

Bank of America 
Merrill Lynch

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Servicing Overview

State of LA

Program Administrator Quick Reference Guide

Company level support

PAs contact CLS for assistance with any inquiries or maintenance requests that cannot be completed via a self-service tool.

If you have a Card Account Specialist, they are the first point of contact. Use the information above only as after hours or as back up support.

Card Account Specialist (CAS): Sharon D. Olney-Hill

Phone: 888.715.1000 Ext. 22122
 Fax: 804.264.0046
 Email: dedicated_card_east@bankofamerica.com
 Hours: 8:00 AM –4:30 PM EST

*Team Servicing is available after hours – 1.800.822.5985, Option 2

Back-Up CAS: Holli Christie

Phone: 888.715.1000 Ext. 20105
 Email: dedicated_card_east@bankofamerica.com
 Hours: 8:00 AM – 5:00 PM EST

Manager: Sonya Liles

Phone: 904.475.4741
 Email: sonya.r.liles@baml.com

Technical help desk

PAs contact THD for assistance with technical related questions or for functionality issues with account management & reporting tool.

North America	7 a.m. to 9 p.m. Eastern
	888-715-1000 Option 2,4
	704-387-3020 Option 4 (collect) commcardthd@bankofamerica.com

Global Card Access

Online PIN check
 Account Activity Alerts
www.bofam.com/globalcardaccess

Fraud & Disputes

1-866-500-8262
 509-353-6656 (collect)

 Fraud claim status:
 1-800-714-5923

 Disputes – 866-601-9490 (non-fraud)

Secure email

1-866-765-0732
sendsecure.support@bankofamerica.com

Works Training	cardclientreadiness@baml.com http://training.works.com/bankofamerica/
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Recommendations for Emails (Expedited Processing)

Company Number
Embossed Name
Last 4 digits of the card
Program Administrator's Name

If shipping request, it must include address and shipping method
If it's overnight, URGENT or OVERNIGHT in the subject line (Overnight request
must be sent before 12 pm EST)

