

FAQ/Help	Answer Content
Do I have to enroll in the website to use the App?	Enrollment in the Prepaid Website is not required but it is strongly recommended to utilize all the available features of the Bank of America Prepaid Mobile App. If you are not enrolled in the website, simply visit the URL on the back of your card from your phone or computer and select need username.
Is my online Username and Password the same for the App?	The Username and Password used on the App are not connected to the Username and Password used on the Prepaid website. They may be set up as the same but it is not required.
Why do I have to create an account?	You'll need to create a new App account for Prepaid Mobile Services since this service is separate from our other services that Bank of America or its affiliates also provide. Prepaid Mobile Services do not require you to enroll in other services first.
How do I sign in?	Sign in with the Username and Password you created for your Prepaid Mobile Services account, which are different from credentials you may have created to use our other services. If you chose the "remember me on this device" option the last time you signed in on the device, you generally will only need to enter your password.
How do I add a card?	You will be prompted to add a card after you create your account. If you don't add a card immediately, you will be asked to add a card when you sign in again. You can also add additional cards by selecting the plus symbol (+) in the upper right corner of the transaction/balance screen.
How do I edit my card information?	Tap the card image of the card you want to edit
How do I manage my account information?	To manage your account, go to your User Profile under Settings to edit your password, email address and mobile phone numbers. This will only update your Prepaid Mobile Services profile. You will also need to update your website profile (if Applicable).
Will changes made on the App update my profile for the website?	<p>Changes made to your email or phone number in your profile settings will not update your information on the Prepaid website.</p> <p>If you are, however, changing the email or phone number in your mobile Alert Settings under the Alerts Option, this will also update the alert settings on the website.</p>
Can I suspend my card?	<p>Yes. If you have temporarily misplaced your card and don't want to authorize new purchases or transfers you may choose to suspend your card through the mobile App or website.</p> <p>A suspended card will still allow some activity such as: credits, dispute adjustments, deposits, fees and previously authorized purchases.</p> <p>Mobile App –</p> <ol style="list-style-type: none"> 1. Select the circle icon with three dots on the balance/transaction screen 2. Select Card Controls 3. Toggle the Suspend switch 4. A window will appear asking the user to confirm the action, select Suspend 5. Your card is now suspended from use. <p>Website –</p> <ol style="list-style-type: none"> 1. Navigate to "My Settings." 2. Select Suspend Card.

	<ol style="list-style-type: none"> 3. A confirmation screen will display. 4. Select Suspend to confirm the action 5. Your card is now suspended from use.
How do I reactivate (un-suspend) my card?	<p>To reactivate (un-suspend) a card, simply login to the mobile App or the website.</p> <p>Mobile App –</p> <ol style="list-style-type: none"> 1. Navigate to the transaction/balance page for the suspended card. 2. Select reactivate. 3. A confirmation screen will display. 4. Your card is now active and ready for use <p>Website – upon login</p> <ol style="list-style-type: none"> 1. Select Reactivate Card along the top of the page after sign on. <p>If you navigate to different pages while on the website before you reactive (un-suspend) the card, the reactivate message will be lost.</p> <p>To reactivate:</p> <ol style="list-style-type: none"> 1. Navigate to “My Settings.” 2. Select Reactivate Card. 3. A confirmation screen will display. 4. Select Reactivate to confirm the action 5. Your card is now active and ready for use.
What happens when I delete my profile?	<p>When you delete your profile on the App, we will delete your Prepaid Mobile Services account from this phone and all of the associated personal information and card information that we've collected from you from this phone.</p> <p>You will no longer have access to your Prepaid Mobile Services account on the App.</p> <p>Your cards and accounts you may have created for other services unrelated to the Prepaid Mobile Services will not be affected. You can continue to use your other cards and access other services after deleting your profile.</p> <p>To re-add a card that was previously deleted, select the Add Card option under Settings.</p>
Who do I contact if I am having problems with the App or card?	Please call the number on back of your card.
Why do I need to verify my email address?	We will occasionally send you account management messages to notify you of activity on your Prepaid Mobile Services account. For your security, we verify your email address to ensure you are the owner of this account and can receive these messages.
What do I do with the email verification code?	Once you receive your email verification code, return to the Bank of America Prepaid App and enter the code to confirm your email address.
I haven't received a code to verify my email address. What do I do?	The verification code may take a few minutes to arrive in your inbox, depending on your connection and email service. If you still haven't received the code, you can request another code from the App.
How many incorrect login attempts do I get before my account is locked?	The App will lock if 5 failed attempts are consecutively entered. Once locked out the password must be reset through the Forgot Password feature.
How do I unlock my account due to failed login attempts?	Select Forgot Password and follow the steps displayed on the App to reset your password.

