

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 title 'Online PIN Check' is centered at the top. Below it is a 'Login to Online PIN Check' box containing fields for '* User ID:' and '* Password:', a 'LOGIN' button, and links for '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 says 'Click "Register New User" link to register for first time user setup.' Another callout box points to the login fields, saying 'Enter user ID & password to login in if already a registered user.' The footer contains links for 'Privacy & Security' and 'Settings for Optimal Performance', and a copyright notice: '© 2012 Bank of America Corporation. All rights reserved.'

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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'.

The screenshot shows the 'New User Registration' form for the 'Online PIN Check' service. The form is titled 'New User Registration' and has a 'SUBMIT' button and a 'CANCEL' button. The first field is labeled '* Account Number:' and is empty. A blue arrow points from this field to a text box on the right that says 'Enter your account number without spaces.' The footer contains links for 'Privacy & Security' and 'Settings for Optimal Performance', and a copyright notice: '© 2012 Bank of America Corporation. All rights reserved.'

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

The screenshot shows the 'New User Registration' form for the 'Online PIN Check' service, now with several fields filled out. The fields are: '* Account Number:' (5567180000000640), '* Name on Card:' (empty), '* Expiration Date:' (empty), '* Zip Code:' (empty), '* Security Code:' (empty), and '* Verification ID:' (empty). A blue arrow points from the 'Security Code' field to a text box on the right that says 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.' Another blue arrow points from the 'Verification ID' field to a text box on the right that says '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.' The footer contains links for 'Privacy & Security' and 'Settings for Optimal Performance', and a copyright notice: '© 2012 Bank of America Corporation. All rights reserved.'

- 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'.

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Online PIN Check

New User Registration

* User ID:

* Password:

* Confirm Password:

* Email:

* Confirm Email:

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

Question 1:

What is your favorite sport or hobby?

* Answer 1:

* Confirm 1:

Question 2:

Which city was your youngest brother born in?

* Answer 2:

* Confirm 2:

Question 3:

Who was your first babysitter?

* Answer 3:

* Confirm 3:

SUBMIT

CANCEL

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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'.

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Welcome, **Jenn Shifflett** - [Log Out](#)
Your last log in was August 2, 2012, 1:13 PM CDT.

Online PIN Check

[PIN Check](#) [User Profile](#) [Contact Us](#)

Security Code Form

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.

* Security Code: ?

SUBMIT

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

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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.

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Welcome, **ANGIE GRAHAM - Test** - [Log Out](#)
Your last log in was August 1, 2012, 5:24 PM CDT.

Online PIN Check

[PIN Check](#) [User Profile](#) [Contact Us](#)

Online PIN Check

To view your PIN again, select the Back button and reenter your Security Code.

Your PIN is : * * * *

BACK

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.

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