Mercer University
Policies and Procedures for
Lost or Stolen Purchasing Card

• All lost or stolen cards are also to be reported immediately to JP Morgan Chase at 1-800-270-7760 and the Director of Purchasing at Mize_C@Mercer.edu

• A new Purchasing card shall be issued after the reported loss or theft has been investigated.

A Compromised Purchasing Card

Cardholders are to review all transactions to verify that the account activity is authorized on a frequent basis or at least monthly when statements are available. If there is a suspicious transaction or the cardholder is made aware of a fraudulent transaction to your card account, notify the JPMorgan fraud department immediately at 1-800-270-7760 and email the Director of Purchasing at Mize_C@Mercer.edu. If JP Morgan is not notified within 60 days from the date on the last bill cycle with the fraudulent transactions, charges cannot be disputed and the cardholder will have to provide an account to expense disputed charges to.

Once JP Morgan has verified the fraudulent transaction, JP Morgan will fax the cardholder a fraud affidavit form to complete and fax back. Please also fax (extension 4125) or email a copy of the signed affidavit form to the Purchasing Office. JP Morgan will require this form be returned in a timely manner, and if not, JP Morgan will assume the transactions are valid. If JP Morgan assumes the transactions are valid, then charges cannot be disputed or initiate the process to remove the charges from the cardholder account. The fraud charge or charges will remain on your account until the investigation is complete. Additional information such as a police report may be required or requested by JP Morgan Chase during the investigation. Please respond to all requests in a timely manner and send copies to the Purchasing Department.