

How to set up alerts in Global Card Access

Global Card Access Alerts provide real-time notifications about your corporate card account and activity. With Alerts, you can select the communication channel that best suits your business needs including email and text message for all alert types. Your organization must be configured for Alerts in order for you to use this feature within Global Card Access.

Customize your alerts in Global Card Access

1. Log into bankofamerica.com/globalcardaccess. (If you have not registered for Global Card Access, [How to register for Global Card Access](#) has complete instructions and frequently asked questions.)
2. Select *Manage Alerts* from the Quick Actions menu.
3. Choose the alerts that you would like to receive from the Transaction and Account activity tabs by toggling the Settings switch On or Off.

Note: Some transaction and account level alerts require you to set certain thresholds.

4. For each alert enabled, choose at least one channel to be notified, either SMS Text or Email.
5. You can edit your contact information (email and mobile phone numbers) from the *Send alerts to* section by selecting the edit link.

Important:

- All phone numbers entered must include the area code. Do not include any punctuation marks like dashes or slashes.
- Some mobile phone numbers will require verification. Click *Verify number* under the *Send alerts to* section and a text message will be sent to the mobile number provided. You must reply to this message within 15 minutes to confirm acceptance and complete SMS registration.
- To remove a phone number, click *Edit* in the *Send alerts to* section and uncheck the box beside the number you would like to remove.

Best practices

Suspicious Activity alerts will be automatically sent to cardholders' mobile numbers (if on file) in addition to email and phone call. This notification can help quickly identify when a transaction should or should not be flagged as fraudulent. As a best practice, we suggest that all cardholders include a mobile number in their Global Card Access profile for the fastest receipt of suspicious activity alerts.

Frequently Asked Questions

What alerts are available to me?

Transaction Activity

- Cash Withdrawals – when cash is withdrawn
- Transactions Declined – when a transaction is declined
- Transactions by Amount – when a transaction exceeds a specified amount
- Transactions made Online – when transactions are made online
- Transactions made via Phone or Mail – when transactions are made by phone or mail
- Transactions by Merchant Country – when transactions are made at a merchant a particular country
- Transactions by Merchant State or Province – when transactions are made at a merchant within a particular state or province

Account Activity

- Card Requested – when a card is requested or reissued on an account
- Personal Information Updated – when personal information on the account has been changed
- Payment Due in xx days – when the payment on the account is due within the number of specified days (for individually billed accounts)
- Payment Posted – when a payment has been posted (for individually billed accounts)
- Payment not made by due date – when the payment has not been made by the due date (for individually billed accounts)
- Available Credit Remaining – when the available credit is less than a specified amount
- Percentage of Credit Limit Used – when the current balance reaches or exceeds a specified percentage amount of the overall credit limit
- Current Balance Exceeds – when the current balance reaches or exceeds a specified amount

What are the contact methods to receive alerts?

Text messages to a mobile device and email notifications are available on all alert types.

Can I receive alerts even if I travel internationally?

Yes, but be aware of any phone carrier charges or fees for receiving text messages when traveling abroad. Contact your carrier with questions about text message fees.

If I have a question about an alert I receive, who do I call?

Based on the alert received, you will be provided specific instructions on whom to contact with questions.

What if my cell phone number changes?

You can update your alerts information (i.e. cell phone number, email address) anytime through the Global Card Access website.

Are there any fees for this service?

Bank of America does not charge any fees for alerts, but you would be responsible for any text or data fees from your mobile phone provider. Bank of America is not responsible for fees charged by users' mobile providers for the use of alerts. Refer to the Terms and Conditions for more information.

Can Bank of America or my Program Administrator register my card for alerts?

No, users must register themselves for any alerts. The user must acknowledge and accept the possibility of charges associated with use of their mobile device for alerts. Global Card Access registration also requires the setup of a user ID and password, which the cardholder must create and memorize.

What happens to alerts if my card is lost or stolen and I get a new card?

If your card is lost or stolen, and therefore replaced with a new card, the new account number will retain the alerts previously established. You will use the same user ID and password to log into Global Card Access, and you will be prompted to answer a set of validation questions for the first login after the new card is issued.

Is registering for alerts mandatory?

No. Registering for and receiving alerts is not required. However, alerts is a functionality that Bank of America offers users to give real-time access to account information, providing visibility into account balances and credit line usage, and immediate awareness of suspicious transactions to help protect against fraudulent activities.

What alerts should I register for?

There are a variety of alert options available to you, but their value will vary based on the type of card program you have, and how you use your card.

- If you travel regularly, we recommend configuring the State/Country alert, based on the regions you typically visit. If a transaction is attempted outside of those areas, you will be notified. Another beneficial alert would be % of credit limit, to keep abreast of your balance usage and avoid your card being declined.
- If you use your card for routine purchases, we recommend using alerts to establish purchase amount thresholds for transactions. If a purchase is attempted in excess of the limits you define, you will be notified.

How can I unsubscribe from receiving alerts?

You can unsubscribe from receiving text messages by logging in to Global Card Access and removing SMS as a selected channel. In order to unsubscribe from email, you must log in to Global Card Access and remove email as a selected channel. To unsubscribe from alerts altogether, select *Manage Alerts* from the Quick actions menu and toggle the Settings switch Off for each alert you are currently enrolled for.