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# Global Program Administrator Contact List

This guide is only for company Program Administrators.

Please reference the [Global Cardholder Contact List](#) for cardholder support and activation information.

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## North America Program Administrator Support

Country	Hours (local time, Monday to Friday, unless otherwise noted)	Primary Contact	Escalation
Canada & US	7 a.m. to 9 p.m.	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management <a href="mailto:ccs_team_servicing@bankofamerica.com">ccs_team_servicing@bankofamerica.com</a> 800 822 5985, option 1</p> <p><b>Client Dedicated Support</b> (<i>for select Clients; refer to project workbook from implementation for phone extension &amp; email</i>) Contact Phone Number 888 715 1000 + Extension Email - <a href="mailto:dedicated_card_east@bankofamerica.com">dedicated_card_east@bankofamerica.com</a> or <a href="mailto:dedicated_card_west@bankofamerica.com">dedicated_card_west@bankofamerica.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) 888 715 1000 option 2, option 4 <a href="mailto:CardDigitalServices@bofa.com">CardDigitalServices@bofa.com</a></p> <p><b>File Delivery:</b> 855 515 6600 or <a href="mailto:dts.service.desk@bankofamerica.com">dts.service.desk@bankofamerica.com</a></p> <p><b>Fraud Claim Status</b> 800 714 5923</p> <p><b>Disputes (non-fraud)</b> 866 601 9490</p> <p><b>Secure email</b> 866 765 0732 or <a href="mailto:sendsecure.support@bankofamerica.com">sendsecure.support@bankofamerica.com</a></p> <p><b>Premium Rewards (US Only)</b> 800 582 5777 <a href="mailto:BOArequests@maritz.com">BOArequests@maritz.com</a> <a href="http://bankofamerica.com/premiumrewards">bankofamerica.com/premiumrewards</a></p>	<p>Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager.</p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>

APAC Program Administrator Support			
Country	Hours (local time, Monday to Friday, unless otherwise noted)	Primary Contact	Escalation
Australia	09:00 to 18:00	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management +61 2 8066 2411 <a href="mailto:asiacardcls@bofa.com">asiacardcls@bofa.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) <a href="mailto:carddigitalservicesapac@bofa.com">carddigitalservicesapac@bofa.com</a></p>	<p>Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager.</p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Hong Kong	09:00 to 18:00	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management +852 3077 4631 <a href="mailto:asiacardcls@bofa.com">asiacardcls@bofa.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) <a href="mailto:carddigitalservicesapac@bofa.com">carddigitalservicesapac@bofa.com</a></p>	
Singapore	09:00 to 18:00	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management +65 6818 5427 <a href="mailto:asiacardcls@bofa.com">asiacardcls@bofa.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) <a href="mailto:carddigitalservicesapac@bofa.com">carddigitalservicesapac@bofa.com</a></p>	

India	09:00 to 18:00	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management 000 800 440 2313 (local toll-free) <a href="mailto:indiacardcls@bankofamerica.com">indiacardcls@bankofamerica.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) <a href="mailto:carddigitalservicesapac@bofa.com">carddigitalservicesapac@bofa.com</a></p>	<p>Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager.</p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
China	09:00 to 18:00	<p>Domestic: 400 820 5558 International: +86 21 6864 4828</p>	
Indonesia	09:00 to 18:00	<p>Yuli Tuti Herawati +62 21 2350 6000 ext 30237 <a href="mailto:yulianatutiharawati@uob.co.id">yulianatutiharawati@uob.co.id</a></p>	
Japan	09:00 to 18:00	<p>Domestic: 03 6893 8250 (Tokyo) / 06 7709 8565 (Osaka) International: +81 3 6893 8250 <a href="mailto:webmaster@mail.uccard.co.jp">webmaster@mail.uccard.co.jp</a> For Lost/Stolen Cards: <a href="http://www2.uccard.co.jp/sos/index.html">http://www2.uccard.co.jp/sos/index.html</a></p>	
Malaysia	08:45 to 17:45 (closes one hour earlier on Friday)	<p>+60 3 2772 6169 <a href="mailto:BIZCARD@uob.com.my">BIZCARD@uob.com.my</a></p>	
Philippines	09:00 to 18:00	<p>Local toll-free: 89 100 From overseas: +63 2 891 0000 <a href="mailto:corporatecards@bpi.com.ph">corporatecards@bpi.com.ph</a></p>	
South Korea	09:00 to 18:00	<p>Domestic: 1588 8700 From overseas: +82 2 2000 8438</p>	
Thailand	09:00 to 18:00	<p>Tel: +66 2 343 4734 <a href="mailto:kanlaya.wan@uob.co.th">kanlaya.wan@uob.co.th</a></p>	

