

**Bank of America Contacts**

<p><b>Department of Accounts Charge Card Administration</b></p>	<ul style="list-style-type: none"> <li>• <b>Charge Card Administration</b> <ul style="list-style-type: none"> <li>▪ Phone: 804-786-0874</li> <li>▪ Email: <a href="mailto:cca@doa.virginia.gov">cca@doa.virginia.gov</a></li> <li>▪ Fax: 804-518-4954</li> </ul> </li> </ul> <p><a href="http://www.doa.virginia.gov/Admin_Services/Charge_Card/Charge_Card_Main.cfm">http://www.doa.virginia.gov/Admin_Services/Charge_Card/Charge_Card_Main.cfm</a></p>
<p><b>Company Level Support</b></p> <p>Authorized contacts only.</p> <p>To update authorized contacts, contact the Department of Accounts</p> <p>Assistance with <u>day-to-day card program questions</u>: lost/stolen cards payments CVV (3-digit) security codes.</p> <p>8 a.m. – 9 p.m. ET Monday - Friday</p>	<ul style="list-style-type: none"> <li>▪ <b>Dedicated Company Level Support – GOLD MODEL</b></li> </ul> <p><b>EMAIL: <a href="mailto:dedicated_card_east@bankofamerica.com">dedicated_card_east@bankofamerica.com</a></b></p> <ul style="list-style-type: none"> <li>▪ Jane Ritter <ul style="list-style-type: none"> <li>▪ Phone: 757-213-8309 Fax: 704-719-5404</li> <li>▪ Phone: 800-822-5985 ext. 38309</li> </ul> </li> <li>▪ Backup: <ul style="list-style-type: none"> <li>▪ Roberta (Robbie) Rankin</li> <li>▪ Phone: 757-213-8308 Fax: 704-719-5269</li> <li>▪ Phone: 800-822-5985 ext. 38308</li> </ul> </li> <li>▪ Escalation: <ul style="list-style-type: none"> <li>▪ Richard Mike</li> <li>▪ Phone: 757-213-8327</li> <li>▪ Email: <a href="mailto:richard.e.mike@baml.com">richard.e.mike@baml.com</a></li> </ul> </li> </ul> <p align="center">Or:</p> <ul style="list-style-type: none"> <li>▪ General - Company Level Support Line <ul style="list-style-type: none"> <li>▪ U.S. Toll-free # 1.800.822.5985</li> <li>▪ Collect #: 509.353.6656 - outside the U.S.</li> </ul> </li> </ul>
<p><b>Technical Help Desk</b> (Works Program Administrators only)</p> <p>7 a.m. – 9 pm ET Monday - Friday</p>	<p>Provides assistance with questions or issues related to the use of the <u>Works</u> application and <u>Payment Center</u></p> <ul style="list-style-type: none"> <li>▪ U.S. Toll-free # 1-888-589-3473 <ul style="list-style-type: none"> <li>▪ Opt 4 – WORKS, VIM, Payment Center – Password Reset</li> </ul> </li> <li>• Collect # 704-387-3020, Option 4 - outside the U.S.</li> <li>▪ Email: <a href="mailto:commcardTHD@bankofamerica.com">commcardTHD@bankofamerica.com</a></li> </ul>
<p><b>Cardholder Customer Service</b> (for Cardholders, and Program Administrators after business hours) 24 hours/day, 7 days/week</p>	<p><u>Provides cardholders (and program administrators after business hours) with assistance on activities such as reporting lost or stolen cards, Payment Center or reporting disputed items.</u></p> <ul style="list-style-type: none"> <li>• Toll-free # 1.888.449.2273</li> <li>• Collect #: 509.353.6656 outside the U.S.</li> </ul> <p>Note: Cardholders should enter their 16-digit card number when prompted.</p>
<p><b>Card Activation</b> 24 hours/day, 7 days/week</p>	<p>Cardholders can activate their card by calling one of these numbers, keying in their card # when prompted, and entering their activation code (assigned by you during card issuance) when prompted. These phone #'s are also provided on a sticker affixed to the card.</p> <ul style="list-style-type: none"> <li>• Toll-free: 1.888.571.1000</li> <li>• Collect #: 509.353.6656 outside the U.S.</li> </ul>
<p><b>Fraud</b> 24 hours/day, 7 days/week</p>	<p><u>Release a card from fraud watch</u></p> <ul style="list-style-type: none"> <li>• Phone: 1.866.500.8262 or collect via 509-353-6656</li> </ul>
<p><b>Card Account Manager</b></p>	<p>Your card account manager will <u>consult with you to assist in growing your card program, keep you updated regarding industry activities and assist with the escalation on any issues.</u> New Billing Account Setup</p> <ul style="list-style-type: none"> <li>▪ Maureen Sudbay</li> <li>▪ Phone: 757-213-8242</li> <li>▪ E-Mail: <a href="mailto:maureen.sudbay@baml.com">maureen.sudbay@baml.com</a></li> </ul>
<p align="center"><b>Training</b></p>	<p><u>Administrators and Accountants can register for additional or refresher training sessions at <a href="http://training.works.com/bankofamerica">http://training.works.com/bankofamerica</a>.</u></p>

**Works Card Program Quick Tips – Who to Call for Assistance**

Use the Works application to...	Call Company Level Support to...	Call Works Technical Help Desk to...
<ul style="list-style-type: none"> <li>• Request new cards</li> <li>• Request replacement cards</li> <li>• Cancel (de-activate) cards</li> <li>• Reset user passwords</li> <li>• Change card controls using card profiles:               <ul style="list-style-type: none"> <li>- credit limit</li> <li>- single or daily transaction limits</li> <li>- MCC group assignment</li> <li>- % cash (if allowed)</li> </ul> </li> <li>• Research in real-time why a transaction was declined</li> <li>• Add, change, or delete Works groups and users</li> <li>• Update cardholder phone and address information</li> <li>• Change accounting code defaults</li> <li>• Create configurable reports on transaction detail, card information, audit logs, etc.</li> <li>• Export data for import to a financial system</li> <li>• Initiate a transaction dispute</li> </ul>	<ul style="list-style-type: none"> <li>• Change the statement address on the corporate billing account</li> <li>• Change the MCCs in a custom MCC group</li> <li>• Create a new custom MCC group (also need to notify the Technical Help Support)</li> <li>• Change the master credit limit for a card program</li> <li>• Research a corporate payment</li> <li>• Research a corporate account decline</li> <li>• Change the delivery method of cards, i.e. bulk ship via Fed Ex to PA, U.S. mail to cardholder, etc.</li> <li>• Request overnight delivery for a card</li> <li>• Report a lost or stolen card</li> <li>• Obtain the 3-digit security (CVV) code for a card</li> </ul> <p>***Cardholders should call 1.888.449.2273 for assistance with items such as activating a card, reporting a card lost/stolen, or disputing a transaction.</p>	<ul style="list-style-type: none"> <li>• Obtain technical support, for issues using the Works application</li> <li>• Ask how-to questions regarding Works functionality</li> <li>• Request periodic large uploads of user, card, or general ledger information</li> <li>• Add a new custom MCC group to Works (after a new custom MCC group has been created by Company Level Support)</li> <li>• Obtain technical support for Visa Information Management (VIM, SmartData Online (SDOL) &amp; Payment Center.</li> </ul> <p>***Cardholders should contact the program administrator, who can then contact the Works Technical Help Desk on behalf of the cardholder.</p>