

Procurement & Contract Services

ProCard, Travel Card, and Personal Card Protection Tips

Card Fraud and Security

- If the Bank contacts you.
 - a. By phone – work with them on the phone. If you feel uncomfortable answering any questions, state you will call them back. Call the number on the back of your card. Let them know you were contacted about possible fraudulent charges on your card. It will be flagged in the computer and you will be connected to someone who can help you.
 - b. By Voicemail – Call the number on the back of your card. Let them know you were contacted about possible fraudulent charges on your card.
 - c. By Email – Banks do NOT contact cardholders about fraud by email. This is a scam. Ignore it. If you feel you must contact the bank, call the number on the back of your card!!!
- You find unauthorized charges on your statement. Contact the bank to report the problem.
- Take stock of what personal information/documents that you have on you. Take only what you need for the trip. Store items in the hotel safe if provided.
- If you have a camera phone, take a picture of the front and back of any credit cards you are traveling with, your driver's license and passport. Then you will have the phone numbers and card numbers if your items are stolen. Password protect your phone for safety. Store a copy of the photos on the internet (cloud system/Google docs, etc.) so you can access them if your phone is stolen.
- Your card/wallet/purse is stolen. Contact the bank(s) immediately. If you don't have a number then call Helen at Procurement at 907-474-6465

Physical Security

- Keep your cards in a secure environment (wallet, lock box, safe, etc.). Do not leave them out in public view.
- Protect your documents by using a cross-cut or diamond cut shredder.
- Take stock of what personal information/documents that you have on you or in your office keep only what you need for the office or trip.
- Don't leave outgoing mail with personal information in your mailbox for pick-up.

Digital Security

- Never open an attachment from an unknown email address.
- Make sure the security on your computer is fully updated.
- Make sure all wireless access is encrypted.
- Computers should lock after a few minutes of non-use.
- Make sure a website is encrypted before providing personal information. You can usually tell by a green lock being by the URL.
- Do not enter your password through a link. Always go to the website directly and enter the password there.
- Do not conduct sensitive transactions on a computer that is not under your control.
- Do not conduct banking or sensitive transactions on an unsecured network (e.g., airport, internet café, etc.).

Contact Information

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JP Morgan Chase
Customer Service: 800-316-6056
Dispute Line: 888-297-0768
International -- Call Collect 847-488-3748