RESETTING YOUR BANK OF AMERICA PIN

Please follow the steps below to reset your Bank of America PIN.

- Call the Global Card Services number on the back of your Procurement Card or your Travel & Entertainment Card (888-449-2273).
  - Select preferred language.
  - Enter your card number. For security reasons, you might be prompted to enter your full card number, or just the last 4 digits.
  - Enter the zip code for Wellesley, MA (02481).
  - Your balances and available credit will be read to you. When prompted, select feature “1” for PIN services.
  - Select “2” and you will be transferred to the PIN management automated system.
  - Again, enter the last 4 digits of your card number.
  - Enter you Verification ID Number. This is your Banner ID Number with a #9 replacing the alpha character.
    - For example if your Banner ID is B12345678, your Verification ID is 912345678
  - Enter your new PIN; reenter it again to confirm.
  - Your new PIN is active. Note: If your PIN fails at your first attempted point-of-sale transaction, you may need to run the charge a second time. Sometimes upon changing your PIN there is a lag in communication with the bank.

*Please note you will need Verification ID Number (your Banner ID Number with a #9 replacing the alpha character) to reset your PIN. If you’re unsure what that is, it can be found in your Workday profile.