



Global Cardholder Contact List

This is a quick reference guide for customer service phone numbers and activation information.

Contents

North America Cardholder Support	2
APAC Cardholder Support	3
EMEA Cardholder Support	5
LATAM Cardholder Support.....	6

North America Cardholder Support

Country	Customer Service is available 24/7/365	Activation
Canada	<p>All cardholders: 800 300 3084</p> <p>Executive Explorer Cardholders Only: 844 661 6529</p> <p>Hearing Impaired: Bank of America utilizes a relay service. Please utilize your preferred relay service.</p> <p>Did you experience fraud? 866 500 8262</p> <p>Disputes related to billing or charges(non-fraud) 855 521 1795</p>	<p>Visit bofa.com/globalcardaccess to activate your card, choose your PIN and set up alerts.</p> <p>NOTE: To activate your card you will need Verification ID (provided by your Program Administrator), employee ID or ability to receive a one-time passcode. It is important to choose a PIN carefully. Your PIN will be required for most transactions.</p> <p>Download the Global Card Access app in your preferred app store</p> <p>In addition to tools available online, the Global Card Access app allows you to activate your card, view account information (recent transactions, credit limit and available balance), view your PIN, lock and unlock your card and make payments.</p> <p>If you prefer, call 888 233 8855 to activate your card using our automated service or call collect at 602 379 8753</p>
U.S.	<p>All cardholders: 888 449 2273 or 602 379 8753 (collect)</p> <p>Executive Explorer Cardholders Only: 844 661 6529</p> <p>Hearing Impaired: We accept calls made through relay services, dial 711</p> <p>Did you experience fraud? 866 500 8262</p> <p>Disputes related to billing or charges (non-fraud) 855 521 1795</p> <p>Premium Rewards 888 449 2273 bankofamerica.com/premiumrewards</p>	<p>Visit bofa.com/globalcardaccess to activate your card, choose your PIN and set up alerts.</p> <p>NOTE: To activate your card you will need Verification ID (provided by your Program Administrator), employee ID or ability to receive a one-time passcode. It is important to choose a PIN carefully. Your PIN will be required for most transactions.</p> <p>Download the Global Card Access app in your preferred app store</p> <p>In addition to tools available online, the Global Card Access app allows you to activate your card, view account information (recent transactions, credit limit and available balance), view your PIN, lock and unlock your card and make payments.</p> <p>If you prefer, call 888 233 8855 to activate your card using our automated service or call collect at 602 379 8753</p>

APAC Cardholder Support		
Country	Primary Contact	Activation
Australia	+61 2 8066 2412 asiacardsupport@bofa.com	<p>Cardholders must activate their own card.</p> <p>There are three options to activate your card:</p> <ol style="list-style-type: none"> 1. Visit bofa.com/globalcardaccess to activate your card. 2. Download the Global Card Access app in your preferred app store (coming soon to Hong Kong). <p>In addition to tools available online, the Global Card Access app allows you to activate your card, view account information (recent transactions, credit limit and available balance), lock and unlock your card and contact servicing.</p> <ol style="list-style-type: none"> 3. Call Cardholder Support and activate using the automated activation system.
Hong Kong	+852 3077 4632 asiacardsupport@bofa.com	
Singapore	+65 6818 5428 asiacardsupport@bofa.com	

China	Domestic: 400 820 5558 From overseas: +86 21 6864 4828 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
Indonesia	+ 62.21.14008 / +62 21 2355 9000 uobcare@uob.co.id 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
Japan	Domestic: 03 6893 8250 (Tokyo) / 06 7709 8565 (Osaka) From overseas: +81 3 6893 8250 webmaster@mail.uccard.co.jp For Lost/Stolen Cards: http://www2.uccard.co.jp/sos/index.html 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
Malaysia	+60 3 2612 8080 / + 60.3.2612.8121 uobcustomerservice@uob.com.my 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
Philippines	Local toll-free: 89 100 From overseas: +63 2 891 0000 corporatecards@bpi.com.ph 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
South Korea	Domestic: +82 2 1588 8700 From overseas: +82 2 2000 8100 Lost or stolen: +82 2 1588 8900 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.
Thailand	Tel: + 66.2343.2929 kanlaya.wan@uob.co.th 24 hours, Monday-Friday	Cardholders must activate their own card. Numbers for activation are found on the reverse side of the card.

EMEA Cardholder Support

Country	Cardholder support	Activation
EMEA Direct Issue	00800 0456 7890 (toll-free) or International Direct Dial +44 (0) 207 839 1481 Support is available in English, French, German, Italian and Spanish Monday through Friday. English support during weekends.	<p>There are three options to activate your card:</p> <ol style="list-style-type: none"> 1. Visit bofa.com/globalcardaccess to activate your card and view your PIN. 2. Download the Global Card Access app in your preferred app store. In addition to tools available online, the Global Card Access app allows you to activate your card, view account information (recent transactions, credit limit and available balance), view your PIN, lock and unlock your card and contact servicing. 3. Call EMEA Cardholder Support and activate using the automated activation system. <p>Note: Your PIN will be required for most transactions. You can only view your PIN via bofa.com/globalcardaccess or the Global Card Access app.</p>
South Africa	0860 999 002 CorporateCardPriority@standardbank.co.za	Activation details are sent with the card.
UAE	800 8008 or 800 2030 Languages supported: English and Arabic.	Activation details are sent with the card.

LATAM Cardholder Support

Country	Cardholder support	Activation
Argentina	+54 11 4340 5656 (International) / +11 4348 7070 (Local)	+54 11 4340 5656 (International) / +11 4348 7070 (Local)
Brazil	+55 11 4002 0022 (International) +4002 0022 / +0800 570 0022 (Local)	+55 11 4002 0022 (International) +4002 0022 / +0800 570 0022 (Local)
Chile	+562 2584 4060 / 2661 2711 (Local) / +562 2462 2117 (Local Mobile)	+562 2584 4060 (Local)
Colombia	+571 327 8360 (International) / +01 8000 919 561 (Local) / +561 8899 (Bogotá)	+571 327 8360 (International) / +01 8000 919 561 (Local) / +561 8899 (Bogotá)
Costa Rica	+506 2519 8090 (International) / +506 2519 8090 (Local)	+506 2519 8090 (International) / +506 2519 8090 (Local)
Mexico	+5255 4000 0025 (International) / +55 4000 0025 (Local)	+5255 4000 0025 (International) / +55 4000 0025 (Local)