Mercer University
Policies and Procedures for
Lost or Stolen Purchasing Card

- All lost or stolen cards are to be reported immediately to Suntrust 866-495-5411, the University PCard Administrator, Jessica Hall 478-301-2633; and the Director of Purchasing Debbie Canada 478-301-2951.

- In most cases a new Purchasing card will 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 Suntrust immediately at 1-866-495-5411 and contact the University PCard Administrator, Jessica Hall 478-301-2633 and the Director of Purchasing Debbie Canada 478-301-2951.

If Suntrust 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 Suntrust has verified the fraudulent transaction, Suntrust will fax the cardholder a fraud affidavit form to complete and fax back. Please also provide a copy to the University PCard Administrator, Jessica Hall 478-301-2633 of the signed affidavit form to the Purchasing Office. Suntrust will require this form be returned in a timely manner, and if not, Suntrust will assume the transactions are valid. If Suntrust 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 Suntrust Chase during the investigation. Please respond to all requests in a timely manner and send copies to the Purchasing Department.