

**Bank of America’s Internal Process for collections of Past Due Travel Card Balances**

**Statement Date** – this is the date which the account cycles or closes off for that period. A list of statement dates are listed on DOA’s Charge Card Administration web page at:

[http://www.doa.virginia.gov/Payroll/Charge\\_Card/Travel\\_Charge\\_Card\\_Program.cfm](http://www.doa.virginia.gov/Payroll/Charge_Card/Travel_Charge_Card_Program.cfm)

Normally it’s the 15<sup>th</sup> of each month unless the 15<sup>th</sup> falls on a weekend or holiday then it will cycle the previous business day at 11:59pm.

**Due Date** – this is the date when a payment must be received and posted by Bank of America to an account. This is 30 days from the cycle date. For example, cycle date is October 15 and the due date is November 14<sup>th</sup>.

*Note: All collections calls are made from the United States*

<b>Statement Date</b>	<b>Due Date</b>	<b>Action</b>
38 days after	7 days after	Auto-generated letter is sent to the cardholder (using address on file), which is usually received 14 days after due date. This letter warns that the card may be suspended if payment in full is not received by the due date.
61 days after	31 days after	Cardholders will start getting calls from Bank of America’s (BOA) Collections Department and the card will be automatically suspended until payment in full is received.
63 days after	33 days after	Auto-generated letter is sent letting the cardholder know their card is now suspended and all charges will decline. Past Due notices are also printed on statements.
91 days after	61 days after	Card is automatically closed and a letter is sent stating the card is now permanently closed. Payment in full will not re-instate the account.  PA’s who wish for these cards to be re-instated must notify DOA’s Charge Card Administration Team in writing providing justification for consideration. Please provide as much information as possible.  State Policy states that at this point the agency will deduct the outstanding past due balance from the cardholder’s pay.  Where applicable, BOA will continue collection efforts with the cardholder via phone.
121 days after	91 days after	If the agency has not been able to obtain the entire past due balance from the cardholder’s pay, auto-generated letter is sent letting the cardholder know their card is now cancelled and the amount of the outstanding balance. Additionally weekly calls from BOA’s Collections department to the cardholders will begin. Past Due notices will continue to be printed on statements.
181 days after	151 days after	If the agency has not been able to obtain the entire past due balance from the cardholder’s pay, BOA will send a final letter to the cardholder alerting them to their outstanding balance and collection efforts are continued via phone calls.
210 days after	181 days after	BOA will charge off the account to a collections agency and the balance will be noted on the cardholder’s personal credit report.