

# Online PIN Check Cardholder Quick Reference Guide

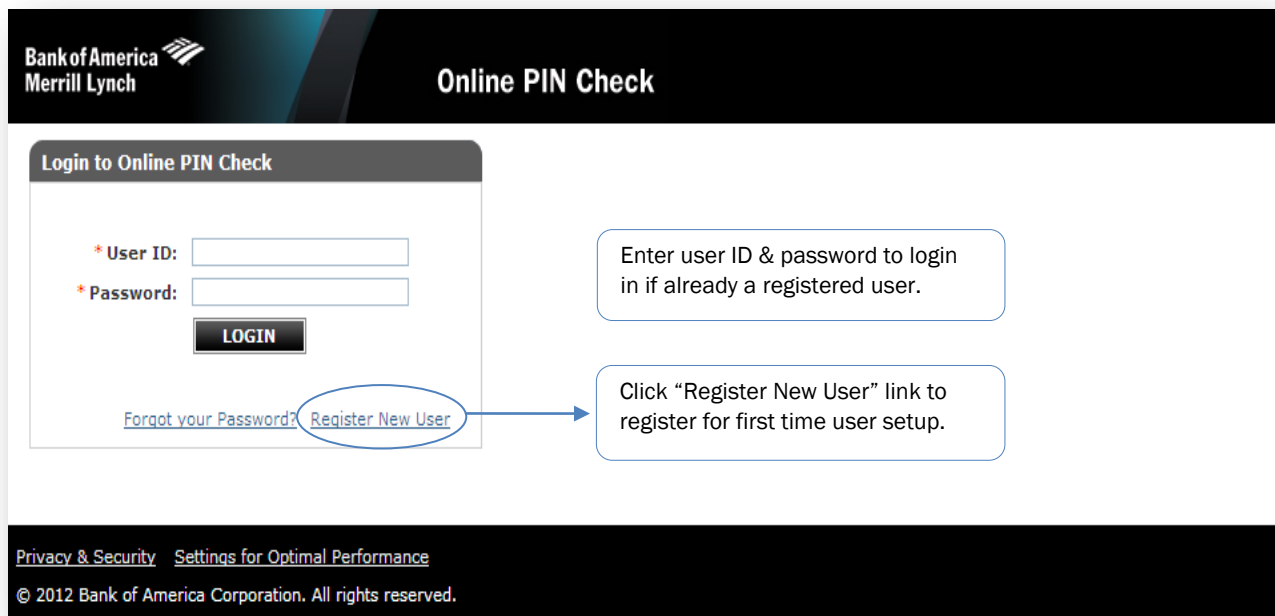
## You're never without your PIN.

As you travel, you will find that Chip and PIN terminals are becoming more common and require the use of a Chip and PIN enabled card. To complete a purchase at these terminals, you will need to enter a PIN rather than provide a signature. The chip supplements the magnetic stripe on the card, providing you with greater access to points of sale and improved acceptance around the globe.

It is important that you remember your PIN and do not share with others. You can retrieve a forgotten PIN online at any time by visiting [www.baml.com/PINCheck](http://www.baml.com/PINCheck) after a one time registration. The instructions below will help you get started.

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### Cardholder Login Page



The screenshot shows the "Online PIN Check" login page. At the top left is the Bank of America Merrill Lynch logo. The page title is "Online PIN Check". Below the title is a "Login to Online PIN Check" form with two input fields: "\* User ID:" and "\* Password:". A "LOGIN" button is positioned below the password field. At the bottom of the form are two links: "Forgot your Password?" and "Register New User". The "Register New User" link is circled in blue, with an arrow pointing to a callout box that says "Click 'Register New User' link to register for first time user setup." Another callout box points to the input fields, stating "Enter user ID & password to login in if already a registered user." At the bottom of the page, there are links for "Privacy & Security" and "Settings for Optimal Performance", and a copyright notice: "© 2012 Bank of America Corporation. All rights reserved."

## First Time Registration

You'll need to register before gaining full access to the PIN Check site and retrieving your PIN.

1. After clicking on the 'Register New User' link from the Login screen, enter your card Account Number and then click 'Submit'.

Bank of America Merrill Lynch Online PIN Check

New User Registration

\* Account Number:

Enter your account number without spaces.

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2. After entering a valid Account Number, you'll be required to provide additional account information to complete your registration and then click 'Submit'.

