

Effective April 2017: New Authentication Process for JPMorgan Chase

Due to an increased trend of issues related to fraudsters attempting account takeovers and other forms of fraud, JPMorgan Chase, the issuing bank for the university's PCard, has updated the authentication process to identify cardholders. The additional security measures described in this article will help to minimize the risk to the bank and to the university.

JPMorgan Chase has determined that the higher propensity for fraud is significantly reduced with the introduction of one-time passwords. This added layer of security allows for an expedited and efficient method of verifying the identity of an individual cardholder in real time. When speaking with a JPMorgan Chase representative, the cardholder will now be required to provide a cell phone number when they call the number on the back of their card. If a cell phone number is on file with JP Morgan and the cardholder is calling from the same number, a one-time password will be sent via text for authentication purposes.

One-time passwords will help JPMorgan Chase ensure that they are speaking with the actual cardholder, providing greater security for the cardholder against fraud and cybercrime. Fraudsters attempt to takeover accounts with limited cardholder information. With this new process, without having the cell phone number of the affected cardholder, they are unable to commit fraudulent takeovers.

If no cell phone number is on file, cardholders will be asked to provide a cell number. If an advisor is unable to authenticate the cell phone number, the cardholder will be referred to their Program Administrator. If this occurs, please call 734-764-8212 option 2 for further assistance.

Reasons for not being authenticated can include:

- Cell phone registered to a different name (i.e. service is registered to a different surname)
- Cell phone registered to a different address
- Cell phone is an international cell phone (i.e. Temporary travel phone)

We want to thank you for helping us with this endeavor to keep our card program secure. If you have any questions or concerns regarding this change, please email travelexpense@umich.edu or call us at 734-764-8212 option 2.