

Fraud and Disputes Defined

Fraud

- Fraud is defined as an unauthorized transaction(s) made with a lost, stolen, compromised or counterfeit card/card number
 - The **CARDHOLDER** is responsible for contacting Bank of America at 866-500-8262 and report fraudulent activity.
 - The **CARDHOLDER MUST** communicate to Bank of America to reissue a new card

Dispute

- Disputable transactions are merchant errors or errors in billing between the merchant and cardholder. Some examples include multiple billing, billing wrong amount, billing without receiving merchandise, billing on a cancelled order.
 - The **LIAISON** should:
 - First contact the merchant to rectify the dispute. If you are unable to resolve the issue with the merchant, you should contact Bank of America.

The Credit Card Team should be notified by email at osp.creditcards@arkansas.gov of all reported fraudulent and disputed activity.