

Frequently Asked Questions

General:

What are mobile wallets?

Mobile wallets allow a cardholder to add their account into a mobile device to make secure payments. They can be used at the point-of-sale, using contactless capabilities, as well as online, using in-app or online checkout functionality. The most common mobile wallets are Apple Pay®, Google Pay™ (formerly Android Pay) and Samsung Pay®. In addition to those three, Bank of America Merrill Lynch will also enable Visa Checkout® and Masterpass by Mastercard® for online purchases.



Are mobile wallet transactions secure?

Yes. Mobile wallets use a tokenized account number, meaning the actual account number is never stored within the mobile device nor presented to a merchant to complete the transaction. Additionally, the mobile wallet typically requires use of an additional confirmation, such as a fingerprint or passcode, to complete the transaction. Those components help make mobile wallet transactions very secure.

What is tokenization?

Tokenization is a method for protecting customer information by substituting an account number with a token. A token is a generated number that replaces the account number. The token is loaded onto a mobile device and, instead of the account number, is used in authorization processing. The merchant neither sees nor stores the actual account number.

How does tokenization work to make payments more secure?

Tokenization fortifies data security by eliminating the need for merchants, e-commerce sites, and operators of mobile wallets to store sensitive payment card data on their networks. This can help reduce the risk of subsequent fraud in the event of a data breach. If tokens are exposed, the account numbers are still safe.

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Setting Up Your Mobile Wallet:

What devices work with a Mobile Wallet?

Mobile wallets should be available within most Apple, Samsung and Google devices; however, if you are unsure or do not see a mobile wallet app, please check with your specific phone manufacturer and/or mobile carrier provider.

Are all accounts eligible to enroll within a mobile wallet?

In order to enroll an account within a mobile wallet, the account must be open and in good standing (e.g., not in a delinquent, fraud or adverse status). Additionally, Bank of America Merrill Lynch will initially require the account to also have a physical chip & PIN card associated with it. Accounts without a physical plastic (e.g., a virtual account, Central Travel Accounts, etc.) will not be eligible to enroll in mobile wallets at this time.

How does a cardholder enroll their account into a mobile wallet?

A cardholder will open the mobile wallet of their choice (typically an app on their mobile phone) and then follow the step-by-step directions to enroll their account. This process is very straightforward and mirrors the consumer credit card experience.

Does the cardholder need to know and/or provide any specific information to enroll their account into a mobile wallet?

As the last step of the enrollment process, Bank of America Merrill Lynch must verify the card. The cardholder's options will vary, depending on the information we have on file:

Cardholder Information on File with Bank of America Merrill Lynch	Cardholder Option	Cardholder Action
Cardholder has mobile phone number and/or email associated with their corporate, commercial or purchasing card	Cardholder can elect to have a one-time passcode delivered to their mobile phone or email address	When the Cardholder receives the one-time passcode, they must enter it into the mobile wallet to complete the enrollment process
Cardholder does not have mobile phone number or email associated with their corporate, commercial or purchasing card	Cardholder can call the toll free number listed within the mobile wallet	A representative will ask the cardholder to provide verification information. (e.g. account number, phone number verification ID,) Once verified, the representative will add the account to the cardholders mobile wallet

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What card image will display within the mobile wallet?

The digital card image will prominently display the Bank of America Merrill Lynch logo as well as the description of the card. This design is intended to minimize unintentional usage for personal expenditures. A partial digital example image of a Corporate, Purchasing, and Commercial Card:



What if the contact information (mobile # and email) is inaccurate for a cardholder?

The cardholder will need to contact the Bank of America Merrill Lynch's Global Card Services at 888.449.2273 and provide up-to-date contact information.

Is the cardholder contact information used for any marketing or sales practices?

No. Bank of America Merrill Lynch never uses cardholder information to market or solicit other products or services (regardless of whether they are Bank offerings or external offerings). Cardholder information, including contact information, is only used to service your specific account.

Using Your Mobile Wallet:

Can mobile wallets can be used at all contactless terminals.

Yes. Mobile wallets can be used at any merchant terminal that is enabled for Near Field Communication (NFC) or contactless.

Examples of symbols that will be found on merchant terminals that are enabled for NFC or contactless:



Can a cardholder use their mobile wallet for online purchases?

Yes. Mobile wallets can be used for online purchases by enrolling the cardholder's account in [Visa Checkout](#) and [Masterpass by Mastercard](#). To enroll in Visa Checkout or Masterpass by Mastercard a cardholder can simply create an account, add in their account information, and begin making purchases online faster and more securely wherever they see Visa Checkout or Masterpass by Mastercard as a payment option on an online merchant's shopping cart page.

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Can a cardholder add their account to more than one device?

Yes, a cardholder is able to add their account to more than one device, following the same, secure enrollment process each time.

What if we do not want to use mobile wallets?

All cardholders have access to the ability to add a corporate card into their mobile wallet. If your organization wishes to restrict the use of mobile wallets, you should communicate this policy to all of your cardholders.

Is there a difference in the approval / authorization process or the available data between a mobile wallet transaction and a card transaction?

No. A mobile wallet and traditional card transaction follow the exact same approval process and are subject to the exact same client spend controls that may be in place. Additionally, the transaction information associated with a mobile transaction and available to a cardholder will be identical to a swiped or dipped card transaction.

Can a cardholder use a mobile wallet outside of the U.S. or Canada?

Yes. A mobile wallet can be used to conduct transactions at any global merchant location that accepts mobile payments. Typically, this is any location that is Near Field Communication (NFC) or contactless enabled. For Samsung Pay, their technology allows for acceptance at any merchant terminal that accepts Mastercard or Visa.

Do mobile wallets charge a transaction fee?

Mobile wallet transactions are processed and treated exactly like standard card or online transactions. There are no associated fees for conducting a mobile wallet transaction, however wireless carrier messages and data rates may apply.

What if the cardholder's phone is lost or stolen?

Similar to a lost/stolen card, we recommend that you contact Bank of America Merrill Lynch's Global Card Services at 888.449.2273 and advise them of the situation. They will be able to help remove the account from that specific wallet / device.

Does the cardholder need to obtain a receipt for business related expenses when using a mobile wallet?

All corporate card purchases require receipts for reimbursement, including mobile purchases. Please continue to obtain receipts for all business-related expenses.

What should the cardholder do if the transaction is declined or they receive an error at check out?

If a cardholder receives an error or decline when checking out at a terminal with their mobile wallets they should contact Global Card Services at 888.449.2273.