

Rapid communication and on-demand information.

Receive electronic notifications to get insight into activity occurring on your commercial credit card. You can set up alerts online through a user-friendly website, Global Card Access (www.bofam.com/globalcardaccess), the same site you access to view your PIN.

Why should I sign up?



Alerts allow us to communicate with you faster and more effectively, and can eliminate the need to call into customer service. You have visibility into important account details such as your current balance and usage of your credit line. Also, alerts can help reduce fraudulent activity by giving you the ability to rapidly respond to any suspected unauthorized transactions.

What alert types are available to me?

- **Suspicious Activity:** when activity occurs outside of normal purchasing patterns
- **Transaction Activity:** for example, Cash Withdrawals, Transaction Declined, or Transactions by Dollar Amount
- **Account Activity:** for example, New Card Requested, Personal Information Updated, Payment Due
- **On Demand Alerts:** Send a text message to the bank with a short command to obtain basic information about your account
 - For example, BAL for current card balance, TRANS for last 3 transactions posted to your card.
 - Note: you must be registered to RECEIVE text message alerts from the bank in order to SEND text messages to the bank.

I rarely use my commercial card – why would I need alerts?

All cardholders, regardless of how often the card is used, benefit from alerts. In addition to the **Suspicious Activity** alert, we recommend you sign up for **Transaction Activity** alerts. You can be notified if ANY transaction posts to your account. If you aren't using your card, you'll know that purchase is fraudulent!

Cardholder feedback

“ I enrolled in alerts and signed up to receive **Suspicious Activity** notifications via text message to my mobile phone. A suspicious charge was recently attempted on my card which triggered a text. I was able to respond to the text advising that **it was a fraudulent charge**, got quickly connected to a fraud specialist at Bank of America, and had a new card requested all in **30 minutes***. The mobile alert made the process of rejecting the transaction and canceling my card **very easy!** ”

**Without alerts, this process could have taken up to 2 days to complete.*

Benefits

- **Immediate communication:** Real-time, automated messages allow us to communicate with you faster and easier than ever before
- **Multiple options:** Access a variety of customizable alerts ranging from suspicious activity to credit limit usage
- **Flexible notifications** Schedule alerts to be sent at times convenient to you
- **We travel with you:** Receive alerts on-the-go through phone, email or text message to a mobile device