

From: Wopperer, Tracey <tracey.wopperer@baml.com>

To: Wopperer, Tracey tracey.wopperer@baml.com

CC: Gregg, Stacy sgregg@mmo.sc.gov
Broughton, Jennifer jrbroughton@cg.sc.gov
Head, Ronnier head@cg.sc.gov

Date: 6/8/2015 3:02:57 PM

Subject: Reminder: PCard contacts for Bank of America

Attachments: Contacts 2015.pptx

Good afternoon,

This is a reminder to send **ALL** servicing related Purchasing Card and/or ePayables email requests to dedicated_card_east@bankofamerica.com email address. LaTrendia is still the dedicated Account Specialist but her direct email address is limited in use. To prevent delays to your email inquiry please use the email address above for any account service related inquiry:

- We created a small team of knowledgeable, industry experienced “Dedicated Service Consultants”. The Dedicated Service Consultants will support your Dedicated Account Specialists in managing your relationship/handling of your routine service requests
- We also established a new email box to receive your email requests; this will allow us to monitor your requests more closely, ensures faster acknowledgement and resolution of the request in the event your Account Specialist is unavailable.
- Extended servicing hours – 7AM EST to 5:30 PM EST
- Increased effectiveness in response times, 50% of all requests being responded to and within an hour

The enhanced changes and additional support will allow improved focus on more complex requests and the overall relationship. LaTrendia will remain your Dedicated Account Specialist and you can still contact her at (800)822-5985 ext. 38311

Note - The Technical Help Desk will remain your support for all Works-related inquiries. They are available 7:00 AM - 9:00 PM ET, M-F; 888.589.3473 or at commcardthd@bankofamerica.com.

Please be so kind to include the below information with all email request(s).

Requirements for Emails from ALL PA's

- Company Number
- Embossed Name
- Last 4 digits of the card number
- PA's Name
- If a shipping request, it must include address and shipping method
- If it's an overnight, URGENT or OVERNIGHT in the subject line
- Require PA's to have overnight requests sent by 12 PM EST

Sincerely,

Tracey M. Wopperer

Director

Senior Card Account Manager

Global Commercial Bank

Bank of America Merrill Lynch

Bank of America, N.A

T 980.388.7297 F 980.233.7643

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Works® reminder: Bank of America Merrill Lynch will retire the legacy Works user interface at the end of **May 2015**. The new user interface is complete and available to all Works users. Please ensure your program's Works users are using the new user interface -<https://payment2.works.com/works/>



This message, and any attachments, is for the intended recipient(s) only, may contain information that is privileged, confidential and/or proprietary and subject to important terms and conditions available at <http://www.bankofamerica.com/emaildisclaimer>. If you are not the intended recipient, please delete this message.