

## BIOVENTUS CORPORATE CREDIT CARD FAQ

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**Q: How do I obtain a Corporate Credit Card?**

A: Complete the DocuSign form [Corporate Credit Card Application](#)

**Q: Who is eligible for a Corporate Credit Card?**

A: Bioventus employees that require a corporate credit card for travel and business-related expenses in accordance with the Bioventus Global Travel and Expense Policy (T&E Policy). Temporary or Contract employees are not eligible.

**Q: Does my Corporate Credit Card application need to be approved?**

A: Yes, your manager must digitally sign the DocuSign [Corporate Credit Card Application](#) to acknowledge that you require a corporate credit card for travel and business-related expenses in accordance with the Bioventus [Global T&E Policy](#). To track the status of your application, access your DocuSign inbox via OKTA where you can see the status & time stamp.

**Q: When will I receive my Corporate Credit Card?**

A: **Fully approved** corporate credit card applications are submitted to JP Morgan Chase every Friday. Corporate Credit Card applications will not be processed if your manager has not yet approved (please refer to previous question on how to verify the approval status and date of approval). Once processed, it takes approximately 5-7 days for the card to be shipped to you.

**Q: When is the balance of my Corporate Credit Card paid each month?**

A: Payment is made to JP Morgan on or around the 20<sup>th</sup> of the month, and payment is applied to individual cardholder accounts within five business days. Before requesting a credit limit increase, please allow the prior month's payment to be reflected on your account if possible.

**Q: How do I request a temporary credit limit increase?**

A: A temporary credit limit increase should be requested when the expected spending in a particular month is expected to be higher than normal for a valid business reason. The employee must send an email to his/her manager with the amount requested and the business reason for the temporary increase in spend. Once approved by the Manager, approval must also be obtained as follows:

- Increases of less than \$5K – Director, Corporate Accounting
- Increases of more than \$5K – Chief Financial Officer

Once all approvals are obtained, forward the request to [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com). The temporary credit limit increase will remain in place until the last calendar day of the month in which it was requested. If the temporary credit limit increase is needed for longer, please specify this in the request.

**Q: How do I request a permanent credit limit increase?**

A: A permanent credit limit increase should be requested when the credit granted to an employee is not sufficient for the employee's day-to-day job responsibilities. The employee must send an email to his/her manager with the amount requested and the business reason for the permanent credit limit increase. Once approved by the Manager, approval must also be obtained as follows:

- Increases of less than \$5K – Director, Corporate Accounting
- Increases of more than \$5K – Chief Financial Officer

Once all approvals are obtained, forward the request to [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com).

**Q: What do I do if my card is stolen?**

A: If your card is stolen call JPM @ 800-316-6056. JPM may ask you for your credit card # and a recent transaction to verify that you are the cardholder. If you are not able to provide this information, please send an email to [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com) to request it. Please note that you will receive a phone call via Teams, as this information will not be sent via email for data security reasons.

**Q: Do I need to do anything when my card is about to expire?**

A: No. JPM will send out a new card the month before the card expires, to the address on file with JP Morgan Chase. If your name or address has changed since your original application, please refer to [My name or address has changed, how do I request a replacement card?](#)

**Q: What if my card is declined due to an unauthorized vendor?**

A: Your purchase is not authorized spend per the T&E Policy. First, please review the [Global T&E Policy](#) to determine if the purchase you are attempting to make is specifically addressed. For example, flowers, gift cards, hardware/software are not authorized Corporate Card purchases.

If your purchase is not addressed by the Global T&E Policy, send an email to [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com) and your Manager with a description of the purchase you are trying to make, the vendor's name & the business reason for the purchase. Your request may still be rejected if the purchase should instead follow the [Indirect Spend Purchasing Policy](#).

If approved, the relevant vendor type will be temporarily unblocked for no longer than one week to allow the purchase.

**Q: Can I book travel for someone who does not have a Corporate Credit Card?**

A: New hires or infrequent travelers may need to travel and do not have a Corporate Credit Card. Managers can book travel for direct reports using the Manager's Concur profile, however, please note that the Manager is then responsible for submitting a complete expense report with all required documentation.

**Q: As an Executive Assistant, should I book T&E on my own card, or the Executive's Corporate Credit Card?**

A: You may book the T&E, but it must be charged to the Executive's Corporate Card account. You will need to be assigned as a delegate for the Executive in Concur; if you need assistance with this process, please contact [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com).

**Q: My name or address has changed; how do I request a replacement card?**

A: Send an email to [corporatecreditcard@bioventus.com](mailto:corporatecreditcard@bioventus.com) with the corrected name and/or address. The information provided will be validated against Workday to ensure it matches; if it does not match, you will be asked to update your Workday profile first.

**Q: I am leaving Bioventus, how do I cancel my Corporate Card?**

A: No action needed by the employee; employee termination notifications are automatically sent to Corporate Accounting from HR. Your corporate credit card will be disabled on your termination date. However, you must submit a final expense report, and ensure your manager has approved it, before your departure.