

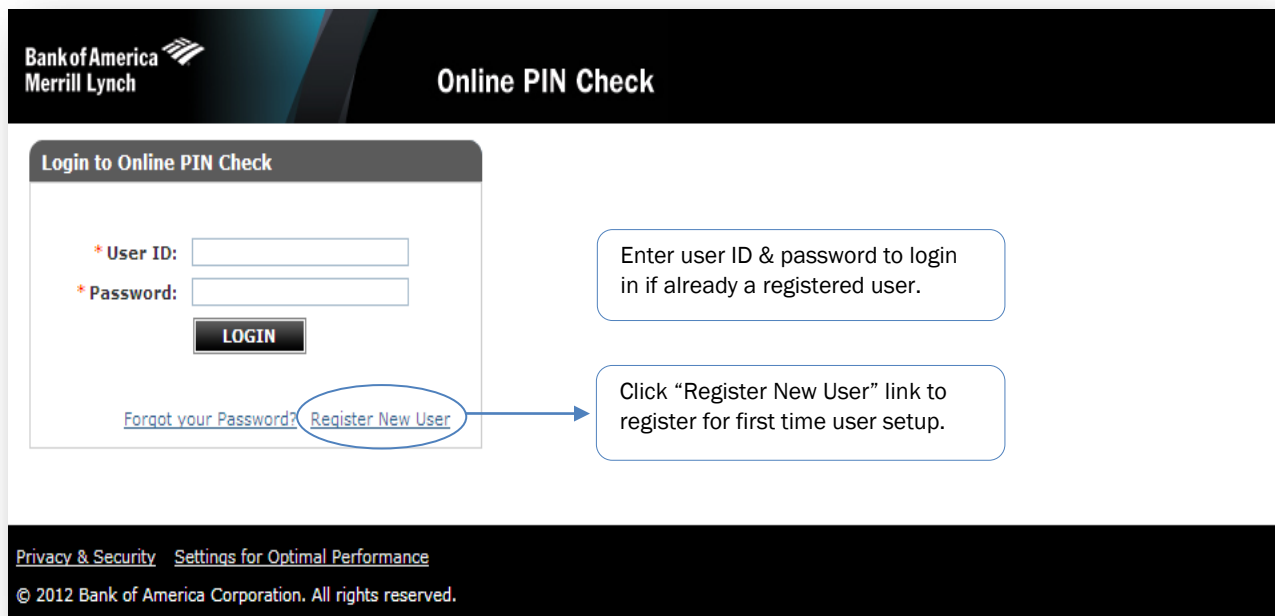
# Online PIN Check Cardholder Quick Reference Guide

## You're never without your PIN.

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.

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.baml.com/PINCheck](http://www.baml.com/PINCheck) after a one time registration. The instructions below will help you get started.

### Cardholder Login Page



The screenshot shows the "Online PIN Check" login page. At the top left is the Bank of America Merrill Lynch logo. The page title is "Online PIN Check". Below the title is a "Login to Online PIN Check" form. The form contains two input fields: "\* User ID:" and "\* Password:". Below these fields is a "LOGIN" button. At the bottom of the form, there are two links: "Forgot your Password?" and "Register New User". The "Register New User" link is circled in blue, and a blue arrow points from it to a text box on the right that says "Click 'Register New User' link to register for first time user setup." Another text box on the right says "Enter user ID & password to login in if already a registered user." At the bottom of the page, there are links for "Privacy & Security" and "Settings for Optimal Performance", and a copyright notice: "© 2012 Bank of America Corporation. All rights reserved."

## First Time Registration

You'll need to register before gaining full access to the PIN Check site and retrieving your PIN.

1. After clicking on the 'Register New User' link from the Login screen, enter your card Account Number and then click 'Submit'.

Bank of America Merrill Lynch Online PIN Check

New User Registration

\* Account Number:

Enter your account number without spaces.

[Privacy & Security](#) [Settings for Optimal Performance](#)

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2. After entering a valid Account Number, you'll be required to provide additional account information to complete your registration and then click 'Submit'.

Bank of America Merrill Lynch Online PIN Check

New User Registration

\* Account Number:

\* Name on Card:

\* Expiration Date:

\* Zip Code:

\* Security Code:  ?

