

How to Set Up Fraud Alerts for Your Program

Overview

Fraud Alerts are an easy and convenient way for cardholders to protect their account from fraud. Cardholders can manage suspicious transactions by simply confirming valid transactions to use their card without disruption or identifying fraudulent activity.

How do Cardholders enroll in Fraud Alerts?

Cardholders self-enroll in Fraud Alerts individually. The alert is tied to their individual account and their mobile device, for which they must provide consent.

To promote Fraud Alerts to your cardholders, we recommend **sending an email to your employees** with cards with the below message.



Help safeguard our business and yourself against fraudsters.

Cardholder fraud alerts notify you of suspicious activity on your account and allow you to quickly reply without having to call customer service. If you confirm a transaction, your account is updated and available without disruption. If the transaction is not valid, you quickly identify fraudulent activity and minimize the damage done.

Enrolling is as easy as 1-2-3!

- 1 Click on this link ccportal.jpmorgan.com or copy the address into your browser.
- 2 Enter your commercial card account number and billing zip code.
- 3 Add your alert device(s) and your contact information.

In SMS text alerts, simply reply "AGREE" to the confirmation text message you receive.

In email, once you enter your contact information, your enrolled alerts will populate on the bottom of the page.

Now you are ready to receive fraud alerts!

We're Here to Help

Contact our Program Coordinators, 24 hours a day, 7 days a week. Have your **company number** and **verification ID** available.

CONTACT US



Call: (800) 207-5359 TTY: (800) 955-8060



Email CCS-Program-Coordinators@jpmorgan.com