

# DOC Travel Card

## Credit Worthiness Check FAQs

**1. Q. How did JP Morgan Chase (JPMC) determine how to do the creditworthiness check?**

A. The creditworthiness determination is outlined in OBM Circular 123-A, Appendix B. JPMC did not determine the eligibility requirements.

**2. Q. What is a FICO score?**

A. FICO stands for Fair Isaac & Company. Credit scores are calculated by using scoring models and mathematical tables that assign points for different pieces of information which best predict future credit performance.

**3. Q. What determines a restricted card from an unrestricted card?**

A. The applicants FICO score determines if an account is set up as restricted vs. unrestricted. Accounts with FICO scores less than 660, the travel card will be issued with a \$2,500 restriction, and further restrict, if applicable use at ATMs. Accounts with FICO scores 660 or above are unrestricted. There are three instances where a restricted card will be issued (1) credit score is obtained and is less than 660, (2) no credit history, and (3) a block on the account against soft-hits, solicitations or promotional inquiries. TransUnion does not provide JPMorgan with the type of instance (1,2,3 above) where the credit worthiness assessment comes back as "restricted" therefore the specific reason cannot be provided.

**4. Q. Will the cardholder be told of his/her credit score?**

A. No, the cardholder's FICO score will not be provided. Servicing personnel do not have access to this information. If the cardholder requests more information, we will tell the cardholder that they can contact the credit bureaus for information on their credit history. The cardholder has the right to dispute with the Credit Bureau any incorrect information contained in their report. JPMC will not be providing notification to the cardholder that their account has been established as restricted. Because there is no denial of credit the Fair Credit Reporting Act regulations regarding informing a cardholder about denial of credit do not apply.

**5. Q. Are any cardholders denied an account?**

A. All applicants receive an account. There are two designations - unrestricted and restricted. DOC determines what credit limits are assigned to restricted accounts. JPMC will not deny any applicant an account.

**6. Q. How will the cardholder be notified that he/she is receiving a restricted account?**

A. JPMC will not be notifying individual cardholders that they are receiving a restricted or unrestricted account. Your travel card Agency Program Coordinator (APC) may provide restricted designation information within a few days of the account being established.

**7. Q. Where Credit Bureau does JPMC use to obtain the credit scores?**

A. JPMC will use Trans Union Credit Bureau for FICO scores.

**8. Q. Who are the credit bureaus? What are their addresses?**

A. The three major credit bureaus contact information is provided below:

- Trans Union, PO Box 390, Springfield, PA 19064/Phone number 1-800-916-8800
- Equifax, P.O. Box 105873, Atlanta, GA 30348/Phone number 1-800-685-1111
- Experian, 701 Experian Parkway, P.O. Box 949, Allen, TX 75013-0949/  
Phone number 1-888-397-3742

**9. Q. Does JPMC's credit check count as a hit against the applicant's credit report?**

A. No, the credit check inquiry is a soft hit/promotional inquiry and is not counted by the credit bureaus.

**10. Q. Does Customer Service or Client Account Specialists have access to credit scores?**

A. No, service personnel do not have access to credit score information. In the account application process, the cardholder's credit score is requested and a message is returned so that we know if the account is to be set up as restricted vs. unrestricted in a system-to-system fashion.

**11. Q. What if the cardholder finds incorrect information on their report and gets it corrected? Can the cardholder then get an unrestricted card? How will JPMC handle this situation?**

A. The applicant or cardholder should work with Trans Union to correct incorrect information. Complete the application process again to obtain a new FICO score above 660 and the restricted designation will be removed.

**12. Q. What is the credit limit for a restricted card?**

A. The credit limit for a restricted account \$2,500.

**13. Q. Is there any circumstance in which credit worthiness restriction may be temporarily lifted?**

A. Yes, the credit worthiness restrictions may be temporarily lifted at the discretion of an APC, in order to ensure the safety of American citizen and/or property during times of national emergency, contingency, peacekeeping, humanitarian missions or if substantiated by an approved travel order to authorize the increase or by request of the cardholder's supervisor or approving official.

**14. Q. Are there default limits on accounts receiving a restricted designation? If so, what are they?**

A. Yes, there are default limits. The default credit limit is \$2,500 and there is \$500 cash access.

**15. Q. What is the process for temporarily updating the credit limits and authorization parameters on restricted accounts?**

A. APC can perform account maintenance and have the authority to temporarily increase a credit limit with proper written documentation (i.e. Travel Authorization or approving official/supervisor request). Temporary credit increases should be administered through the JPMC PaymentNet online tool. Also, this temporary limit should be set to automatically default back to the permanent credit limit by entering a start and return date in the JPMC PaymentNet online tool.

**16. Q. When are re-evaluations of credit worthiness required?**

A. A credit worthiness assessment should be conducted for restricted cardholders before the cardholder is issued a renewed card. The re-evaluation of credit worthiness may be conducted by obtaining a credit score, or at the APC's discretion, may be conducted at reviewing the restricted cardholder's card usage during the initial period of card issuance.

**17. Q. What is the process if your employee refuses to participate and does not want to have a standard credit check performed?**

A. If your employees refuse a credit check, a APC may still issue a "restricted" card (as defined in question #3) travel card to a first time applicant.

**18. Q. What does the APC need to provide to JPMC to have the application go through the exception process?**

A. Since it is the APC's responsibility to comply with the requirements of the OMB Circular, we do not need any special documentation as to why the employee's setup form should not go through credit scoring process.

**19. Q. How will you be able to identify restricted cards?**

A. Accounts designated as restricted are identified in PaymentNetG.