

State of SC Palmetto Summit

October 2nd, 2015

Welcome and Program Review: AC-116

General Session: Industry Updates/Chip and PIN (EMV): AC-116

Breakout Sessions I:

- Works training 1: AC-116
- Works training 2: AC-139
- Political Subs Roundtable: AC-143 Mary Robertson

Lunch : AC-139/AC-143

Breakout Sessions:

- Electronic payables round table: AC-139
- Uncovering New Spend Opportunities: AC-143 Mary Robertson
- Works training 3: AC-116

Breakout Sessions:

- Higher education roundtable AC-139
- State Agency roundtable: AC- 143 Mary Robertson
- Works training (reporting focus): AC-116

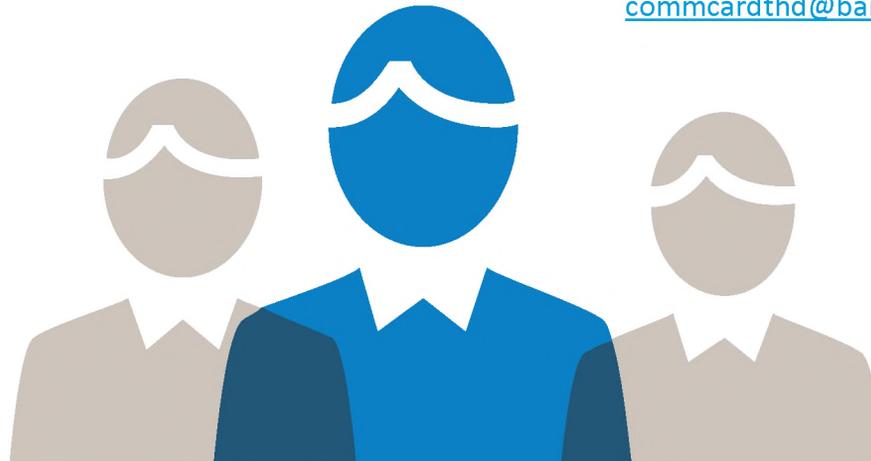
Closing and Awards AC-116

Card account specialist

- Acts as operational service contact for card program administrators
- The program administrator typically calls their account specialist regarding various queries including credit limit changes, statement questions, card issuance, cardholder complaints, receipt of payment, disputes and lost or stolen cards.
- The account specialist will be able to handle any servicing questions. If they can not resolve an issue, they will engage their manager who will make sure the issue is resolved to client satisfaction.

Technical helpdesk

- The Technical Help Desk provides technical support for program administrators assisting with any technical problems that a client may encounter.
- Program administrators calling into the Technical Help Desk will be able to choose a separate option for their use only within the current call routing message.
- This option will be staffed with our most experienced and knowledgeable associates and is designed to bring greater first call resolution to clients.
- In addition, Bank of America has added associates to the Technical Help Desk to reduce wait times and expedite e-mail responses back to clients.
- The Technical Help Desk can be reached Monday through Friday from 8 a.m. to 9 p.m. Eastern. by dialing Card Technical Support: 1.888.589.3473 or e-mail at commcardthd@bankofamerica.com



Dedicated Account Specialist- Pat Roberson

Dedicated Account Specialist,

Pat Roberson

Hours: Monday thru Friday, 8:30-5:00PM EST

Contact Information:

TREASURY SERVICES SR ADVISOR

Global Corporate & Commercial Banking Client Services

Bank of America Merrill Lynch/Bank of America NA

Email: Dedicated_Card_East@bankofamerica.com

Phone: 757.213.8310

Fax: 704.208.3115

Back-up Information:

Rosalyn Thompson, VP; TREASURY SERVICES SR ADVISOR

Hours: Monday thru Friday, 8:30-5:00PM EST

Email: Dedicated_Card_East@bankofamerica.com

Phone: 757.213.8305

Manager Contact

Richard E. Mike , VP; TREASURY SERVICES MANAGER II

Email: Richard.E.Mike@Baml.com

Office: 757.213.8327

Technical help desk

The Technical Help Desk provides technical support for program administrators assisting with any technical problems that a client may encounter.

Monday – Friday: 7 a.m. to 9 p.m. EST

Contact Information – 888.589.3473,
option 4 or commcardthd@bankofamerica.com

Cardholder support

Provides cardholders (and program administrators after business hours) with assistance on activities such as reporting lost or stolen cards or reporting disputed items.

U.S. Toll-free # 1.888.449.2273, Collect #: 509.353.6656 - outside the U.S.

Team servicing

The Dedicated Account Specialist is also supported by a team servicing of highly trained professionals to assist if the account specialist is not available and the program administrator needs immediate assistance.

