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Product Updates: Global Card Access & Enterprise Rebrand

October 2020

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Objectives

After attending this session, you will:

- Be familiarized with Bank of America Commercial Card's Platform Transformation strategy.
- Have a better understanding of Bank of America Commercial Card's Global Card Access application as the central hub for all card tools.
- Have the information necessary to educate your cardholders about the benefits of registering for Global Card Access.
- Be prepared for the Bank of America Enterprise Rebrand and the changes coming to Bank of America Commercial Card applications and cards.



Poll Question

How familiar are you with
Global Card Access currently?

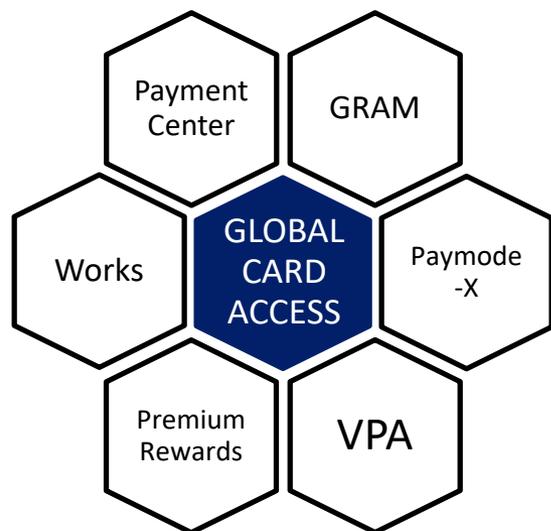
1. Very Familiar
2. A little familiar
3. Not at all familiar



The Platform Transformation Strategy

Simplify and improve the cardholder and program administrator user experience through consolidated platforms, consistent user interfaces, and streamlined sign-on capabilities.

Global Card Access is becoming the single point of access for cardholder and program administrator tools through a multi-year strategic deployment.



Centralized access through Global Card Access eliminates multiple logins and passwords needed to access the required functionality



Multiple **“platforms” become “features”** as we move functionality into Global Card Access



Enhanced tools and reporting features that benefit both PAs and Cardholders are centrally available on Global Card Access



Global consistency and simplification through a reduction in applications



Poll Question

Have you communicated to your cardholders about the benefit of accessing statements via Global Card Access

1. Yes, the cardholders are excited about saving trees.
2. No, I want to wait until Works is connected to Global Card Access
3. No, I didn't know about Global Card access



Global Card Access: the cardholder experience

Providing cardholders insight and control

Conveniently track expenses and manage card security with a single sign-on



Cardholder Account Dashboard

View important account details such as your credit limit, current balance, available credit, and recent card activity



Activate Card

Activate new or replaced cards

View or change PIN

View¹ or change² your PIN from a desktop or mobile device



Custom Alerts²

Receive alerts through SMS text message, email or phone call to help protect your card from fraudulent activity



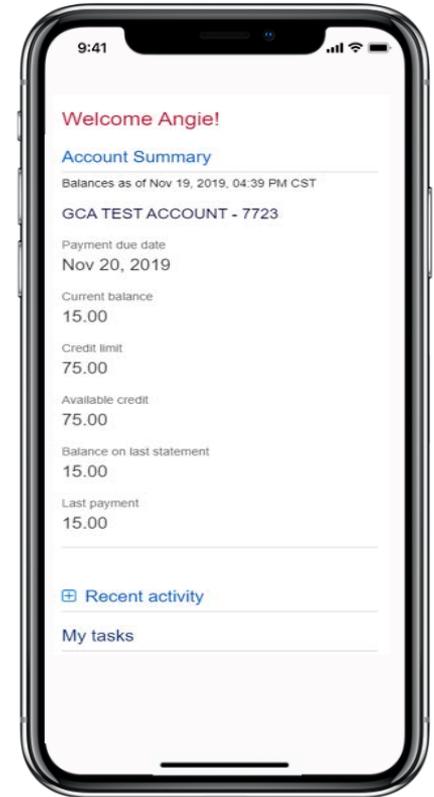
Lock/Unlock your card

Temporarily lock or unlock your card



View statements

Easily access your current statement and 12 months of historical statements



Everything you need, all in one place.

www.bankofamerica.com/globalcardaccess



1. Available in North America, EMEA, India and Australia.

2. Available in North America with planned expansion to EMEA and APAC.

Poll Question

What percentage of your cardholders are registered with Global Card Access?

1. 0%
2. 25%
3. 50%
4. 75%
5. 100%



Global Card Access Mobile App Coming Soon!