<p>Can someone get my card number or personal information from this App?</p>	<p>We do not store account information on your device unless you've turned on quick access which displays your balance before you log in.</p> <p>We use SSL to encrypt your personal and account related information.</p> <p>We recommend not storing your User ID or Password in other Apps (such as notes or memo pad) so if your phone is lost or stolen; the login information is not accessible.</p>
<p>Will I ever be asked to share my User ID or Password?</p>	<p>No, Bank of America will never request your Username or Password. Some websites and software offer tools or help with managing your accounts. If you give them your Username and password, you may risk unauthorized activity or fraud on your account.</p> <p>If you have already provided your Username and Password to a 3rd party and want to protect yourself, please change your password immediately. If you see suspicious activity, please report it immediately by calling the number on the back of your card.</p>
<p>What are some tips to avoid fraud?</p>	<p>Sometimes criminals will try to trick individuals into disclosing personal information in a text, email or on a phone call. Phony emails may direct you to a fraudulent website that looks like a Bank of America website. These phony emails may even ask you to call a phone number and provide account information. Please remember that:</p> <ul style="list-style-type: none"> • Bank of America will never ask you in an email or text to disclose any personal information, such as your Social Security Number, PIN (Personal Identification Number) or Prepaid Card Number • Offers that sound too good to be true often are. You may be asked to fill out a short survey in exchange for money being credited to your account at the account number you provide. Bank of America will never request your information in this way • Claims that your account may be closed if you fail to confirm, verify or authenticate personal information are not from Bank of America <p>If you receive a suspicious email or are directed to a website that also looks like Bank of America, report it to abuse@bankofamerica.com and then delete the suspicious email.</p> <p>For additional information on preventing Fraud, please visit www.bankofamerica.com/prepaidprivacy</p>
<p>Can I add my personal Bank of America credit or debit card to this App?</p>	<p>No. This App is for Bank of America prepaid products only.</p>
<p>Are there fees to use the Bank of America Prepaid App?</p>	<p>We do not charge a fee but message and data rates from your mobile telecommunications service provider may apply.</p>
<p>What are alerts?</p>	<p>Alerts are notifications we send you regarding activity on your card. You can subscribe to receive alerts by navigating to "Alerts".</p>
<p>How do I receive alerts?</p>	<p>You can choose to receive alerts through text messaging or email. If you choose text messaging, you will receive messages from either 868472 or 288472.</p> <p>Please note: Message and data rates from your mobile telecommunications service provider may apply.</p>