## EMEA Program Administrator Support

Country	Hours (local time, Monday to Friday, unless otherwise noted)	Primary Contact	Escalation
EMEA Direct Issue	08:00 to 18:00 U.K. Time	<p><b>Client Level Support (CLS) –</b> Assists with all aspects of card program management Dedicated Service Director will be provided to you directly. <a href="mailto:emeaservicingcorporate@bankofamerica.com">emeaservicingcorporate@bankofamerica.com</a></p> <p><b>Card Digital Services (CDS)</b> (GCA, Works, GRAM questions, reporting, or other technical issues) International Direct Dial +44 (0) 208 313 2700 (Select option 1) or email <a href="mailto:CardDigitalServicesEMEA@bofa.com">CardDigitalServicesEMEA@bofa.com</a></p>	<p>Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager.</p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Russia	09:00 to 18:00 (Moscow time zone)	Contact Alfa Bank Relationship Manager directly.	
South Africa	08:00 to 18:00	0860 999 002 <a href="mailto:CorporateCardPriority@standardbank.co.za">CorporateCardPriority@standardbank.co.za</a>	
UAE	Sunday – Thursday 09:00 to 18:00	+971 04 426 5900 English and Arabic	

## Latin America Program Administrator Support

Country	Hours (local time, Monday to Friday, unless otherwise noted)	Primary Contact	Escalation
Argentina	7 a.m. to 8 p.m.	<p>Please contact your designated Banco Macro Account Manager.</p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>If you do not know your Banco Macro Account Manager, please contact Bank of America to inquire <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Brazil	8:30 a.m. to 6:30 p.m.	<p>+55 11 4003 4052 or 0800 880 4052 <a href="mailto:une.bradesco@servicosfps.com.br">une.bradesco@servicosfps.com.br</a></p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>If you do not know your Banco Macro Account Manager, please contact Bank of America to inquire <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Chile	8:45 a.m. to 6:20 p.m.	<p>+562 2584 4080 <a href="mailto:sacempresas@security.cl">sacempresas@security.cl</a></p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>

Colombia	8:00 a.m. to 1:00 p.m. / 2:00 p.m. to 5:00 p.m.	<p>Please contact your designated Banco Davivienda Account Manager.</p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Costa Rica	8:00 a.m. to 5:00 p.m.	<p>Jessica Madriz +506 2519 8428 <a href="mailto:jessica.madriz@promerica.fi.cr">jessica.madriz@promerica.fi.cr</a> Keylin Mariam Vargas Arguedas +506 2519 8418 <a href="mailto:kevargas@promerica.fi.cr">kevargas@promerica.fi.cr</a></p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>
Mexico	8:30 a.m. to 6:00 p.m.	<p>Please contact your designated Banco Invex Account Manager.</p> <p>Bank of America Treasury F&amp;S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: <a href="mailto:latam_card_servicing@bankofamerica.com">latam_card_servicing@bankofamerica.com</a></p>	<p>Kristian Pizano Sanchez +5255 4162 6100 Ext. 3051 <a href="mailto:KPIZANO@invex.com">KPIZANO@invex.com</a></p> <p>Client Account Manager (CAM) - <i>Responsible for the strategic growth of the card program from a consultative approach. CAM will assist with any card program escalation issues. Not all Clients qualify for a CAM.</i></p>