NYU

VERONICA NEVILLE
Global Card Program Manager
Banking & Cash Management

Financial Operations & Treasury
105 E. 17th Street, 3rd Floor
New York, NY 10003
P: 212 998 2848
veronica.h.neville@nyu.edu

Date: December 22, 2016

TO: Cardholders, Card Approvers and Fiscal Officers
CC: Timothy Hesler, Veronica Neville, Victoria Cifu
FROM: Global Payment Card Program Team
RE: Bank of America's New Procedures for Compromised Payment Cards

We wish to pass on Bank of America's new procedures handling **compromised cards**. Payment cards impacted by stolen card data due to successful hacking of a merchant are considered compromised. Not all compromised cards generate fraudulent transactions.

A large number of payment cards were compromised at merchants in the past few weeks. This is an issue for selected vendors, not specifically an NYU issue. The bank is being proactive in replacing cards before any fraud occurs. As soon as Bank of America identifies cards to be part of a Data Compromise at a particular merchant, the bank re-issues these payment cards. Please be advised, New York University is not made aware of the payment cards impacted by the compromise and/or the merchants involved.

If a payment card is compromised, a replacement card is mailed to the Global Payment Card team at 105 East 17th Street, New York, NY 10003, without advance notification. The team will reach out to the cardholder via email when the replacement card is available for pick up. The cardholder's current payment card will remain open for another **30 days.** Bank of America includes a note within the card envelope disclosing the date of cancelation of the existing card.

The replacement payment card must be **activated** by the cardholder calling 1-844-861-4373. Re-registration (different than activation) of the card is not necessary. The PIN will remain the same on the replacement card. The compromised cards must be discarded as soon as the replacement cards are activated.

As soon as the cardholder or card approver log in to the GRAM system, both the new and old payment cards will be displayed in a drop down menu on the Home Page.

We apologize for any inconvenience this may have caused. If you have any questions or concerns, please do not hesitate to contact us.

Sincerely,

The Global Payment Card Team
payment.cards@nyu.edu