



## Reporting a Lost or Stolen PCard

**Overview:** If a PCard is lost or stolen, it is the cardholder's responsibility to notify the bank and the PCard team. The credit card will be canceled immediately, and a replacement credit card issued. This Job Aid outlines the steps cardholders should take to report a lost or stolen card.

1. As soon as you notice your PCard is lost or stolen, you must immediately **contact Bank of America**. The account associated with the PCard will be liable for any charges that may have occurred prior to the PCard being canceled, so it is important to report lost/stolen cards immediately.
  - a. 24/7 within the U.S.: (888) 449-2273
  - b. Outside U.S. (collect): (509) 353-6656
2. After calling Bank of America, report your PCard lost or stolen to the **PCard Team**.
  - a. (517) 884-6080, or
  - b. (517) 355-1700
3. If your PCard was stolen on campus property, **contact the MSU Police Department's non-emergency line**.
  - a. (517) 355-2221
4. After reporting your card lost or stolen with the PCard Team and Bank of America, a replacement card will be issued for you.
5. Following your report, keep an eye on your Quali Financial System Action List to dispute any unauthorized PCard charges made with the lost or stolen card.