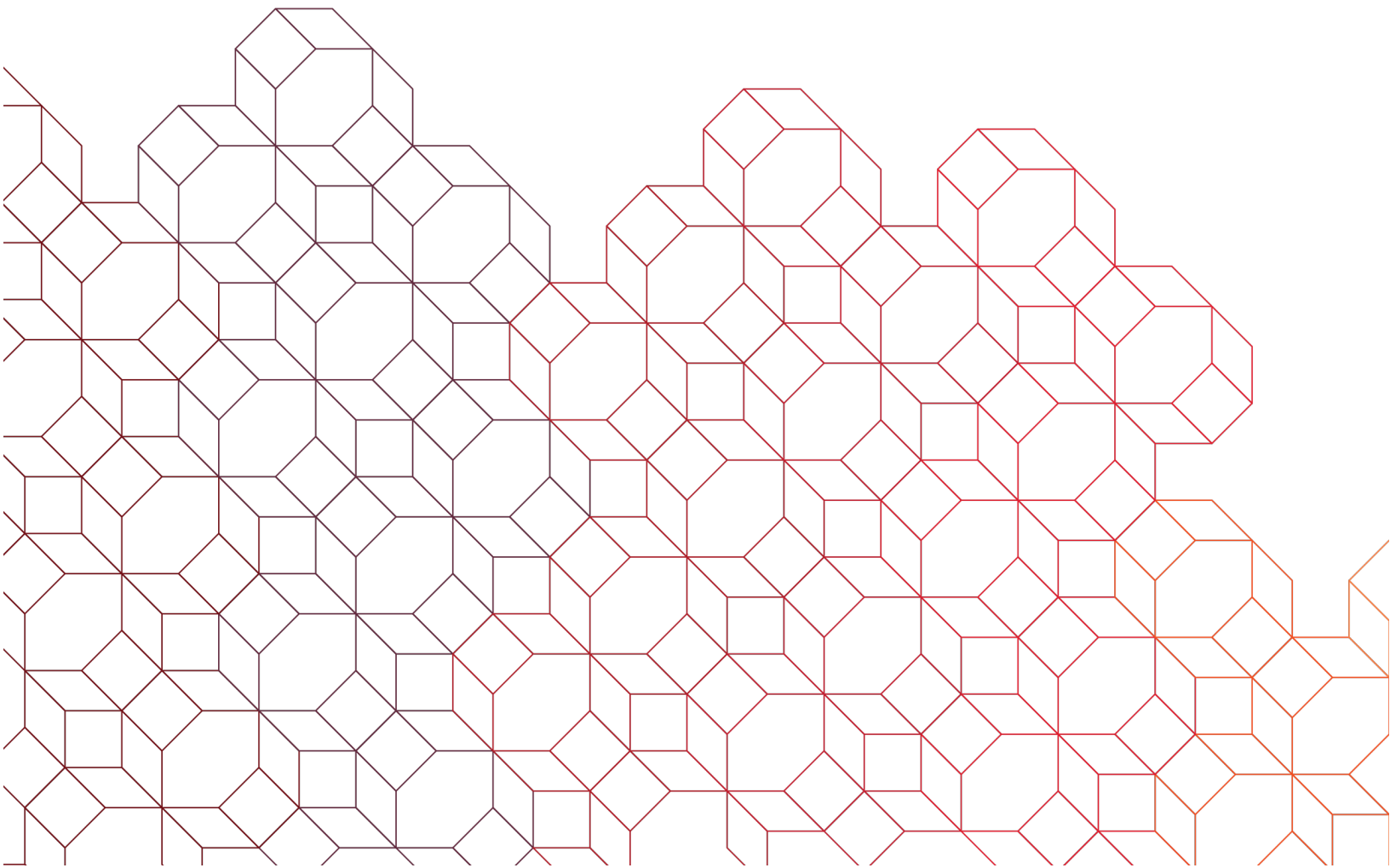




Corporate Card Program

Fraud / Lost or Stolen Cards



Contact the call center immediately to stop any additional or future fraud.

Call Center Information

- **For Program Administrators** (You will need the corporate account number, Tax ID and 4 digit security PIN): 1-877-468-6115
- **For Cardholders:** 1-877-473-6364
- **For Fraud:** 1-855-605-6278 (Calls will not be answered by a BOK Financial representative)
- **For Disputes:** 1-855-886-6786

Fraud Communication

- If you **identify unauthorized activity**, contact the call center immediately. You will be routed to a fraud analyst that will determine the appropriate next steps. **Do not** order a new card without contacting the call center.
- If a **card is lost or stolen**, contact the call center immediately. You will be routed to a fraud analyst that will determine the appropriate next steps. **Do not** order a new card without contacting the call center.
- If during the hours of 8:00am – 9:00pm, the fraud analyst will make two attempts to call either the cardholder or program administrator.
- If outside of the hours above, a temporary block will be placed on the account, which will cause a decline on any purchases. The fraud analyst will make the call attempts the following day. If the cardholder receives a decline due to a fraud block, contact the call center to review the transaction activity and to determine next steps.

Virtual Card Fraud

- If you identify unauthorized activity, cancel the Virtual Card Request immediately within Spend Control. Email Corporatecardsupport@bokf.com and specify Virtual Card Fraud in the subject line. Provide the transaction/posting date, merchant name and amount to expedite the request. You will be contacted quickly with next steps. **Note:** To dispute transactions on a virtual card, you must follow this process, **do not** call the call center.

If you have any questions, please contact CorporateCardSupport@bokf.com.

