

## 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 <https://cardportal.works.com/PINCheck/> after a one time registration. The instructions below will help you get started.

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### 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'. A blue circle highlights the 'Register New User' link, with an arrow pointing to a yellow callout box that reads: 'Click "Register New User" link to register for first time user setup.' Another yellow callout box points to the input fields, reading: '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.'

## 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:

SUBMIT CANCEL

Enter your Card 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'.

Bank of America Merrill Lynch Online PIN Check

New User Registration

\* Account Number:

\* Name on Card:

\* Expiration Date:

\* Zip Code:

\* Security Code:

\* Verification ID:

SUBMIT CANCEL

Zip Code: 12308-316507

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

Verification ID: 00+ your Union ID#  
Contact your administrator if you've need assistance with this number or call cardholder customer service at 1.888.449.2273.

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- 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 several input fields for user information and three security validation questions. The questions are: 'What is your favorite sport or hobby?', 'Which city was your youngest brother born in?', and 'Who was your first babysitter?'. Each question has an associated answer and confirm field. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons. The footer of the page includes links for 'Privacy & Security' and 'Settings for Optimal Performance', and a copyright notice for 2012 Bank of America Corporation.

Bank of America  
Merrill Lynch

### 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:

\* Answer 1:

\* Confirm 1:

Question 2:

\* Answer 2:

\* Confirm 2:

Question 3:

\* Answer 3:

\* Confirm 3:

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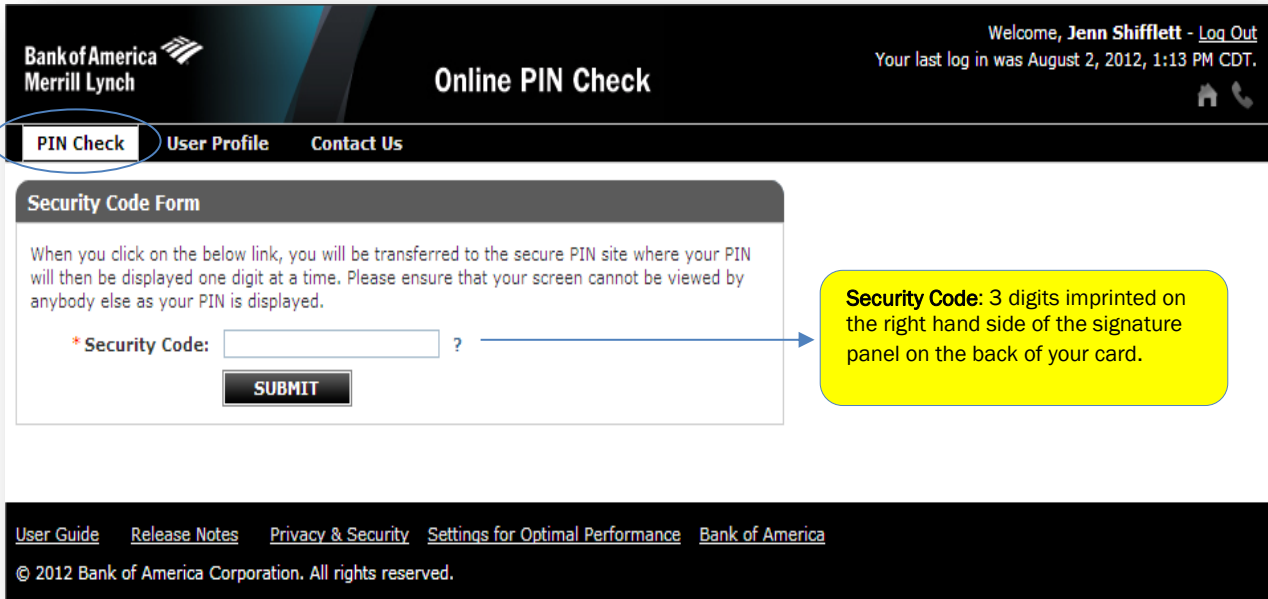
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- The final step in registering is to accept the Terms and Conditions.