A convenient way to access card account details anytime, anywhere



App features in initial release include:

- Register a new card
- Review recent account activity in the dashboard
- View PIN
- Lock/Unlock Card
- Login using biometrics authentication
- Maintain profile and account security information
- Recover user ID and password
- Contact servicing
- Send App Feedback

Future releases include:

- Access monthly statements
- Set up and receive alerts
- Activate new card
- Make a payment
- Change PIN



Poll Question

What future app feature would be of greatest interest to you and your cardholders?

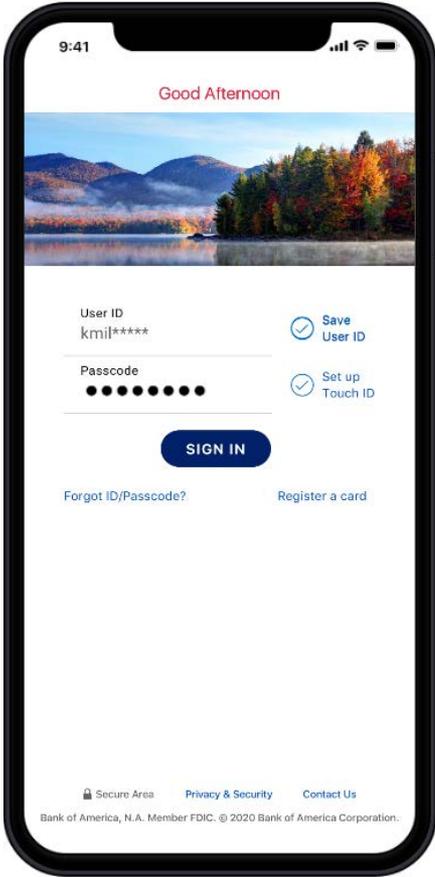
1. View/Change PIN
2. Access monthly statements
3. Mobile Alerts
4. Lock/Unlock card