Bank of America Merrill Lynch Online PIN Check

New User Registration

\* Account Number:

\* Name on Card:

\* Expiration Date:

\* Zip Code:

\* Security Code:  ?

\* Verification ID:

**Security Code:** 3 digits imprinted on the right hand side of the signature panel on the back of your card.

**Verification ID (also known as Activation ID):** A 9 to 15 digit code provided by your company's card program administrator during your card implementation. Contact your administrator if you've forgotten this number or call cardholder customer service at 1.888.449.2273.

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- Next, you'll need to define your User ID, Password and select three security validation questions and answers. This information will be used to verify your identity. Once you have completed this section, click 'Submit'.

The screenshot shows the 'New User Registration' form on the Bank of America Online PIN Check page. The form is titled 'New User Registration' and is located within a dark header area that also contains the Bank of America Merrill Lynch logo and the text 'Online PIN Check'. The form fields are as follows:

- \* User ID:
- \* Password:
- \* Confirm Password:
- \* Email:
- \* Confirm Email:

Below the email fields, there is a instruction: "Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity." The form then lists three questions, each with a dropdown menu for the question and two text input fields for the answer and its confirmation:

- Question 1:  (dropdown)
  - \* Answer 1:
  - \* Confirm 1:
- Question 2:  (dropdown)
  - \* Answer 2:
  - \* Confirm 2:
- Question 3:  (dropdown)
  - \* Answer 3:
  - \* Confirm 3:

At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'.

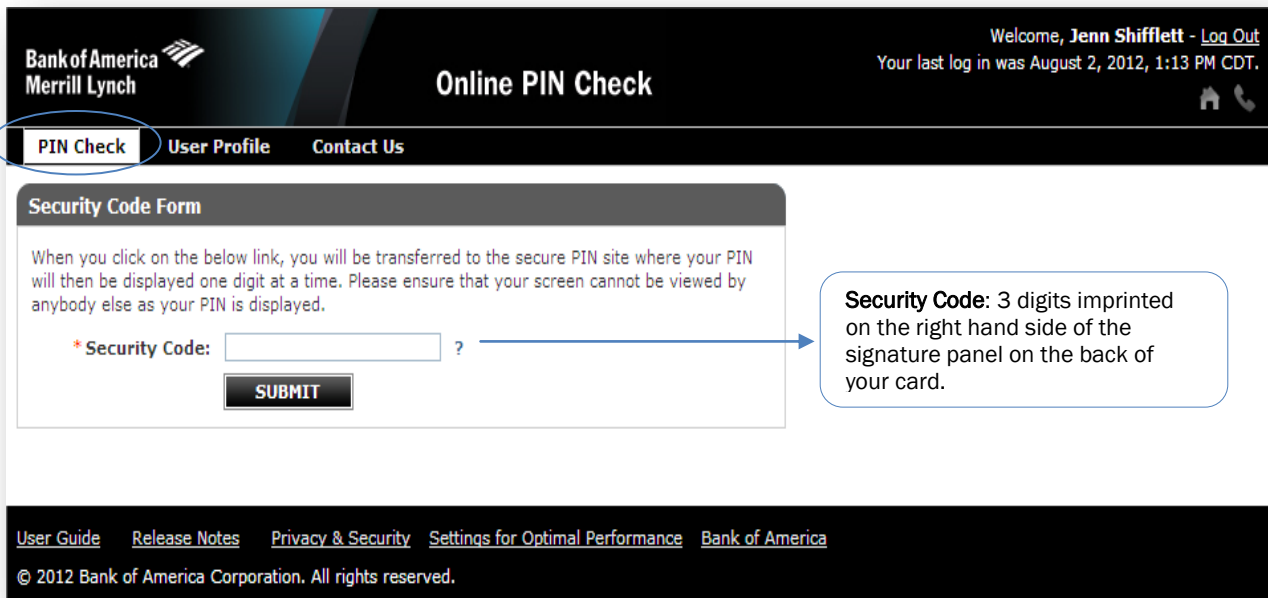
At the bottom of the page, there are links for 'Privacy & Security' and 'Settings for Optimal Performance', and a copyright notice: '© 2012 Bank of America Corporation. All rights reserved.'

- The final step in registering is to accept the Terms and Conditions.

## Retrieving Your PIN

Once your registration is confirmed, you will be able to view the navigation bar. Click on the 'PIN Check' tab to get started.