\* Verification ID:

**Security Code:** 3 digits imprinted on the right hand side of the signature panel on the back of your card.

**Verification ID (also known as Activation ID):** A 9 to 15 digit code provided by your company's card program administrator during your card implementation. Contact your administrator if you've forgotten this number or call cardholder customer service at 1.888.449.2273.

[Privacy & Security](#) [Settings for Optimal Performance](#)

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- Next, you'll need to define your User ID, Password and select three security validation questions and answers. This information will be used to verify your identity. Once you have completed this section, click 'Submit'.

The screenshot shows the 'New User Registration' form on the Bank of America Online PIN Check page. The form is titled 'New User Registration' and is located within a dark header area that also contains the Bank of America Merrill Lynch logo and the text 'Online PIN Check'. The form fields are as follows:

- \* User ID:
- \* Password:
- \* Confirm Password:
- \* Email:
- \* Confirm Email:

Below the password and email fields, there is a instruction: "Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity." The form then lists three questions, each with a dropdown menu for the question and two text input fields for the answer and its confirmation:

- Question 1:  (dropdown)
  - \* Answer 1:
  - \* Confirm 1:
- Question 2:  (dropdown)
  - \* Answer 2:
  - \* Confirm 2:
- Question 3:  (dropdown)
  - \* Answer 3:
  - \* Confirm 3:

At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'.

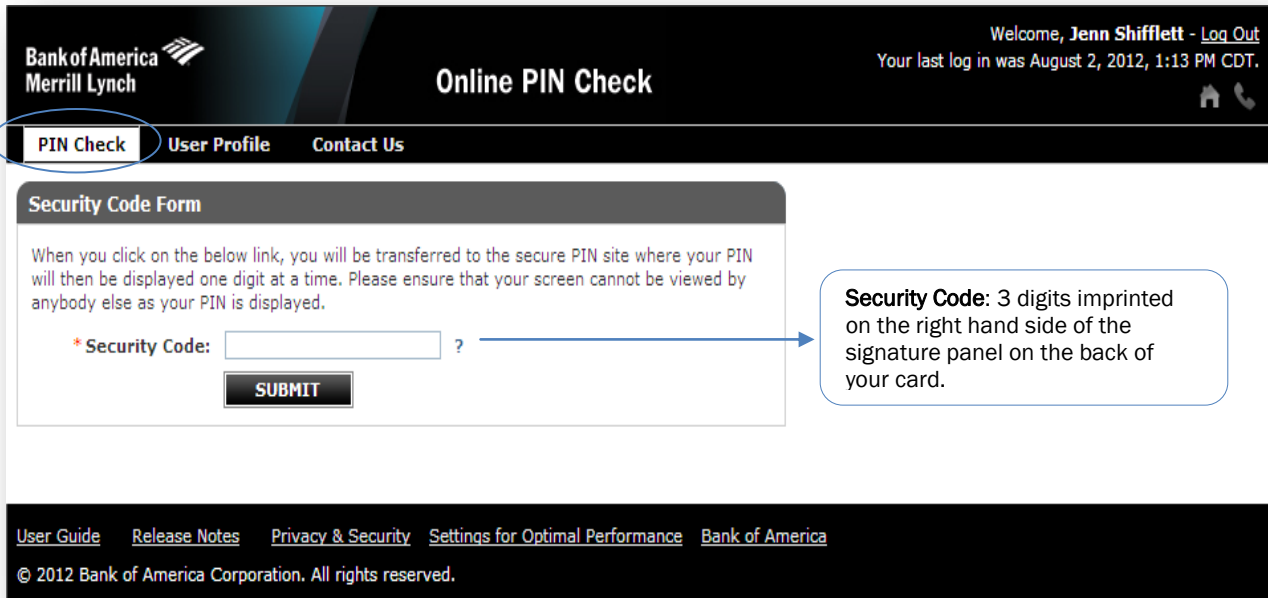
At the bottom of the page, there is a footer with the following text: [Privacy & Security](#) [Settings for Optimal Performance](#)  
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- The final step in registering is to accept the Terms and Conditions.

