@email.com]

View the Bento for Business Privacy Policy ([Privacy Policy | Bento \(bentoforbusiness.com\)](#) | [Privacy Policy | The Bancorp Bank, N.A.](#) )