



State of Alaska Department of Administration

Reporting Fraud on OneCards

Potential Fraud may be Identified in several ways

- **If the Cardholder Discovers Fraud:** Contact USBank immediately to report it. The account will be closed, and a new card issued.
- **If Another Employee Suspects Fraud:** Notify the cardholder, who must then contact USBank to report it.
- **If USBank Detects Fraud:** USBank sends a "Fraud Referral" email to the Division of Finance PCard Support Team, who forwards it to the cardholder. USBank blocks the account temporarily. The cardholder must contact USBank to confirm if fraud occurred:
 - **No Fraud:** USBank lifts the block, and the cardholder can resume use.
 - **Fraud Confirmed:** USBank starts a fraud case, closes the account, and issues a new card. Next steps are to follow the USBank fraud form process.

Who Can Report Fraud?

- Only the cardholder can verify and report fraudulent charges to USBank.
- The Program Administrator must contact USBank if fraud is detected on a CTS (Central Travel System) account. The DPA must also notify doa.dof.pcard.support@alaska.gov.

Contacting USBank Fraud Assistance:

- Cardholders will be asked by the Fraud Investigations team to verify the cardholder's identity by providing 3 pieces of information on the account. Cardholders should reach out to their DPA for information that may be needed unless they are self-registered.

USBank Fraud Process:

- USBank sends a fraud form to the cardholder via email.
- The cardholder must review, sign, and return the form promptly. Failure to return the form may result in USBank reversing any fraud-related credits.

Key Reminders:

If you suspect fraud on your OneCard, it's the cardholder's responsibility to contact USBank immediately. USBank will send a fraud form that must be reviewed, signed, and returned promptly to avoid reversal of fraud credits. Timely action is critical!

Timely action is crucial to avoid reversal of fraud credits. If the fraud form is not returned in a timely manner, USBank's fraud division has the right to reverse any credits given for the fraudulent charges.