

Frequently Asked Questions

Why is Bank of America Merrill Lynch issuing Chip & PIN cards?

Card issuers and merchants in the U.S. are transitioning away from magstripe cards to chip cards. Chip cards are a more secure product that protects in-store payments by generating a unique, one-time code allowing the transaction to be approved – a feature that is highly difficult to replicate in a counterfeit card. By providing enhanced fraud protection and increased global acceptance, Chip & PIN plastics positively impact cardholder confidence.

Bank of America Merrill Lynch is a leader within this U.S. migration effort, as we are:

- One of the first Commercial Card issuers to offer chip cards, beginning in 2012.
- The first Commercial Card provider to automatically issue chip cards to all new client programs.
- Proactively working to move all U.S. client programs to 100% Chip & PIN on a go-forward basis in 2015.

Do Chip & PIN cards have magnetic stripes on the back of the cards?

Yes. Our Chip & PIN cards will continue to have a magnetic stripe on the back of the card, allowing them to be used at merchants that are not yet chip enabled. Cardholders will not need multiple cards.

Are custom plastic designs and logos offered on Chip & PIN cards?

Custom plastics and ultra graphic logos are offered with our chip cards. Setup fees will apply for creation of a custom or logo design for a *new* card program. Custom or logo designs for an *existing* magstripe program may be converted to Chip & PIN without incurring a fee. Please refer to the last section, “How are existing clients being migrated to Chip & PIN cards?” for additional detail regarding conversions.

What is the process to mail out Chip & PIN cards and PIN mailers?

Chip cards are mailed out normal delivery unless otherwise specified. PIN mailers are sent out via USPS mail to the cardholder address on file (or alternate address if one is provided within the card request) one business day after the card request is made. Chip cards and PIN mailers usually arrive on different days as they are shipped from separate facilities.

Can cardholders customize their PIN?

Not at this time. While PIN customization remains available for magstripe-only cards, the PIN on chip cards issued in North America cannot be changed. As noted, cardholders will initially be sent a PIN Mailer with their 4-digit PIN. Cardholders may also go to our secure website www.baml.com/PINCheck to view their PIN at any time. One-time registration is required. A Verification ID (sometimes referred to as ‘Activation ID’) is required for registration, so it is important that you provide your cardholders with this information.

How can a cardholder retrieve a forgotten PIN?

The most efficient way for a cardholder to view their PIN is to visit Bank of America Merrill Lynch’s secure Online PIN Check website: www.baml.com/PINCheck. This allows them to retrieve their PIN at any time and from any place they have online access (including their mobile device). Cardholders without internet access should contact Cardholder Servicing using the number on the back of their card to request a PIN reminder mailer. We cannot provide PINs over the telephone. Ensure cardholders review the Chip & PIN brochure that is mailed out with their cards. This brochure highlights how the PIN works, how to access the Online PIN Check website, and the differences between a PIN for a Chip & PIN card and a magstripe PIN.

If my previous magstripe card had a PIN for cash access, will that PIN work with my new Chip & PIN card?

Yes. The PIN used with the magstripe card will remain with the new Chip & PIN account. (If there was no PIN assigned to the magstripe account, a PIN will be generated upon conversion to Chip & PIN.) A PIN mailer will be mailed out as a reminder and the PIN can also be verified on our Online PIN Check website.

Note: If your company setup does not allow cash access, your cardholders will not be able to use their PIN to gain access to cash – the PIN will work only for transaction purposes at chip-enabled points of sale.

How can a cardholder replace a lost or stolen Chip & PIN card?

The process is the same as it is for magstripe cards; the cardholder or Client Program Administrator should use their usual procedure to contact our Customer Service Team(s). Our Customer Service Team(s) will cancel the lost/stolen card and send a replacement Chip & PIN card as soon as possible to the cardholder.

In most cases, a new card can be produced the same day if we are notified before 3 p.m. eastern time, Monday through Thursday. If we are notified on Friday through Sunday the card will be produced the following Monday. Replacement cards will be shipped to the cardholder address on file or they can be sent to an alternative address, if needed. While we do everything possible to ship the replacement cards overnight, there are conditions beyond our control which can impact the delivery date (e.g., customs processing if going outside of the U.S., inclement weather, etc.).

How are existing clients being migrated to Chip & PIN cards?

Bank of America Merrill Lynch is proactively updating its systems so that as each card reaches its expiration date the replacement card will be Chip & PIN. Conversion work will be completed in monthly 'waves' throughout 2015. With each wave, the appropriate Card Program Administrator, Card Account Manager, etc. will be notified that their client is scheduled to convert. After the system updates are made, the default plastic for the program(s) will be Chip & PIN. There will be no change to the card ordering process currently in place.

- There is no charge for existing clients to convert their current card design from magstripe plastics onto Chip & PIN cards.
- Account numbers and expiration dates will not change when a magstripe card is converted to Chip & PIN.
- Clients utilizing custom plastics may see slight design adjustments to accommodate the placement of the chip.
- Chip cards have slightly fewer available embossable characters than magstripe plastics - 21 rather than 26.

If a cardholder is traveling internationally in the near future and their card is not yet due for renewal, they may contact Cardholder Servicing to request a Chip & PIN replacement card. Please note that this should **only** be done for cardholder(s) with upcoming international travel plans.

At this time, programs utilizing Fleet prompting cannot be converted to Chip & PIN.