

BPC Frequently Asked Questions

Cards can be declined due to credit limits, merchant category codes, fraud or many other reasons. If your card is declined, first make sure you are making a legitimate purchase. For example, you may only have purchasing rights but are trying to make hotel reservations. You will then need to call Accounts Payable at ext. 4797 or ext. 4700.

Your Budget Manager can request a temporary increase through Accounts Payable; if it is a permanent change, a new BPC application is needed

Fraud, after hours card issues, lost or stolen cards, account lockout

Contact merchant first and request a copy; if unavailable, then complete the missing receipt declaration form to submit with monthly statement

www.baml.com/paymentcenter

You will choose a PIN number when you activate your card.

Your PIN may be accessed via the secure Online PIN Check website at BofAML.com/globalcardaccess.

You have four consecutive attempts to enter your PIN correctly. After the fourth failed attempt, your card will be blocked and you will need to contact Bank of America for assistance.