



THE STATE OF FLORIDA  
**JUSTICE ADMINISTRATIVE COMMISSION**

227 North Bronough Street, Suite 2100  
Tallahassee, Florida 32301  
(850) 488-2415  
[www.justiceadmin.org](http://www.justiceadmin.org)



## Accountholder Transaction Dispute or Fraud Process

It is best practice to have the Accountholder make contact with Bank of America in regards to transaction disputes. The bank representative will ask Accountholders to review their account activity to validate legitimate transactions and to verify items in dispute.

### Things to Remember:

- **Accountholders** have 60 days from the time a transaction posts to the Works system to dispute a transaction
- **The DISPUTE tab** in Works does not function for State of Florida PCard transactions. Nothing will happen if this tab is used. The bank must be called for assistance.
- **The bank may not issue a fraud alert** for transactions that are suspect. Please review all PCard transactions to ensure that they are legitimate.

### Bank Contact Steps:

- **Call** Bank of America at 888-449-2273 to speak to a Customer Service representative. **This number is also listed on the reverse of the PCard.**
- **Verify** the PCard account information by answering the following challenge questions for the Accountholder:
  1. 16-digit PCard account number
  2. PCard Works Verification ID (2100 + your 6- or 7- digit PeopleFirst ID number)
  3. JAC's Billing Phone Number **(850) 488-2415**
  4. JAC's Billing Zip Code **32301**
- **Provide** the TXN Document number(s) of the transaction(s) in dispute to the representative.
- **Follow** the directions provided by the representative for the transactions. This may include canceling the PCard and reissuing a new card. Please notify JAC at [pcard@justiceadmin.org](mailto:pcard@justiceadmin.org) of a reissue.

### Works Documentation:

- **Update** the Comments Box on the Transaction tab of the TXN bank transaction record to explain that the transaction is in dispute (e.g., TXN in dispute. Contacted Bank of America on 02/02/2022 or TXN is Fraud charge, contacted Bank of America on 2/2/2022).
- **When the bank** issues a credit for the disputed or fraud transaction(s), make sure to reference the original TXN Document number in the Description field (e.g., Credit for TXN01234567, Disputed charge or Credit for TXN01234567, fraudulent charge).

If you have any questions or concerns, please contact the PCard administrators at (850) 488-2415 or email [pcard@justiceadmin.org](mailto:pcard@justiceadmin.org).