

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 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 main heading is 'Online PIN Check'. Below this is a 'Login to Online PIN Check' form with two input fields: '* User ID:' and '* Password:'. A 'LOGIN' button is positioned below the password field. At the bottom of the form are two links: 'Forgot your Password?' and 'Register New User'. The 'Register New User' link is circled in blue, with an arrow pointing to a callout box that reads: 'Click "Register New User" link to register for first time user setup.' Another callout box, also in blue, points to the input fields and reads: 'Enter user ID & password to login in if already a registered user.'

Bank of America
Merrill Lynch

Online PIN Check

Login to Online PIN Check

* User ID:

* Password:

LOGIN

[Forgot your Password?](#) [Register New User](#)

Enter user ID & password to login in if already a registered user.

Click "Register New User" link to register for first time user setup.

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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.

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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'.

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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: 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.

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3. 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 Merrill Lynch website. The form is titled 'New User Registration' and is part of the 'Online PIN Check' process. It contains the following fields and sections:

- User ID:** A text input field with an asterisk indicating it is required.
- Password:** A text input field with an asterisk indicating it is required.
- Confirm Password:** A text input field with an asterisk indicating it is required.
- Email:** A text input field with an asterisk indicating it is required.
- Confirm Email:** A text input field with an asterisk indicating it is required.

Below the registration fields, there is a section for security validation questions:

Please select three security validation questions and enter your answer for each question. This information will be used to verify your identity.

- Question 1:** A dropdown menu with the text 'What is your favorite sport or hobby?'.
- Answer 1:** A text input field with an asterisk indicating it is required.
- Confirm 1:** A text input field with an asterisk indicating it is required.
- Question 2:** A dropdown menu with the text 'Which city was your youngest brother born in?'.
- Answer 2:** A text input field with an asterisk indicating it is required.
- Confirm 2:** A text input field with an asterisk indicating it is required.
- Question 3:** A dropdown menu with the text 'Who was your first babysitter?'.
- Answer 3:** A text input field with an asterisk indicating it is required.
- Confirm 3:** A text input field with an asterisk indicating it is required.

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:

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4. 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 navigation bar includes 'PIN Check', 'User Profile', and 'Contact Us'. The 'Security Code Form' section 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 is a text input field for the security code, followed by a question mark and a 'SUBMIT' button. A callout box on the right states: 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.' The footer 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 navigation bar includes 'PIN Check', 'User Profile', and 'Contact Us'. An information message at the top states: 'To view your PIN again, select the Back button and reenter your Security Code.' The 'Online PIN Check' section displays 'Your PIN is :' followed by four asterisks in individual boxes, with a 'BACK' button below. A callout box on the right states: '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.' The footer 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.'