**The following is a contact list for purchasing card contract issues:**

**Day-to-Day Issues:**

Dedicated Account Specialist:

Jessica Ibarra

Toll Free: 888.715.1000 x61856

Email: Dedicated\_Card\_West@bankofamerica.com

Backup: Jennifer Salas

Toll Free: 888.715.1000 x21682

Email: [Dedicated\_Card\_West@bankofamerica.com](mailto:Dedicated_Card_West@bankofamerica.com)

Customer Call Center

Toll Free: 1-800-300-3084 or 1-888-449-2273

**For issues regarding Bank of America’s Works system:**

Tech Help Desk - 1-888-589-3473, option 4

Email: commcardthd@bankofamerica.com

**Issue Escalation:**

Account Manager (escalation):

Tina Schwartz

M: (410) 618-7938 T: (410) 547-4316

Email : [Tina.Schwartz@bofa.com](mailto:Tina.Schwartz@bofa.com)

Alternate escalation :

Tyreine Lewis, phone 657-216-5452

**Fraud Reporting:**

Fraud Unit – 1-877-451-4602 (agencies may receive calls from 866-500-8262)

**Contact Jason Urquhart to:**

・ Discuss start-up of a new p-card program

・ Make changes to your agency’s existing program administrators

・ Discuss the contract’s rebate structure (see below)

Jason Urquhart, Contract Administrator

Phone: 208-332-1608

Email: jason.urquhart@adm.idaho.gov