## Retrieving Your PIN

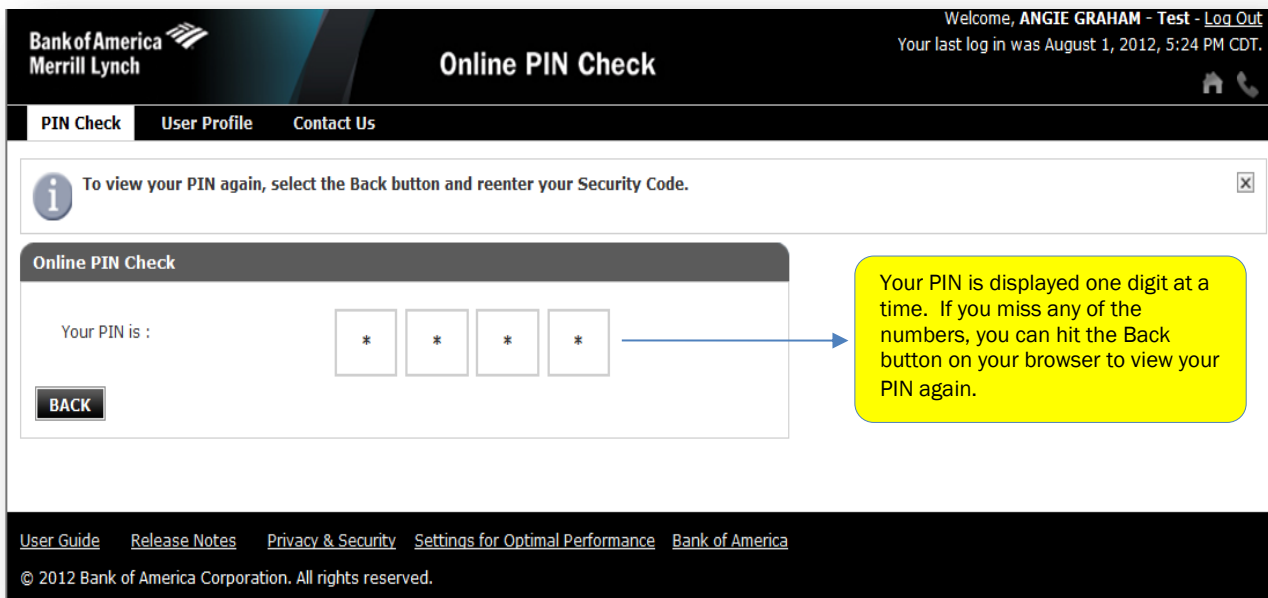
Once your registration is confirmed, you will be able to view the navigation bar. Click on the 'PIN Check' tab to get started.

1. Enter your cards' security code and then click 'Submit'.



The screenshot shows the 'Online PIN Check' page for user Jenn Shifflett. The navigation bar includes 'PIN Check', 'User Profile', and 'Contact Us'. The 'PIN Check' tab is selected. The main content area is titled 'Security Code Form' and 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 text is a form with a label '\* Security Code:' followed by a text input field and a question mark. A blue arrow points from the question mark to a yellow callout box on the right. The callout box contains the text: 'Security Code: 3 digits imprinted on the right hand side of the signature panel on the back of your card.' Below the input field is a 'SUBMIT' button. At the bottom of the page, there are links for 'User Guide', 'Release Notes', 'Privacy & Security', 'Settings for Optimal Performance', and 'Bank of America', along with a 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'. The 'PIN Check' tab is selected. At the top, there is an information icon and the text: 'To view your PIN again, select the Back button and reenter your Security Code.' Below this is a section titled 'Online PIN Check' with the text 'Your PIN is :'. To the right of this text are four input boxes, each containing an asterisk (\*). A blue arrow points from the second asterisk to a yellow callout box on the right. The callout box contains the text: '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.' Below the input boxes is a 'BACK' button. At the bottom of the page, there are links for 'User Guide', 'Release Notes', 'Privacy & Security', 'Settings for Optimal Performance', and 'Bank of America', along with a copyright notice: '© 2012 Bank of America Corporation. All rights reserved.'