

Registered 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."

How do I activate my card online?

Visit <https://prepaid.bankofamerica.com/commercialprepaidcard/personal>

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.

<p>How do I use the Registered Prepaid Card?</p>	<p>Purchases with a signature:</p> <ol style="list-style-type: none"> 1. Present or swipe your card. 2. Choose "credit". 3. Sign, take your card and receipt. 	<p>Purchases with a PIN:</p> <ol style="list-style-type: none"> 1. Swipe your card. 2. Choose "debit" and enter your PIN.
<p>What types of purchases can I make with my card?</p>	<p>You can use your card everywhere Visa debit cards are accepted, such as:</p> <ol style="list-style-type: none"> 1) In-Store Purchases (by selecting either the "Credit" or "Debit" option) 2) Online Purchases 3) Obtain Cash at ATM using PIN or Cash at a bank teller (fees may apply) 	
<p>How do I obtain Cash from the card?</p>	<p>Getting cash at an ATM:</p> <ol style="list-style-type: none"> 1. Insert your card and enter your PIN. 2. Select "checking" and enter the amount you wish to withdraw. <p>Getting cash at a merchant location:</p> <p>Many grocery stores offer cash back without a fee. If you want cash, select the amount and it will be added to your purchase.</p> <p>To get cash at a bank or credit union that accepts Visa or MasterCard:</p> <ol style="list-style-type: none"> 1. Know your available balance before getting cash. 2. Present your card to the teller and say how much you want from your available balance. 3. You will need to show some form of ID. 	
<p>What if my card is lost/stolen or needs to be replaced?</p>	<p>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 applicable fees.</p>	
<p>*Customer service is available 24/7 for inquiries about your card</p>	<p>Online: https://prepaid.bankofamerica.com/commercialprepaidcard/personal 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.</p>	
<p>*Is there an "app" which can be used to monitor and track the Prepaid Card activities?</p>	<p>Yes, you can download BoA Prepaid Mobile app. This will allow you to:</p> <ul style="list-style-type: none"> - View Balances - View Transaction History - Suspend or Reactivate cards - Manage Alerts - ATM Locator <p><i>*available in Apple iTunes and Google Play</i></p>	