



Important

Do not report a legitimate university purchase as fraud. If you have a disagreement with a vendor, contact the vendor to resolve the problem. If unsuccessful, you may file a dispute by calling the bank at the number on your Pcard.

Where to Start

- **IF YOU SEE FRAUD ON YOUR PCARD CALL THE BANK IMMEDIATELY! WAITING TOO LONG, MAY RESULT IN PERMANENT LOSS OF FUNDS.**
- Notify the bank about the fraud by calling 866-500-8262 (24/7). The bank recommends a phone call instead of using the Works' dispute function.
- Cardholder must personally call to review recent transactions and attempted purchases.
- The bank will confirm your identity, so be sure you have email access when you call.

After the Bank has Been Contacted

- Your card will be cancelled immediately and a new card with a different number will be issued. It may take 5-10 business days for the new card to arrive. Once received, activate the card.
- The bank may send documents to you for completion. Keep a copy of the completed documents with your Pcard records.
- **There may be hard deadlines, so follow the bank's instructions carefully. Failure to follow instructions may result in loss of funds.**

Works

- **Posted Transactions:** A previously authorized, yet fraudulent transaction may post to your new card. This does not mean your new card has been compromised. It means the bank pushed the transaction to the new card where it will remain until the issue has been resolved. If resolved, a credit will post in Works.
- **Sign Offs:** You may sign off on the fraudulent transaction to move it through Works. You should note in the description or comment field, *"Fraudulent transaction. Bank has been notified. Credit to follow."*

Global Card Access (GCA)

For future real time fraud notifications, register for GCA, download the app, and setup fraud alerts. If you receive a fraud alert for a legitimate purchase, you can respond immediately and continue using the card with little to no interruption.

www.bofaml.com/globalcardaccess

Additional Information

Contact your Pcard Accountant, email osu.pcard@okstate.edu, or call 405-744-8408.