## Retrieving Your PIN

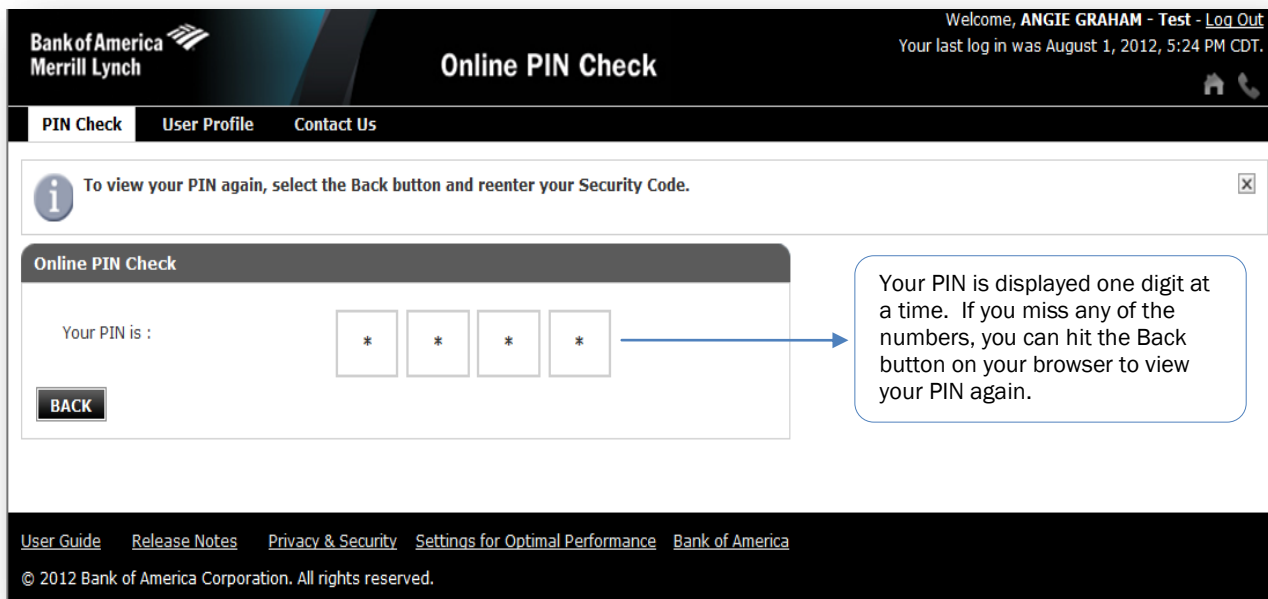
Once your registration is confirmed, you will be able to view the navigation bar. Click on the 'PIN Check' tab to get started.

1. Enter your cards' security code and then click 'Submit'.



The screenshot shows the 'Online PIN Check' page for user Jenn Shifflett. The 'PIN Check' tab is selected in the navigation bar. The main content area is titled 'Security Code Form' and contains the following text: 'When you click on the below link, you will be transferred to the secure PIN site where your PIN will then be displayed one digit at a time. Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.' Below this text is a form with a label '\* Security Code:' followed by a text input field and a question mark. A 'SUBMIT' button is located below the input field. A blue callout box on the right side of the form contains the text: 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.' An arrow points from this callout box to the question mark in the form. The footer of the page includes links for 'User Guide', 'Release Notes', 'Privacy & Security', 'Settings for Optimal Performance', and 'Bank of America', along with the copyright notice '© 2012 Bank of America Corporation. All rights reserved.'

2. You will be transferred to the secure PIN site where your PIN will then be displayed one digit at a time. Please ensure that your screen cannot be viewed by anybody else as your PIN is displayed.



The screenshot shows the 'Online PIN Check' page for user ANGIE GRAHAM - Test. The 'PIN Check' tab is selected in the navigation bar. At the top of the main content area, there is an information icon and the text: 'To view your PIN again, select the Back button and reenter your Security Code.' Below this is a section titled 'Online PIN Check' which displays 'Your PIN is :' followed by four asterisks in individual boxes. A 'BACK' button is located below the PIN display. A blue callout box on the right side of the page contains the text: 'Your PIN is displayed one digit at a time. If you miss any of the numbers, you can hit the Back button on your browser to view your PIN again.' An arrow points from this callout box to the PIN display area. The footer of the page includes links for 'User Guide', 'Release Notes', 'Privacy & Security', 'Settings for Optimal Performance', and 'Bank of America', along with the copyright notice '© 2012 Bank of America Corporation. All rights reserved.'

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