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 Dept 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, Dept 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

1. Call and/or email your **Agency P-Card Coordinator** to notify of the lost/stolen Dept Card.

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

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

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

**Agency Coordinators:**

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

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

**P-Card Administrator:**

* Processes CORE request & confirms card was reported to bank & replacement card is on the way.
* Receives new plastic from bank & enters in CORE 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)