

General Comments-

Next call will be on **Wednesday April 14, 2010 @ 10 am**. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

Bank of America/Commonwealth of Virginia Conference was a great success! We received a lot of great feedback. We know that people dialing in remotely had some issues, but we will make sure these things are corrected for next year. We are working to get the PPT slides from the conference to you. If you are interested in receiving them please email, cca@doa.virginia.gov.

Please submit all surveys to Harold Florence at Bank of America. His email address is Harold.florence.jr@baml.com.

Fraud is on the rise. Bank of America is placing fraud watches more often. Cardholders are experiencing declines more frequently. If a cardholder receives a call from Bank of America Fraud Department and are not comfortable, they may hang up and call the number on the back of the card. PA's please make sure you communicate this to your cardholders. They will be the first point of contact from Bank of America.

If you have more than one role in your agency, you will be required to take all appropriate trainings. If you are the PA and are responsible for signing off on logs, you must take the PA training as well as the supervisor/reviewer training.

Questions-

Will an email be sent in regards to the password changes that will take effect April 2010? Will the password changes effect the test environment of Works?

Yes, PA's will get an email. Please contact your implementation engineer if you have a test environment or "sandbox".

If a cardholder calls Bank of America for a card decline, will they be asked to verify their 7 digit company code?

No, the cardholders will be asked for their address, answers to their security questions, etc.