



Office of
General Services

Business
Services Center

Information Announcement

Citibank Fraud Detected

January 5, 2016

Citibank has identified several hundred NYS travel cards that may be at risk for third party fraud due to a merchant security breach. Citibank will be closing the accounts that are at risk and issuing replacement cards through the BSC. In cases where Citibank has identified potentially fraudulent transactions, they will be reaching out directly to cardholders to notify them that their card may have been compromised. After the cardholder is notified, they will be sent a fraudulent documentation email which will need to be completed and returned to Citibank. Once Citibank has received this document, they will issue a credit on the account. This credit should then be reconciled with the original charge in SFS. You can find instructions on reconciling at [Travel & Expense For Travelers](#). All cardholders should monitor their accounts to ensure the integrity of each charge. If a cardholder identifies a transaction that they did not originate, they should report the transaction immediately to Citibank following the standard dispute process.

Please share this information with travel card holders in your agency. If any of your agency's employees have any questions, please email the BSC at creditcard@ogs.ny.gov or call (518) 457-4272.