How do I manage my Alerts?	<p>You can manage your alerts, including how you want to receive your alerts, within your application on your mobile phone. To manage your alerts:</p> <ol style="list-style-type: none"> 1. Select the Menu icon. 2. Select Alerts. 3. Select a card to manage alerts. 4. The next screen will display delivery methods and the alerts currently available. 5. Select Edit to manage your email or phone number information. 6. Toggle alerts on or off
Why is the contact information for prepaid alerts separate from the contacts I have added to my account?	<p>For prepaid alerts, you can manage and use the contact information directly associated with your prepaid card. Any changes made using this service will be applied to your prepaid card account.</p> <p>To manage your prepaid card contact information, navigate to Alerts for your prepaid card and select "Delivery Methods".</p>
What is Quick Access?	<p>Quick Access is a feature that allows you to view your card balance without having to sign into the App. Please refer to Section 4.6 of the Bank of America Prepaid Mobile Services Terms and Conditions for additional information on this feature.</p>
How do I turn on and off Quick Access?	<ol style="list-style-type: none"> 1. Select Menu icon. 2. Select Settings. 3. Select Quick Access. 4. Toggle Quick Access on and off.
How do I access Quick Access?	<p>Once you have turned on Quick Access from your App settings, tap on our logo towards the top of the sign in screen to open Quick Access.</p>
What if I want to delete my Prepaid Mobile Services account?	<ol style="list-style-type: none"> 1. Select the Menu icon. 2. Select Settings. 3. Select Delete Profile. 4. A message "Are you sure you want to delete your profile?" will appear. 5. Select Continue. 6. Once the profile is deleted you will no longer have access to the Prepaid Mobile App. <p>You will need to re-enroll if you want access to the App again.</p>
Can my Prepaid Mobile Services App session time out?	<p>Yes, for security purposes after 8 minutes of inactivity, the session will expire and you will need to log in again.</p>
How do I reset my password if I forgot my password?	<ol style="list-style-type: none"> 1. Select Forgot? In the Password section of the Log in screen. 2. Enter Username and select Send Instructions. 3. A verification email will be sent to your primary email address. 4. Enter the Verification code provided in the email on the Verify Email Address screen. 5. Select Continue. 6. Enter a new password and confirm password on the Reset Password screen. 7. Select Reset Password.
What if I don't receive the Password reset email?	<ol style="list-style-type: none"> 1. Tap on Send Another Code. 2. A verification email will be sent to your primary email address. 3. Enter the Verification code provided in the email on the Verify Email Address screen. 4. Select Continue. 5. Enter a new password and confirm password on the Reset Password screen.

	<p>6. Select Reset Password.</p> <p>If you are still not receiving the verification email, check your spam or junk folder to see if the email was accidentally placed there. Sometimes the spam filter catches the email.</p> <p>Note: If you are using a work/employment email address and not receiving emails, confirm the email address and check your spam folders. Then have your employer check to see if this type of email will be blocked.</p>
The link with the Forgot Password email does not work?	<p>The link inside the Forgot Password email is only active for 30 minutes. If you try to click on it after that time period, you'll receive an error message. You will need to go through the Forgot Password process again to request another forgot password email.</p> <p>The limit to reset your password is 4 times within 24 hours.</p>
How many characters can be in my password?	<p>Must be 7-32 Alphanumeric with at least one numeric value. The password cannot be ascending or descending sequence (e.g., 123456789, 987654321) and 1 digit cannot make up over half the password.</p>
What if I forgot my Username?	<ol style="list-style-type: none"> 1. Tap Forgot next to the Username on the Log in Screen. 2. A system email will be sent to the primary email address you used to enroll into the Prepaid Card App.
What if I change wireless carriers?	<p>If you do not change your mobile phone number and mobile device when you switch to another participating wireless carrier service, your service will work without interruption.</p> <p>If you do change your mobile device but not your phone number:</p> <ol style="list-style-type: none"> 1. Download the App to your new mobile device. 2. Log in to the App as usual.
What if I upgrade my mobile device?	<p>If you upgrade your mobile device, you will most likely keep your current mobile number with your new device.</p> <p>You can download the application again and use your existing credentials to access your mobile account.</p> <p>If possible, delete the application from you old mobile phone before disposal.</p>
Do I need to register again if I change my mobile phone number?	<p>No, you can log in to the App with your existing credentials.</p> <p>You will need to update the phone number within the App.</p> <ol style="list-style-type: none"> 1. Select the menu icon 2. Select settings 3. Select manage phone number 4. Edit the existing phone number with the new phone number 5. Save changes