

## Rapid communication and on-demand information.

Receive electronic notifications to get insight into activity occurring on your corporate credit card. You can set up alerts online through a user-friendly website, Global Card Access ([www.bofaml.com/globalcardaccess](http://www.bofaml.com/globalcardaccess)), the same site you access to view your PIN.

### Why should I sign up?



Alerts allow us to communicate with you faster and more effectively, and can eliminate the need to call into customer service. You have visibility into important account details such as your current balance and usage of your credit line. Also, alerts can help reduce fraudulent activity by giving you the ability to rapidly respond to any suspected unauthorized transactions.

### What alert types are available to me?

- **Suspicious Activity:** when activity occurs outside of normal purchasing patterns
- **Transaction Activity:** for example, Cash Withdrawals, Transaction Declined, or Transactions by Dollar Amount
- **Account Activity:** for example, New Card Requested, Personal Information Updated, Payment Due
- **On Demand Alerts:** Send a text message to the bank with a short command to obtain basic information about your account
  - For example, BAL for current card balance, TRANS for last 3 transactions posted to your card.
  - Note: you must be registered to RECEIVE text message alerts from the bank in order to SEND text messages to the bank.

### I rarely use my corporate card – why would I need alerts?

All cardholders, regardless of how often the card is used, benefit from alerts. In addition to the **Suspicious Activity** alert, we recommend you sign up for **Transaction Activity** alerts. You can be notified if ANY transaction posts to your account. If you aren't using your card, you'll know that purchase is fraudulent!

### Cardholder feedback

“ I enrolled in alerts and signed up to receive **Suspicious Activity** notifications via text message to my mobile phone. A suspicious charge was recently attempted on my card which triggered a text. I was able to respond to the text advising that **it was a fraudulent charge**, got quickly connected to a fraud specialist at Bank of America, and had a new card requested all in **30 minutes\***. The mobile alert made the process of rejecting the transaction and canceling my card **very easy!**”

*\*Without alerts, this process could have taken up to 2 days to complete.*

### Benefits

- **Immediate communication:** Real-time, automated messages allow us to communicate with you faster and easier than ever before
- **Multiple options:** Access a variety of customizable alerts ranging from suspicious activity to credit limit usage
- **Flexible notifications** Schedule alerts to be sent at times convenient to you
- **We travel with you:** Receive alerts on-the-go through phone, email or text message to a mobile device

## Alerts

For General Inquiries - Contact Customer Service at 888.449.2273

### Introduction

Alerts provide notifications about important, time-sensitive information about your corporate card account and activity. With Alerts, you receive critical information about your corporate card accounts without logging in to an application. You can select the communication channel that best suits your business needs including email and text message for all alert types, or select voicemail for suspicious activity alerts.

Alerts is currently available only to cardholders with US and Canada-based corporate card programs within the Global Card Access website, and users must have a US or Canadian mobile phone number in order to receive text or voice alerts. Your organization must be configured for Alerts to view and access the application within Global Card Access.

### Alerts Access

All users must self-register for access to Global Card Access. After registration is complete, users may access the Alerts application within Global Card Access. Refer to [“Global Card Access - First Time Registration for Individual Accounts” on page 6](#) for registration instructions.

### Alerts for Individual Accounts

Available Alert options vary according to the type of card account you are registering. Individual cardholders will register an ‘individual’ account number, and program administrators will register a ‘corporate’ account number. After you enter the Alerts tool the applicable alerts based on your program type will be viewable for you to select.

The Individual Account **Alert Types** include:

- Suspicious Activity
- Purchase Amount
- Distance From Zip
- Specific Balance Amount
- Merchant State/Country/Type
- Mail/Phone/Internet Purchase
- Purchase Declined

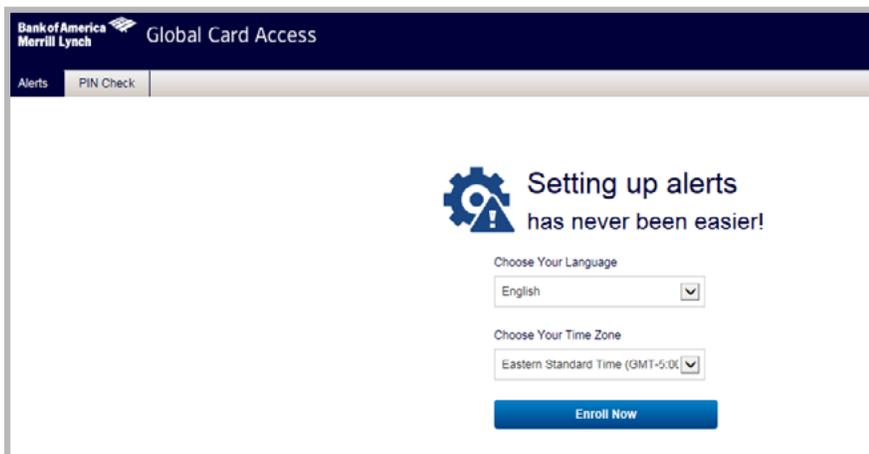
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- Cash Purchase
- Credit Available
- % of Credit Limit (Multi-Threshold)
- Specific Balance Amount
- Payment Due in X Days (Individual Bill Only)
- Payment Amount (Individual Bill Only)
- Missed Payment (Individual Bill Only)
- Personal Info Changed
- New Card Requested

## Setting Up Alerts and Contacts

To set up alerts and contacts, complete the following:

1. Log in to Global Card Access.
2. Click the **Alerts** tab or click **Manage Alerts**.
3. Select an option for **Language** and **Time Zone** preferences from the drop-down menus that display (Figure 1).



**Figure 1:** Select Alert Preferences

4. Click **Enroll Now**.