

Commonwealth of Virginia Card Contract



Your Card Account Specialist is assigned specifically to your relationship for servicing your accounts after implementation.

Dedicated Card Account Specialist: **Ileana Morales**
Phone: 888.715.1000 ext.22117
Email: dedicated_card_east@bankofamerica.com
Hours: 8:00 AM – 5:00 PM EST

Back-Up Card Account Specialist: **Holli Christie**
Phone: 888.715.1000 ext.20105
Email: dedicated_card_east@bankofamerica.com
Hours: 7:30 AM – 4:00 PM EST

Team Servicing is available after hours – 1.800.822.5985, Option 2

Quick tips for seamless service

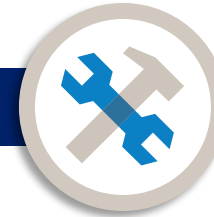
Helpful hints to prepare for servicing



COMPANY LEVEL SUPPORT

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Last 4 digits
- ✓ Embossed Line 1
- ✓ All requests must have PA signature in email body
- ✓ Emails should be sent to:
dedicated_card_east@bankofamerica.com
- ✓ Expedited Card Delivery need to be called in or emailed to the bank team by 12:00 pm ET



TECHNICAL HELP DESK

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Application (Works/Payment Center)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number

Company level support


BofAML card issued locations



PROGRAM ADMINISTRATOR QUICK TIPS – Who to call for assistance

Use Works application to...	Call/Email Company Level Support to....	Call/Email Technical Help Desk to...	Call Fraud to....
<ul style="list-style-type: none"> ▪ Request new cards ▪ Request replacement cards ▪ Cancel or deactivate cards ▪ Reset user passwords ▪ Change card controls (credit limit, other limits, MCC groups, cash, etc.) ▪ Research real time declines ▪ Update cardholder information ▪ Change account code defaults ▪ Create and configure reports ▪ Export data to a financial system ▪ Request overnight delivery of a card ▪ Access online statements (if applicable) 	<ul style="list-style-type: none"> ▪ Change the statement address on a corporate billing account ▪ Change the Merchant Category ▪ Codes in a custom MCC group ▪ Create a new custom MCC group (also need to notify Tech Help Desk) ▪ Research missing or misapplied payments ▪ Research about decline reasons ▪ Change standard delivery method – regular mail, bulk ship, etc ▪ Report a lost/stolen ▪ Request overnight delivery to an alternate address ▪ Obtain 3 digit security/CVV code ▪ Update fleet information, if applicable <p>Cardholders should utilize Cardholder Support at the phone number listed on the back of their card</p>	<ul style="list-style-type: none"> ▪ Obtain technical support for issues with Works ▪ Request periodic large uploads of user, card, or general ledger information ▪ Add a new custom MCC group to Account Manager (after creation by Company Level Support) <p>Cardholders should not contact the Technical Help Desk directly - They should contact the Program Administrator and/or Cardholder Support</p> <p>For how-to questions regarding application functionality, Program Administrators should refer to the how-to guides available online or the Client Education team</p>	<ul style="list-style-type: none"> ▪ Review watches on individual accounts ▪ Report potential fraud or unauthorized transactions ▪ Initiate claim or dispute process ▪ Obtain status of claim or dispute <p>Cardholders and Program Administrators can utilize the Fraud team for 24/7 support</p>

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TIPS AND TRICKS

Fraud Prevention Tip: Have your cardholders set up "Suspicious Activity" Alerts via text, email or phone to alert them when transactions occur outside their normal pattern.