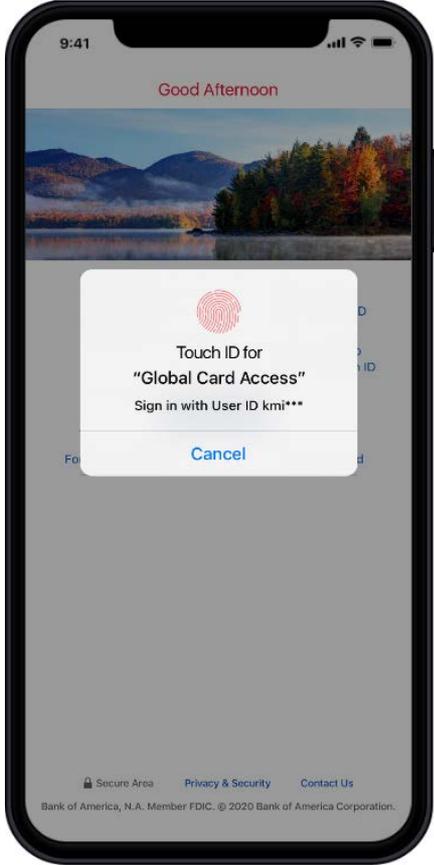
Mobile App Features



Splash Screen



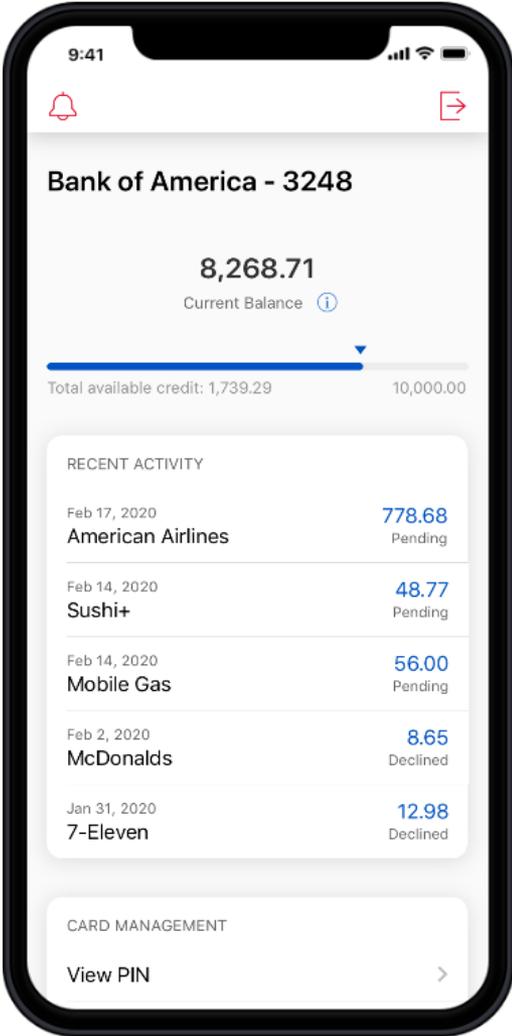
Log-in screen



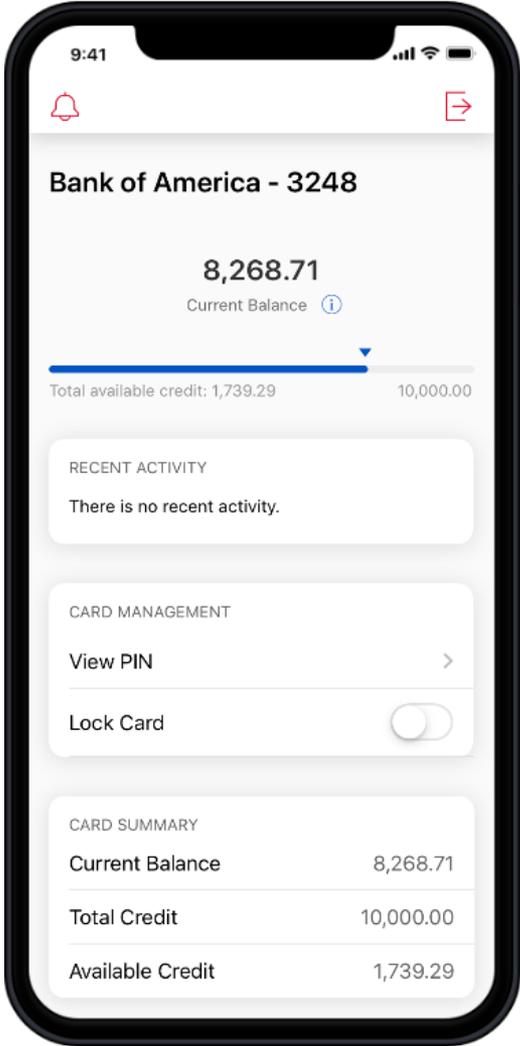
Biometric log-in



Cardholder Dashboard



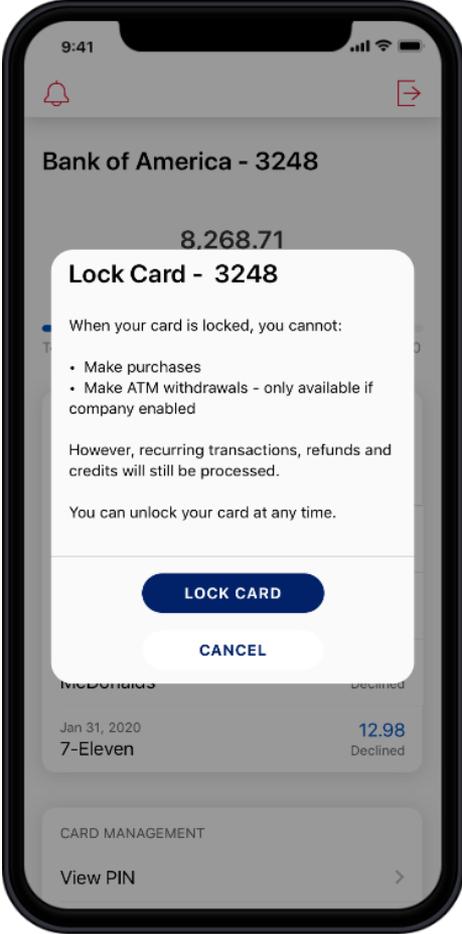
Account Dashboard
(w/ transactions)



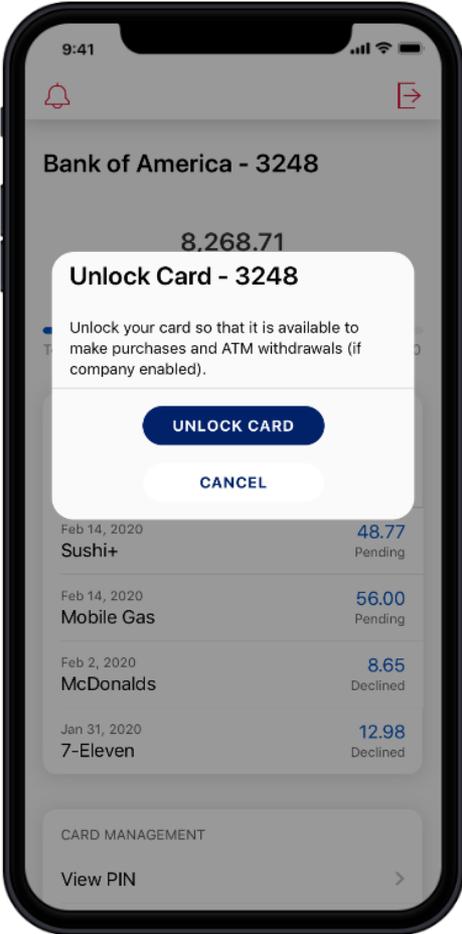
Account Dashboard
(w/o transactions)