1. Enter your cards' security code and then click 'Submit'.



The screenshot shows the 'Online PIN Check' page for user Jenn Shifflett. The 'PIN Check' tab is selected. The 'Security Code Form' contains a text box for the security code and a 'SUBMIT' button. A callout box points to the text box with the instruction: 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.'

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Welcome, **Jenn Shifflett** - [Log Out](#)  
Your last log in was August 2, 2012, 1:13 PM CDT.

**Online PIN Check**

[PIN Check](#) [User Profile](#) [Contact Us](#)

**Security Code Form**

When you click on the below link, you will be transferred to the secure PIN site where your PIN will then be displayed one digit at a time. Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.

\* Security Code:  ?

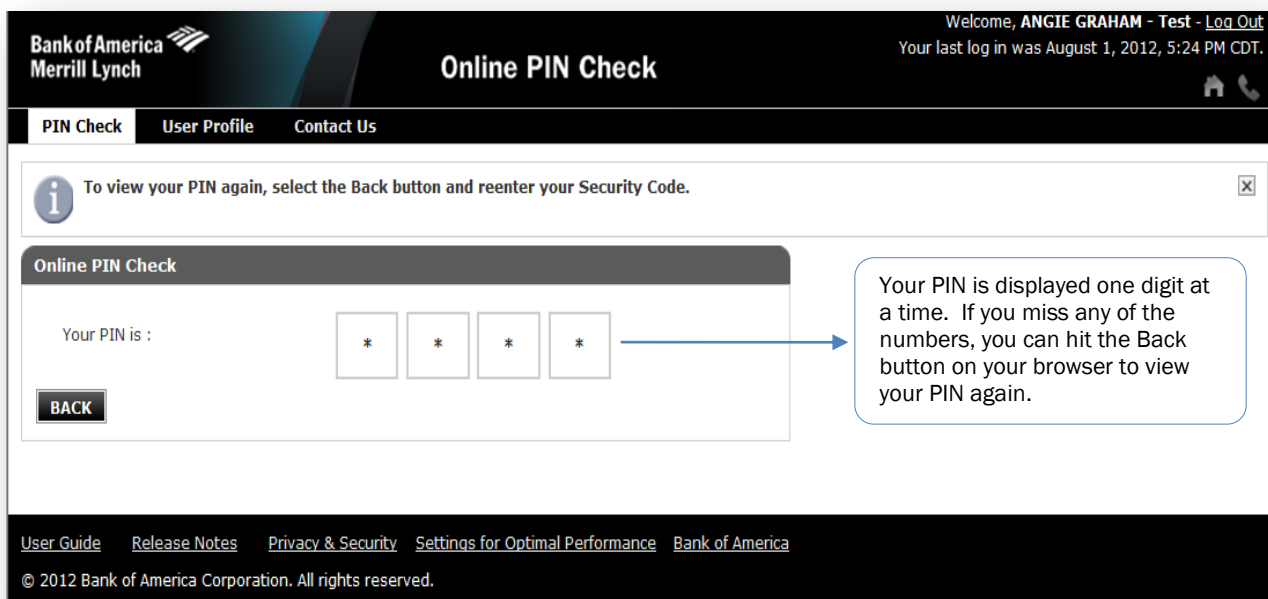
**SUBMIT**

**Security Code:** 3 digits imprinted on the right hand side of the signature panel on the back of your card.

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2. You will be transferred to the secure PIN site where your PIN will then be displayed one digit at a time. Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.



The screenshot shows the 'Online PIN Check' page for user ANGIE GRAHAM - Test. An information message states: 'To view your PIN again, select the Back button and reenter your Security Code.' The 'PIN Check' tab is selected. The 'Online PIN Check' section shows 'Your PIN is :' followed by four asterisks in boxes and a 'BACK' button. A callout box points to the asterisks with the instruction: 'Your PIN is displayed one digit at a time. If you miss any of the numbers, you can hit the Back button on your browser to view your PIN again.'

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Merrill Lynch

Welcome, **ANGIE GRAHAM - Test** - [Log Out](#)  
Your last log in was August 1, 2012, 5:24 PM CDT.

**Online PIN Check**

[PIN Check](#) [User Profile](#) [Contact Us](#)

**Information:** To view your PIN again, select the Back button and reenter your Security Code.

**Online PIN Check**

Your PIN is :  \*  \*  \*  \*

**BACK**

Your PIN is displayed one digit at a time. If you miss any of the numbers, you can hit the Back button on your browser to view your PIN again.

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