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

If you lose your card during off-business hours, please contact US Bank directly @ **1-800-344-5696** to report it. Please do this ASAP since criminals spent the most money within the first few hours. When you arrive to work, notify your Departmental P-card Administrator. You can also send a notice to pcard@bc.edu.

**What to do if there’s Fraud on your 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: 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.*