**Reporting fraud on a Travel Card**

AP Travel will need the following information to successfully report fraud on a travel card:

1. **Detailed information on the transaction(s) that is fraud**, (i.e., Merchant Name, Transaction Date, Amount, etc.)
2. **Verify that the charge is fraudulent** and not an erroneous charge.
3. **Has anyone contacted Citi and reported fraud on the card?**

If so, specify the date it was reported and what the conclusion of the conversation was with the bank.

1. AP Travel will review all of the information provided and will then proceed with reporting fraud on the account with the bank.

All reports of fraud on travel cards should be emailed to [aptravel@uh.edu](mailto:aptravel@uh.edu) as soon as possible.

**Additional Information**

Lost/Stolen Cards

1. If a Travel Card is lost, stolen, or damaged, the Travel Card user must notify the bank immediately at 1-800-248-4553 (outside the U.S. call collect 1-904-954-7314). Representatives are available 24 hours a day to provide assistance.

2. The Travel Card user must notify the AP Travel Manager, and the custodian in the case of a Multiple User Travel Card, of the lost/stolen/damaged card within 24 hours.

3. If a Travel Card is found after it has been reported lost or stolen, it must be destroyed by cutting it in half. The same procedure applies if a card is damaged. Both card halves must be submitted to the department business office, which will submit them to the AP Travel Manager.

- Source: <https://uh.edu/office-of-finance/ap-p-card/p-card-guidelines/travelcard-guidelines080419.pdf>