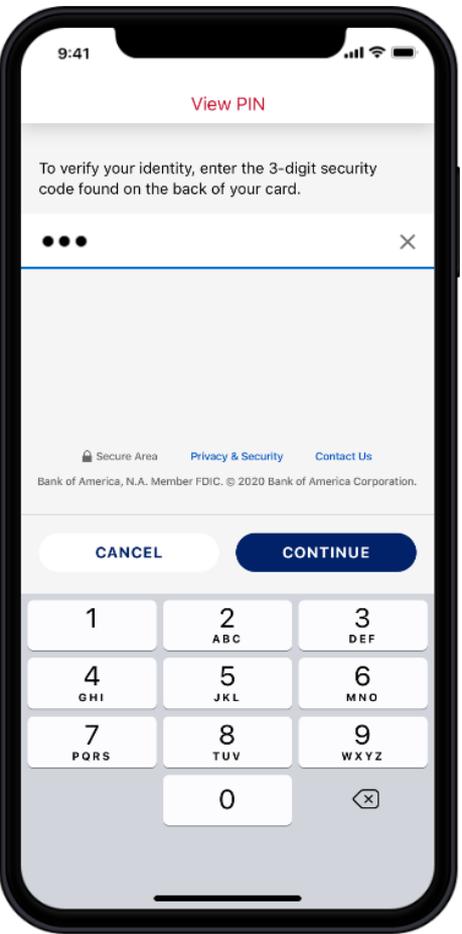
Lock Card & View PIN



Lock Card



Unlock Card



View PIN



Enterprise Rebrand

The Bank of America enterprise-wide rebrand drives a cohesive visual identity across all lines of business.

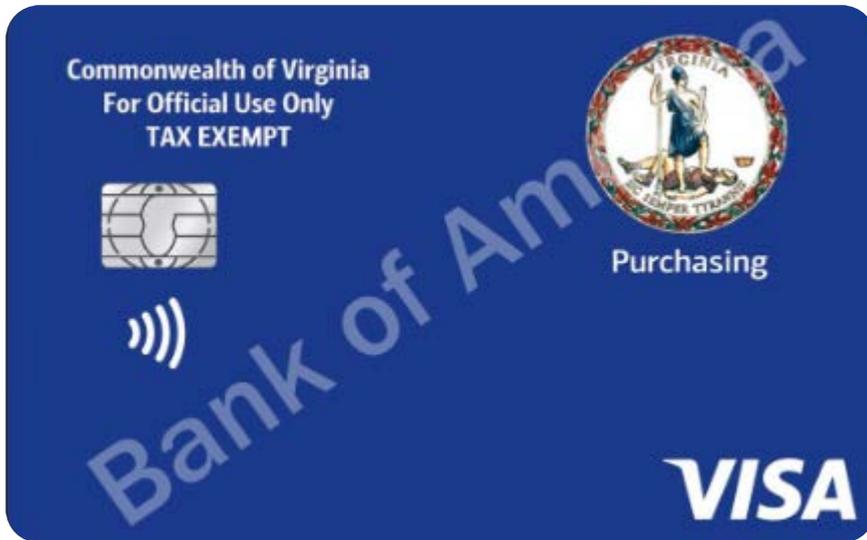
Works and Global Card Access applications will be rebranded **November 2020**



New card designs coming **May 2021**

Redesigned plastics will feature:

- Differentiated colors by product
- Contactless functionality on US cards
- Laser (NA) print in lieu of traditional embossing
- Global Card Access website will be featured on card backs



Please note:

After launch, cardholders will receive updated plastics through natural reissuance (as their cards expire).

CPE Evaluation Form

1. Were the learning objectives met?
2. Were prerequisite requirements appropriate and sufficient?
3. Were the materials relevant?
4. Did the program increase your professional competence?
5. Was the time allotted appropriate to learning?
6. Was the presentation of the material effective?
7. Was the instructor effective?
8. Comments

