# Global Card Access

Bank of America
Merrill Lynch

# PIN Check

## Introduction

As you travel, you will find that Chip and PIN terminals are becoming more common and require the use of a Chip and PIN enabled card. To complete a purchase at these terminals, you will need to enter a PIN rather than provide a signature. The chip supplements the magnetic stripe on the card, providing you with greater access to points of sale and improved acceptance around the globe. PIN Check is a simple online tool with robust security features, allowing you to access your 4-digit PIN associated with your Chip and PIN Card whenever you need it.

PIN Check is available only to Individual Accounts in:

- North America
- Europe
- Middle East Asia (not Asia Pacific)
- Australia
- India

Your organization must be configured for PIN Check to view and access the application within Global Card Access.

### How to get a PIN

As part of the standard card activation process, a cardholder is able to activate their new or reissued chip card and select their own PIN through an automated menu. If a cardholder simply needs to view their PIN as a reminder, they may visit the Global Card Access website (*www.bofaml.com/globalcardaccess*), register the card and use the PIN Check tool to check their PIN.

There are several ways a cardholder is able to set or view their PIN: 1) As a new chip card is sent, a cardholder is able to set their PIN through the activation process; 2) Whenever needed after being reissued a chip card, a cardholder is able to change or re-set their PIN by calling the number on the back of the card and following the PIN change menu option; 3) A cardholder is able to view their PIN online at anytime by visiting the PIN Check site within Global Card Access. Online PIN Check is only for viewing the existing PIN.

### You are never without your PIN

It is important that you remember your PIN and do not share with others. You can retrieve a forgotten PIN online at any time by visiting *www.bofaml.com/globalcardaccess* after a one time registration in the Global Card Access website.

# Retrieving Your PIN

To retrieve your PIN online, complete the following::

1. Log in to Global Card Access.

2. Click **Check Your PIN** or the **PIN Check** tab (Figure 1).

    **Important**: If your company is only entitled to PIN Check, the **Alerts** tab and **Manage Alerts** button will not display.
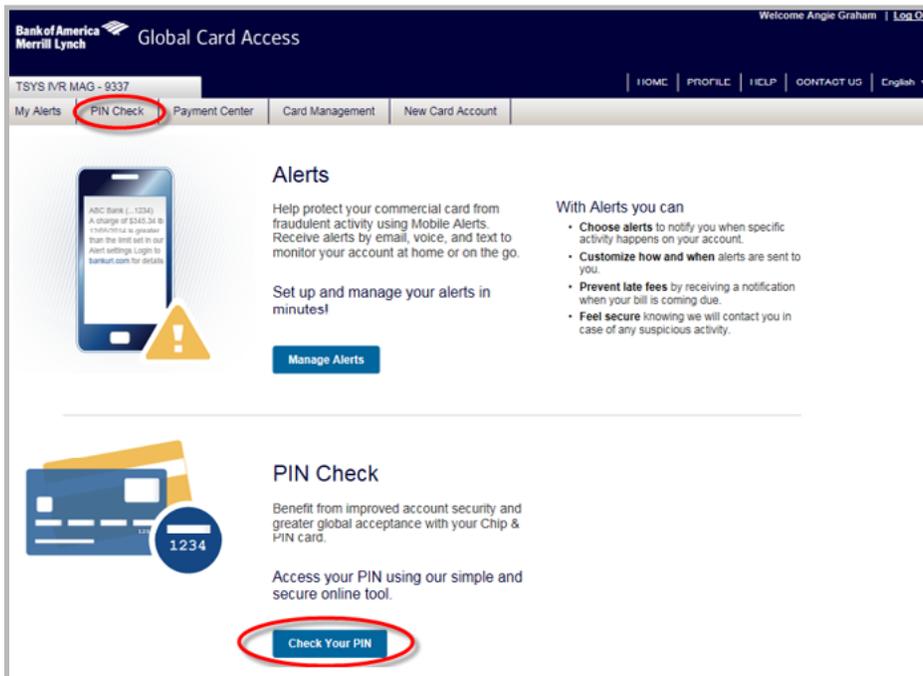


**Figure 1:** PIN Check Tab and Link

3. Enter your card's security code if the Security Code Form displays (Figure 2). The Security Code Form screen displays only when you are accessing PIN Check from a new device.

    **Important:** The card security code is located on the back of your card and is the three digit number listed after your card account number.
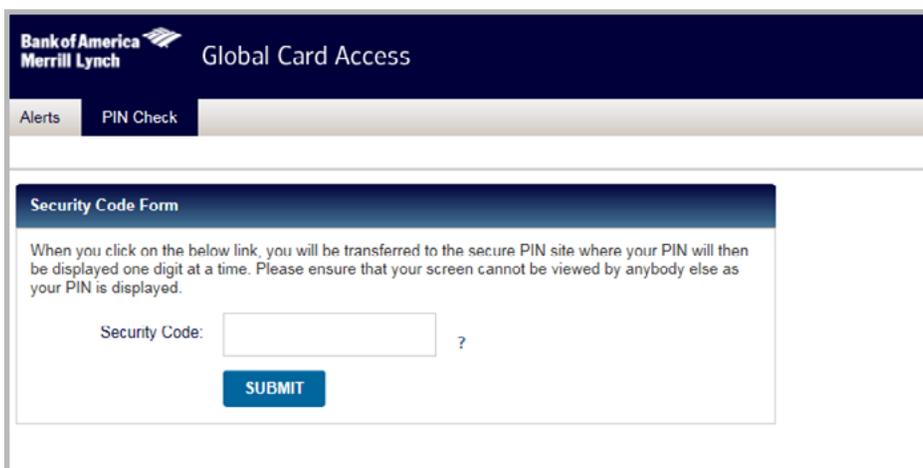


**Figure 2:** Enter Card Security Code

4.  Click **Submit**. The secure PIN Check site displays.

5.  Click **Show my PIN.** Your PIN is displayed one digit at a time (Figure 8).

    **Important**:

    ▪   Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.

    ▪   If you miss any of the numbers, you can hit the **Back** button to view your PIN again.
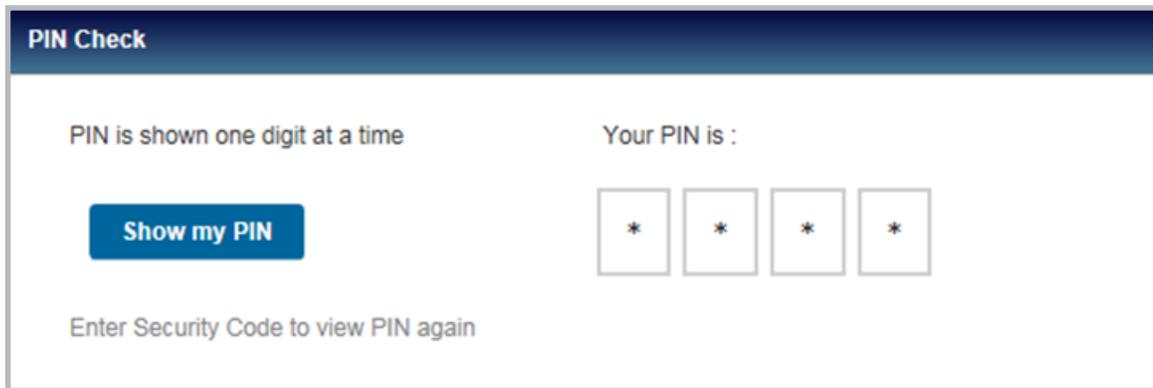


**Figure 8:** PIN Check Screen

This completes the procedure.