

Key Support Contacts | First Point of Contact for Program Administrators and Cardholders

FOR YOU

Designated Program Coordinator Support

- **Name:** Mark Burke
- **Phone number:** 800.969.3156 x1050014536
- **Back-Up:** Cassi Traggardh
- **Phone number:** 800.969.3156 x1050000066
- **Email:** Designated.pc@jpmchase.com
- **Hours of Operation:** Monday - Friday 8:00 – 4:30pm CT; dial 0 for after hour support

Client Application Support (PaymentNet and Smartdata)

- **Phone number:** 877.967.1100
- **Email:** ccs.cas.support@jpmchase.com
- **Hours of Operation:** 24-7-365

Cardholder Support

- **Phone number:** 800.316.6056
- **Hours of Operation:** 24-7-365

What can they do for you?

First point of contact to *manage the day-to-day* as tenured Commercial Card expert who partners with you to:

- Validate that your card program is configured optimally
- Address all cardholder and transaction issues that may arise
- Channel to client applications support, fraud, disputes, relationship management

*Please have company number and verification ID available when you call

Gain insights into *our technology platforms and reporting solutions* to manage your program:

- Troubleshoot and resolve technical platform issues that may arise
- Provide navigational guidance, tips, best practices for effective use of platform
- Assist with configuration and functionality inquiries

First point of contact *for your cardholders* to:

- Activate cards and manage card status like lost, stolen, etc.
- Resolve account and transaction issues like declines, fraud, disputes, etc.
- Resolve any other card-related questions

*Cardholders should have Account Number and Access Codes available

FOR CARDHOLDERS

Commercial Card Relationship Management Team for State of New York Consortium

SENIOR RELATIONSHIP MANAGER

Taylor Reitmeyer, Senior Relationship Manager

Taylor has nearly 20 years of Commercial Card experience, with other financial institutions. She held positions in implementations and supplier enrollment before finding her true passion in client relationship management. Taylor joined the J.P.Morgan Commercial Card Relationship Management team in 2022.

As your Commercial Card Relationship Manager, Taylor will oversee the relationship between the State of New York Consortium members and J.P. Morgan. Her extensive subject matter expertise will assist in achieving overall consortium goals and provide ongoing strategic thought leadership.

- Phone number: 215-432-9235
- Email: taylor.reitmeyer@jpmchase.com

Key Roles & Responsibilities

- Encourages knowledge share across participant members via multiple channels and forums
- Identifies & communicates best practices and program efficiency opportunities
- Program spend optimization
- Contract
 - Supports contract questions and RFP efforts
 - Approves new consortium participants
- Rebates
 - Sends consortium rebate breakdown to NYS
 - Communicates rebate updates and timing to internal service partners

ASSOCIATE

Kay Ilyas, Associate Relationship Manager

Kay Ilyas has been with J.P. Morgan for 15-years, where she has developed expertise in client service, leadership, and operational excellence. Kay has previously supported client relationships as a Dedicated Program Coordinator and Client Application Associate.

She will provide essential support to the Consortium Relationship Management team and is focused on delivering an exceptional experience to the State of New York Consortium members.

- Phone number: 847-791-0266
- Email: khatija.x.ilyas@jpmchase.com

- Supports Senior Relationship Manager
- Rebates
 - Sends rebate breakdowns to consortium participants, as requested
- Coordinates with day-to-day service teams