

## What to do if your Purchasing Card is LOST or STOLEN

Follow the procedure below when a Purchasing Card (P- Card) is lost or stolen. The process and responsibilities for each role are outlined: Cardholder, Coordinator and Administrator.

### Cardholder:

If your P-Card is lost, stolen or misplaced - immediately make two phone calls:

#### 1. Call JPMorgan Chase Bank: 1-800-316-6056

- A recording will ask you to enter the 16 digit account number - if you don't know this, stay on the line.
- A Customer Service Rep will come on the line and ask for first and last name – you will need to provide the name printed on the P-Card.
- You will be asked to verify the cardholder information and this can be any or all of the following questions:
  - Last 4 digits of social security number or Employee ID (always provide last 4 digits of employee ID)
  - Date of Birth
  - Mother's maiden name or password
- Tell the Customer Service Rep you are reporting the card lost/stolen and you need a replacement card sent RUSH to your P-Card Administrator (all cards are mailed to Attn: Kerry DiMatteo, Department of Administrative Services, 450 Columbus Boulevard, Suite 1202, Hartford, CT 06103)
- Verify the current charges on the account and confirm that a replacement will be sent

#### 2. Call and/or email your Agency P-Card Coordinator to notify of the lost/stolen P- Card.

(Coordinator name) \_\_\_\_\_

(phone) \_\_\_\_\_

(email) \_\_\_\_\_

### Agency Coordinator:

Once the Cardholder contacts you reporting that their card has been lost or stolen, you have two things to do:

1. Confirm that the P- Card has been reported as lost/stolen to the bank and a replacement is being sent.
2. Take action in POL: Request a replacement card by reporting the card lost/stolen/compromised

### P-Card Administrator:

- Processes POL request & confirms card was reported to bank & replacement card is on the way.
- Receives new plastic from bank & enters in POL system.
- Mails replacement card to coordinator.

Any questions on this process should be directed to the P-Card Administrator:  
Kerry DiMatteo, P-Card Administrator, 860-713-5072, [kerry.dimatteo@ct.gov](mailto:kerry.dimatteo@ct.gov)

## What to do if your Department Card is LOST or STOLEN

Follow the procedure below when a Department Card (Dept Card) is lost or stolen. The process and responsibilities for each role are outlined: Card User, Custodian, Coordinator and Administrator.

### Card User:

If the Department card you have logged out becomes lost, stolen or misplaced - immediately contact your **Department Card Custodian**: (name) \_\_\_\_\_

(phone) \_\_\_\_\_

(email) \_\_\_\_\_

### Custodian:

If your Department Card is lost, stolen or misplaced - immediately make two phone calls:

#### 1. Call JPMorgan Chase Bank: 1-800-316-6056

- A recording will ask you to enter the 16 digit account number - if you don't know this, stay on the line.
- A Customer Service Rep will come on the line and ask for first and last name – you will need to provide the name printed on the Department Card.
- You will be asked to verify the personal information associated with the card and this can be any or all of the following questions:
  - Last 4 digits of social security number or Employee ID (always provide last 4 digits of employee ID)
  - Date of Birth
  - Mother's maiden name or password
- Tell Customer Service Rep you are reporting the card lost/stolen and you need a replacement card sent RUSH to your P-Card Administrator (all cards are mailed to Attn: Kerry DiMatteo, Department of Administrative Services, 450 Columbus Boulevard, Suite 1202, Hartford, CT 06103)
- Verify the current charges on the account and confirm that a replacement will be sent.

#### 2. Call and/or email your **Agency P-Card Coordinator** to notify of the lost/stolen Department Card.

(Coordinator name) \_\_\_\_\_

(phone) \_\_\_\_\_

(email) \_\_\_\_\_

### Agency Coordinators:

Once the Department Card Custodian contacts you reporting that their card has been lost or stolen, you have two things to do:

1. Confirm that the Department Card has been reported as lost/stolen to the bank and a replacement is being sent.
2. Take action in POL: Request a replacement card by reporting the card lost/stolen/compromised

**P-Card Administrator:**

- Processes POL request & confirms card was reported to bank & replacement card is on the way.
- Receives new plastic from bank & enters in POL system.
- Mails replacement card to coordinator.

Any questions on this process should be directed to the P-Card Administrator: Kerry DiMatteo, P-Card Administrator, 860-713-5072, [kerry.dimatteo@ct.gov](mailto:kerry.dimatteo@ct.gov)