Monday – Friday: 7 a.m. to 9 p.m. EST

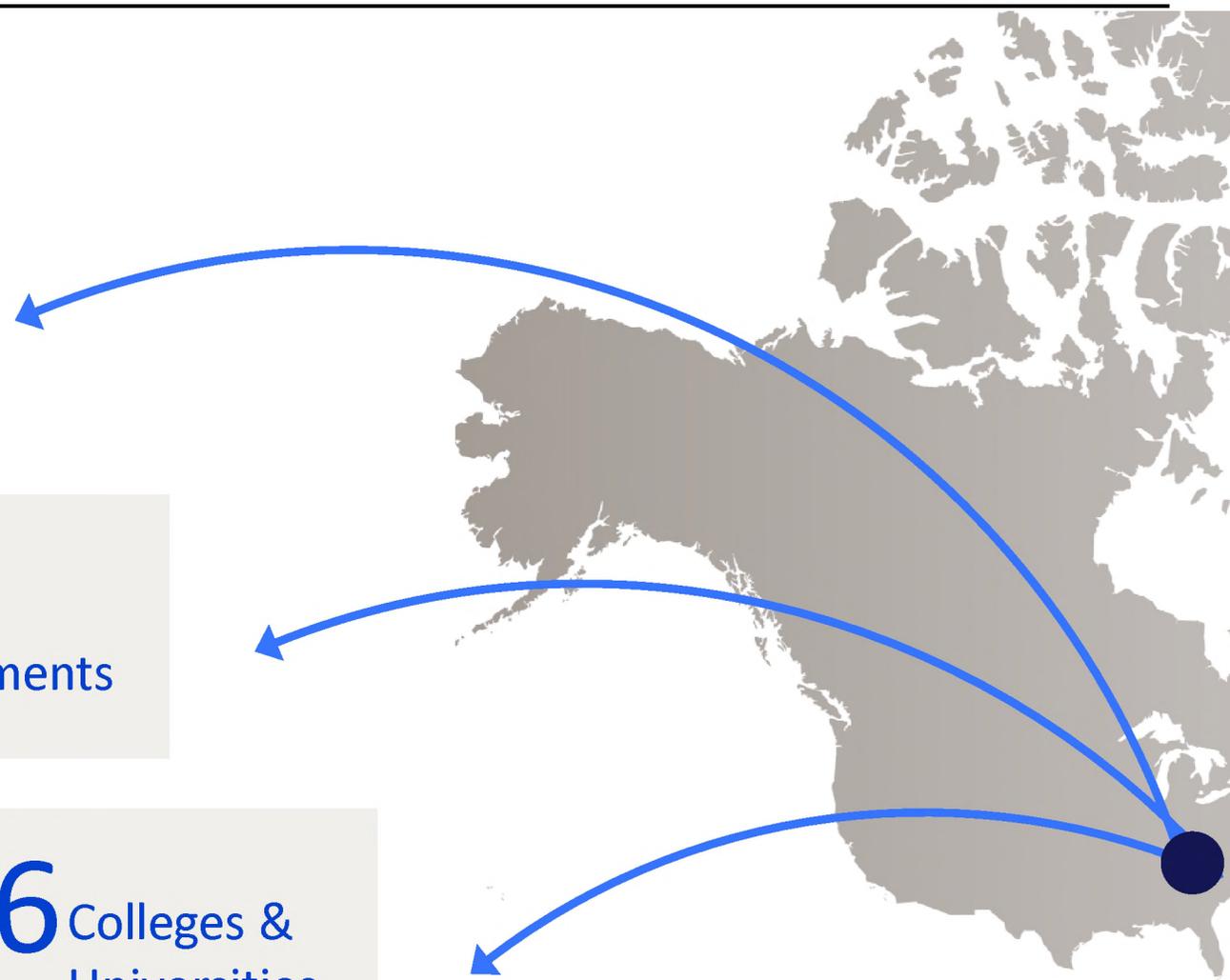
Contact information – 800.822.5985, option 2 or
ccs_team_servicing@bankofamerica.com

State of the state

78 State
Agencies

88 Local
Governments

26 Colleges &
Universities



State of the state

\$323,008,782

Total spend volume 2014/2015
rebate period

1,233,977

Total # of transactions
2014/2015

\$269

Average transaction size

17,820

Total # of open
cards August

12,612

Avg. # of active
cards per month



Total savings based on industry average purchase order reduction, based on RPMG 2014 study:

- Industry average savings of **\$70 per transaction**
- 1,233,977 total transactions x \$70.00 = **\$86,378,390**

State of SC rebate history

2015 Rebate:
\$5,751,197

Total Rebate

2014 : \$4,773,188

2013 : \$4,558,751

2012 : \$4,441,643

2011: \$3,727,718

2010: \$3,481,752

2009: \$3,163,914

2008: \$3,207,294

Awards

Bank of Am
Merrill Lyn

Top transactions for State Agencies

77,915

SC Department of
Transportation

23,940

SC Department of Mental
Health

20,009

SC Department of Natural
Resources

Top transactions for Colleges and Universities

92,305

Clemson University

90,270

University of SC

38,606

MUSC

Top transactions for Local Government

101,879

Berkeley County Schools

43,827

Greenville County
Schools

42,086

Charleston County
Schools

Thank You for participating!

Bank of Am
Merrill Lyn

We are committed to delivering only the best Commercial Card solutions for all of our clients. With a focus on technology, service, innovation and our ever-increasing global footprint, we are in a position to deliver a comprehensive set of solutions with global and local proficiency.

We are providing innovative solutions in more and more markets around the globe, in addition to investing in product development and resources to support our clients' growth. Wherever you do business, you will benefit from a strong service model and a complete package of solutions that help you manage your working capital, operate more efficiently, reduce risk and gain visibility into your cash balances worldwide.

KEVIN PHALEN
HEAD OF GLOBAL CARD & COMPREHENSIVE PAYABLES

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