



Reporting a Lost or Stolen PCard

Overview: If a PCard is lost or stolen, it is the cardholder's responsibility to notify the bank. 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. If your PCard was stolen on campus property, **contact the MSU Police Department's non-emergency line: 517-355-2221**
3. 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.