What to do if your p-card is lost or stolen

If you or someone in your department loses a p-card during on or off-business hours, please contact US Bank directly @ **1-800-344-5696** to report it. Please do this ASAP since criminals spent the most within the first few hours.

After the card is reported to US Bank, please deactivate the cardholder in PeopleSoft and create a new application. Please send a notice to **pcard@bc.edu**

What to do if there’s Fraud on an account:

US Bank diligently works to prevent fraud. If a p-card has unusual activity, small dollar charges (such as 1.00 or 2.00), red-flag vendors (such as foreign vendors or unsecured on-line companies), or vendors not normally used by the cardholder, the bank will temporarily close the account until the cardholder is reached. A decline may say, “Caution Account” or “Fraud”. If the cardholder has not been notified already by US Bank, they must call the Fraud Investigations department at **1-800-523-9078** to verify charges.

On average P-cards yield over 80,000 transactions annually. The average P-card accounts compromised at Boston College is approximately 30 per year with no physical cards taken.

The most proactive thing you can do as a cardholder: **CHECK YOUR STATEMENT** every month. If possible, check your p-card purchases on a weekly basis on US Banks’ Access-on-line even if you have no p-card activity.

The most proactive thing you can do a Departmental P-Card Administrator: **Run a query in PeopleSoft on a weekly basis to look for unauthorized purchases:**

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