How to set up fraud alerts for your program

Fraud alerts are an easy way for cardholders to protect their account from fraud. Cardholders can manage suspicious transactions by confirming transactions are fraudulent or valid for continued usage without disruption.

How do cardholders enroll in fraud alerts?

Cardholders self-enroll individually. The alert is tied to their individual account and their mobile device, which requires content.

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 or 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.

For SMS text alerts, reply "AGREE" to the confirmation text message. For email alerts, 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!

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

CONTACT US	PAYMENTNET
Call (800) 207-5359 | **Email** CCS-Program-Coordinators@jpmchase.com	**Log in to PaymentNet to get started today.** Have your Org ID, User ID and Password available.

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