



Go Paperless! Please do not print this document.
Receiving this document electronically reduces greenhouse gas emissions (GHG). Each page not printed avoids 15 grams of CO₂.



Chip and Pin Guide

Global Commercial Card Accounts

(applies to both Visa and Mastercard)

Welcome to Chip and PIN

Your Bank of America card is now Chip & PIN enabled.

The embedded microchip provides enhanced fraud protection and increased global acceptance.



Getting Started

Customize your PIN as part of the card activation process.

Register your card to unlock additional PIN features at: bankofamerica.com/globalcardaccess

Retrieve or view your PIN anytime by visiting the Global Card Access website

Change or reset your PIN if needed by calling the number on the back of the card and selecting the PIN change menu option.

- Memorize your PIN and keep it confidential.
- Never provide your PIN via email, phone or a website.
- If you have cash access, the same PIN is used at ATMs and chip-enabled merchants.

(Note: the PIN will not automatically grant cash access if your company policy does not allow it.)

Using Your Chip & PIN Card

Step 1 – Insert your card face up in a chip-enabled terminal. Leave the card in place while the transaction is processed.

Step 2 – Follow the prompts to complete your purchase. In most cases you'll be asked to enter your 4-digit PIN.

Step 3 – Remove your card from the terminal once your transaction is complete.

- Your Chip card also has a magnetic stripe and will continue to work at merchants that are not yet chip-enabled.
- There is no change to online or phone transactions. Complete those purchases as you do currently.

Frequently asked questions

What if I enter my PIN incorrectly?

- You have three consecutive attempts to enter your PIN correctly. After the third failed attempt, your Chip card will be blocked. You will need to contact Global Card Services and follow the prompts to reset your PIN.

What if I forget my PIN?

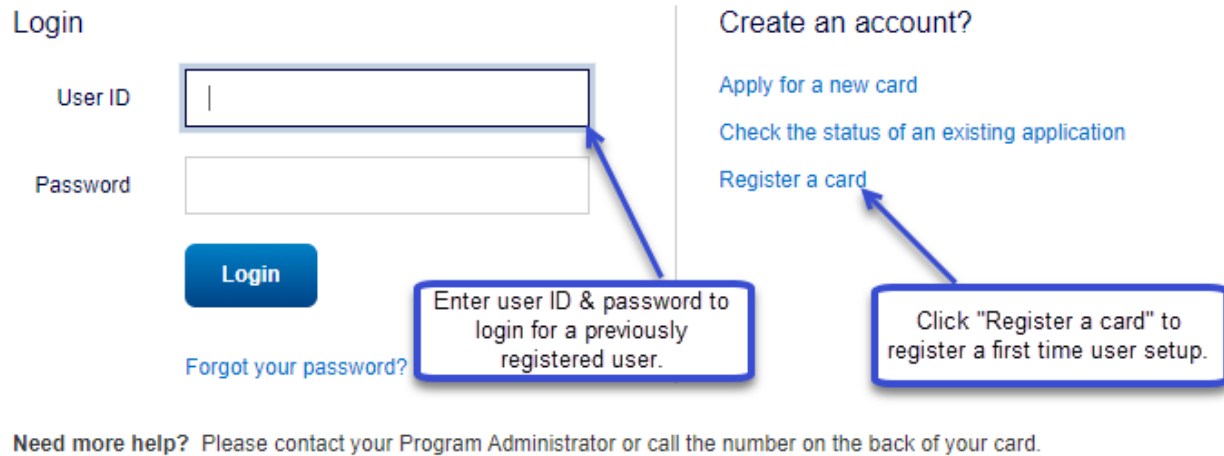
- Your PIN may be accessed via the secure Global Card Access website at bankofamerica.com/globalcardaccess.

What if I lose my Chip & PIN card?

- Call Global Card Services at 888.449.2273 in the U.S. or 800.300.3084 in Canada. If you are outside the U.S. or Canada, call collect at 1.602.379.8753.

Register your card

1. Go to www.bankofamerica.com/globalcardaccess and click **Register New User**.



Login

User ID

Password

Login

[Forgot your password?](#)

Create an account?

[Apply for a new card](#)

[Check the status of an existing application](#)

[Register a card](#)

Enter user ID & password to login for a previously registered user.

Click "Register a card" to register a first time user setup.

Need more help? Please contact your Program Administrator or call the number on the back of your card.

2. Enter your **Card Number** and click **Continue**.

Please note: Do not change the default option, "I am a Cardholder. This is my corporate credit card number."

New User Registration

Enter your card number

- I am a cardholder. This is my corporate card.
- I am a Program Administrator. This is the company's billing account number. [?](#)

Continue

3. Complete the additional account information and click **Continue**.
For additional details, click the [?](#) icon.

*The Verify Your Card process may differ by country.

Verify Your Card

1 ————— 2 ————— 3

Card Number 556928*****9787

Name on Card ?

Expiration Date

Security Code ?

At least one of the following fields is required to complete verification.

Verification ID ?

Employee ID

4. Type your name exactly as it is on the card and enter your credit limit without punctuation or special characters (numbers only) e.g. 3000.

5. Create a new **User ID**, **Password** and **Security Questions**.

- A **User ID** must be a minimum of seven characters and a maximum of 50 characters.
- A **Password** must be a minimum of eight characters and must contain at least one alpha and one numeric character. Passwords are case sensitive.
- The **Security Questions** will be used to verify your identity.

Create Your Account



Create a User ID

Create a Password

Confirm Password

Select and answer three security questions. These will be used to verify your identity.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Continue

Cancel

Enter Your Information



First Name

Middle Name

Optional

Last Name

Employee ID

Optional

Email Address

Submit


Cancel

6. Click **Submit**. Your registration is now complete.

Retrieve your PIN

1. Go to www.bankofamerica.com/globalcardaccess and log in using the credential you just created.
2. Click **View your PIN** under the Quick Actions or the **PIN Check** tab.

PIN Check

Enter your security code 

Continue

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

3. Enter your card's **Security Code** and click **Continue**.
4. Click **Show my PIN**. Your PIN is displayed one digit at a time.
 - If you miss any of the numbers, you can hit the Back button to view your PIN again.
 - Please ensure no one else can view your PIN when using PIN Check.

PIN Check

PIN shown one digit at a time.

*	*	*	*
---	---	---	---

Show my PIN

It is important that you remember your PIN and do not share with others. You can retrieve a forgotten PIN online at any time