

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

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:

Jesse Gonzalez

Direct Dial: 801-501-8880

Email: jesse.gonzalez@baml.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