

Bank of America Cardholder Procedures

How to Change Your Personal Identification Number (PIN)

You will need your Government Travel Charge Card (GOVCC) account number.

Call **Bank of America** at **1-800-472-1424**

Use the telephone keypad and follow the steps listed below to change the PIN:

Welcome to BofA Automated Telephone System:

Press 2 - Customer Service Menu

Key in your 16-digit account number

Enter your 5-digit zip code

Press 1 - To change PIN

Press 2 - For PIN

Enter your 9-digit SSN

Press 1 - To change PIN

Please enter new PIN

Enter new PIN again

Your PIN has been changed and will be available for use the next business day.