

TO: All DOC Bureaus

FROM: DOC Travel Management Division

SUBJECT: JP Morgan Chase Fraud

DATE: November 17, 2011

JP Morgan has been targeted by a credit master, resulting in some bureaus within the Department experiencing a high volume of increased fraud infractions. JP Morgan is working to mitigate the issue by immediately closing affected accounts. Please be advised that affected cardholder accounts will be immediately suspended and cardholders will be contacted by JP Morgan. Once the cardholder has been contacted by JP Morgan, their account will be closed and a new one will be created. If a cardholder's account is declined at the point-of-sale due to a temporary suspension as a result of fraud, the cardholder can contact JP Morgan customer service to get the transaction processed through its suspended state.