

Anonymous PayCard FAQ



How do I activate my card by phone?

To activate your card on the phone call **1.866.213.8564** (TTY **1.866.656.5913**).

1. Enter your card number, followed by the # sign.
2. Enter the 3-digit Security Code (located on the back of the card).
3. Enter the Expiration Date, Month and Year, followed by the # sign.
4. Create/enter a four digit Pin, followed by the # sign. Re-enter your Pin followed by the # sign.
5. Wait for the prompt, "Your Pin has been created. Your card has been activated and is ready for use."
6. Card registration: Following activation, you will have the option to speak with customer service for assistance with registering your card.

How do I activate my card online?

Visit www.bankofamerica.com/commercialprepaidcard:

1. Click the tab, 'Activate My Card'.
2. Enter your card number, click Continue.
3. Enter the Expiration Date Month and Year.
4. Enter the 3-digit Security Code (located on the back of the card).
5. Complete Web Registration by providing the following details:
 - a. Create Username
 - b. Create Password; Re-enter Password
 - c. Enter your email address.
 - d. Choose security question and provide answer.
6. Select a four digit Pin; Re-enter Pin.
7. Activation has been completed.

How do I register the card after activation?

Visit www.bankofamerica.com/commercialprepaidcard

Why should I register the Prepaid Card?

It is highly recommended that the card is registered with the bank. Registering the card has several benefits:

- Registering the card with the bank will secure the ownership of the card and funds, for bank inquiries.
- It enables you to make purchases online. Most online retailers do not accept payments without a valid "billing" address. Your registered address will serve as the "billing" address, such as balance inquiries.
- It enables Customer Service representatives to quickly assist you when you need assistance.
- It protects you if the card is ever lost or stolen. By registering the card, customer service representatives will be able to identify you as the cardholder and may be able to reimburse you for lost funds.

How do I use the Anonymous Prepaid Card?

Purchases with a signature:

1. Present or swipe your card.
2. Choose "credit".
3. Sign, take your card and receipt.

Purchases with a PIN:

1. Swipe your card.
2. Choose "debit" and enter your PIN.

What types of purchases can I make with my card?

You can use your card everywhere Visa debit cards are accepted, such as:

- 1) In-Store Purchases (by selecting either the "Credit" or "Debit" option)
- 2) Online / Phone/ Mail order purchases - card must be Registered with the bank.

Note: cash is not available on anonymous cards

* What if my card is lost/stolen or needs to be replaced?

(Only available for registered cards)

If your card is lost, stolen or damaged, you should call customer service at 866.213.8564 and request a replacement card. Customer service will advise when you can expect to receive this new card. The balance on your previous card will be transferred to the new card, minus any fees, if applicable.

*Customer service is available 24/7 for inquiries about your card

Online: www.bankofamerica.com/commercialprepaidcard
 Phone: 1.866.213.8564 TTY:1.866.656.5913 | Outside U.S. (collect): 1.423.262.1650
 Call immediately if your card is lost or stolen.

*Is there an "app" which can be used to monitor and track the Prepaid Card activities?

Yes, you can download **BoA Prepaid Mobile** app. This will allow you to:

- View Balances
- View Transaction History
- Suspend or Reactivate cards
- Manage Alerts
- ATM Locator

**available in Apple iTunes and Google Play*

* Card must be registered with the bank for user security and merchant requirements.