

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.bofaml.com/globalcardaccess after a one time registration. The instructions below will help you get started.

Cardholder Login Page

Bank of America Merrill Lynch Global Card Access

Login English ▾

* User ID:

* Password:

LOGIN

[Forgot your Password?](#)

Register New User

Click "Register New User" link to register for first time user setup

[Privacy & Security](#) [Recommended Settings](#)

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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'.

The screenshot shows the 'New User Registration' form on the 'Online PIN Check' page. The form has a header with the Bank of America Merrill Lynch logo and the title 'Online PIN Check'. Below the header is a sub-header 'New User Registration'. The main form area contains a single input field labeled '* Account Number:' with a blue arrow pointing to it from a callout box. Below the input field are two buttons: 'SUBMIT' and 'CANCEL'. A callout box on the right contains the text: 'Enter your account number without spaces.' 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.'

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

The screenshot shows the 'New User Registration' form on the 'Online PIN Check' page, now with several fields filled. The form has a header with the Bank of America Merrill Lynch logo and the title 'Online PIN Check'. Below the header is a sub-header 'New User Registration'. The main form area contains several input fields: '* Account Number:' (filled with '5567180000000640'), '* Name on Card:', '* Expiration Date:' (with two dropdown menus), '* Zip Code:', '* Security Code:' (with a question mark), and '* Verification ID:'. Below the input fields are two buttons: 'SUBMIT' and 'CANCEL'. Two callout boxes on the right provide definitions: 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.' and '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.' 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.'

3. 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 password and 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 presents three security 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'.

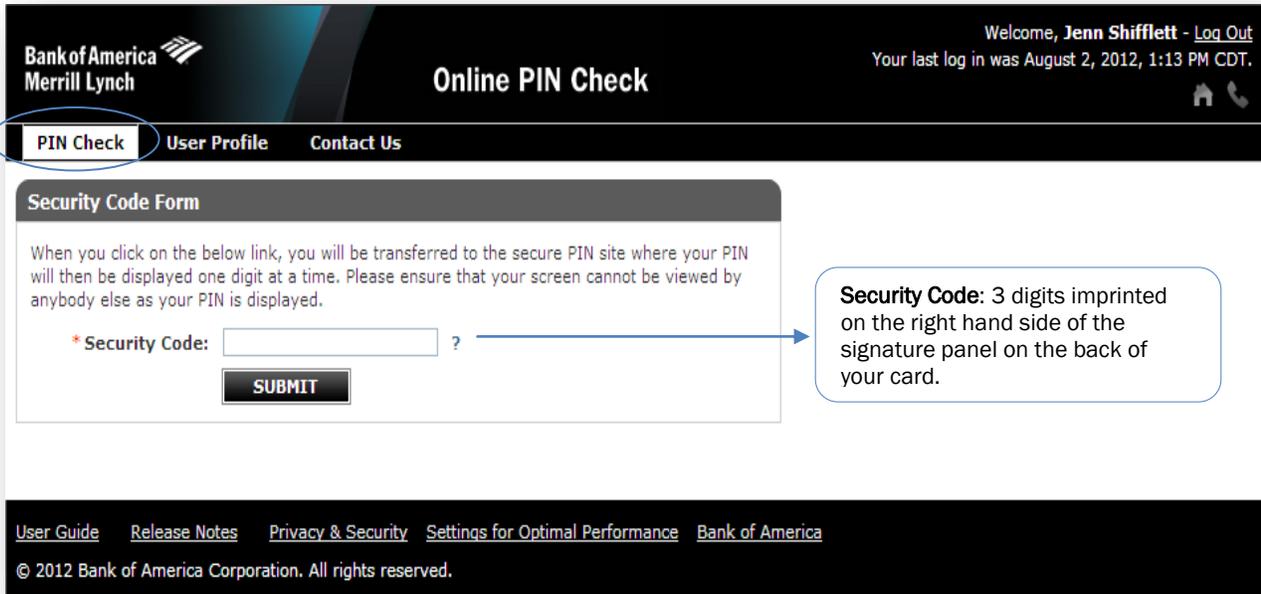
At the bottom of the page, there is a footer with the following text: [Privacy & Security](#) [Settings for Optimal Performance](#)
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4. The final step in registering is to accept the Terms and Conditions.

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.'

Bank of America Merrill Lynch Online PIN Check

Welcome, Jenn Shifflett - Log Out
Your last log in was August 2, 2012, 1:13 PM CDT.

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: ?

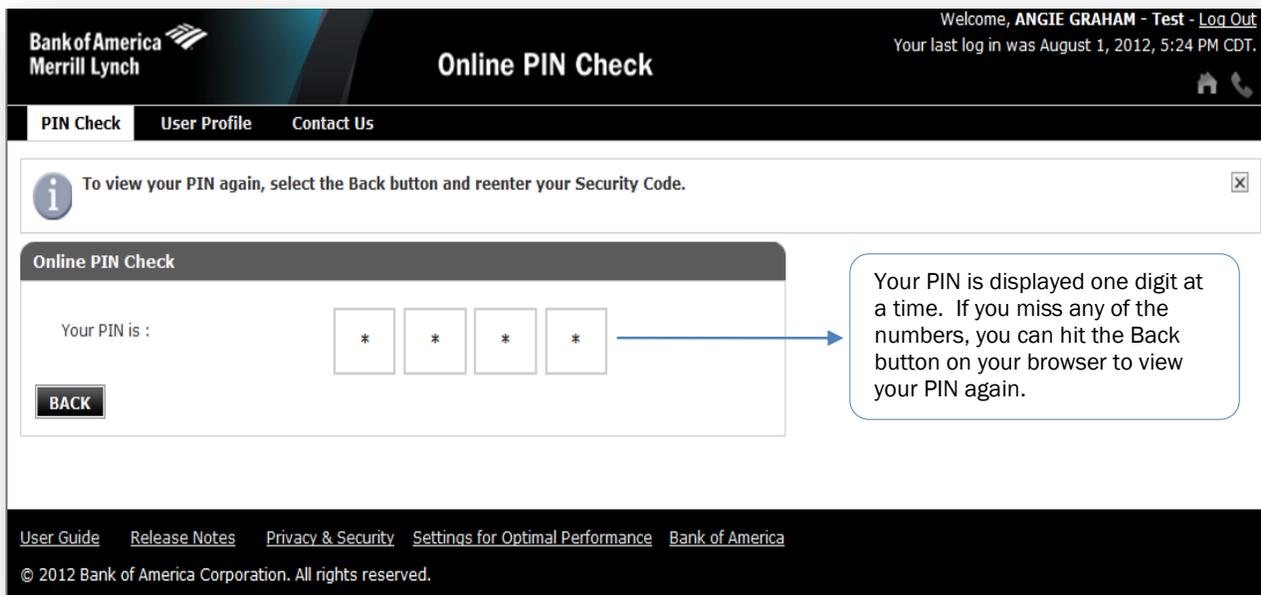
SUBMIT

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

User Guide Release Notes Privacy & Security Settings for Optimal Performance Bank of America

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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.'

Bank of America Merrill Lynch Online PIN Check

Welcome, ANGIE GRAHAM - Test - Log Out
Your last log in was August 1, 2012, 5:24 PM CDT.

PIN Check User Profile Contact Us

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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