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# Executive Explorer Card

Frequently Asked Questions (Visa and Mastercard, Global)

## Statement Credits

Q: I do not see a statement credit for my annual lounge membership. Who do I call?

A: If your purchase was made with a qualifying airline, it can take up to four weeks to process. If you do not see the statement credit after four weeks please call our servicing team for support.

North America: 844.661.6529

EMEA: 00800.0456.7890

Australia: +61.2.8066.2412

Hong Kong: +852.3077.4632

Singapore: +65.6818.5428

Q: How long does it take for a statement credit to process?

A: It can take up to four weeks from the posting date of the transaction.

Q: I forgot to identify myself as a LoungeKey member when I checked into the lounge. Is Bank of America able to re-process that transaction so I can receive my missing statement credit?

A: No, Executive Explorer cardholders must identify themselves as LoungeKey members at time of check in. Each lounge uses a specially enabled terminal to validate eligibility and process the transaction.

Q: I purchased an item within the LoungeKey lounge and I did not receive a statement credit for the transaction. How can I get a statement credit for this transaction?

A: At this time, only entrance fees (up to the allowable limit) qualify for the statement credits.

Q: Will statement credits appear in my expense report?

A: If your company is using an expense report management system, statement credits should flow through. If not, we recommend you reach out to your company's Program Administrator.

Q: My application was not approved for one of the Airport Fast Track programs. Can I get a refund?

A: Typically, these types of programs do not offer refunds, and we are not able to help facilitate any type of refund. In the event a refund is issued, we are not able to reverse any statement credits that have already posted.

Q: I have a credit balance on my account due to a statement credit. How can I get a refund?

A: For individually billed accounts, cardholders or the Program Administrator can call servicing to request a refund. For centrally billed accounts, Program Administrators can call servicing to request a refund, which is returned to the company.

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## Lounges

Q: Can I use my statement credits for a day pass at different airline lounges within the Executive Explorer program?

A: Yes, up to the allowable limit.

Q: I paid out of pocket for my annual airlines lounge fee. Can Bank of America send me a check for the amount I paid?

A: No, purchases must be made using the Executive Explorer Card, qualified based on the program guidelines and within the allowable limit.

Q: Where can I find the list of eligible lounges?

A: Please reference our [Lounge Access Fact Sheet](#).

Q: Do all Executive Explorer Cardholders have a LoungeKey Membership? Where do I go to enroll?

A: Please reference our [Lounge Access Fact Sheet](#).

Q: I purchased an annual membership with an airline that exceeded my allowable benefit. How will the statement credit appear and how will it feed into my expense report?

A: A charge will appear on your billing statement for the airline membership. A second transaction will appear for the statement credit, up to the allowable limit, provided you have not already exceeded it. Cardholders should check with their Program Administrators if the difference is an allowable company paid expense.

Q: Is there a difference between Priority Pass and LoungeKey?

A: Although both programs are owned by the same company and share some similar lounges, they operate differently.

Q: Do I need to enroll or receive membership card for LoungeKey?

A: No enrollment is required by the cardholder. There are no membership cards for LoungeKey, Executive Explorer cards are already enabled and cardholders can simply present their card at check-in.

Q: If I exceeded my statement credit allowance for Lounge, can I still use LoungeKey lounges?

A: Yes, to receive the discounted rates, you must use your Executive Explorer Card, however, you will not receive any statement credits above your allowable benefit limit.

Q: I identified myself as a LoungeKey member, but my receipt shows Priority Pass, will I receive the statement credit?

A: We strongly recommend you talk to a representative at check-in to reconfirm the lounge processed the transaction as a LoungeKey transaction and utilized the special processing terminal. If the lounge does not process the transaction with LoungeKey, statement credit will not be applied.

Q: I visited a Minute Suites lounge within the LoungeKey program and noticed the cost was not \$32. Is this correct?

A: There are few lounges within the LoungeKey program that are slightly less than the \$32 fee. However, cardholders are responsible for identifying themselves as a LoungeKey member at check in.

### **Airport Fast Track**

Q: I was not approved for Global Entry/TSA Pre-Check. Can I get a refund?

A: Typically, these types of programs do not offer refunds, and we are not able to help facilitate any type of refund. In the event a refund is issued, we are not able to reverse any statement credits that have already posted.

Q: Where can I find the list of eligible Airport Fast Track programs?

A: Please reference our list of eligible [Airport Fast Track](#) programs.

### **Other card benefits**

Q: How do I file an insurance claim for an eligible benefit?

A: Please reference the [Global Insurance Benefits](#) matrix for specific policy eligibility and instructions on how to submit a claim.

### **Card Issuance**

Q: Where do I go to submit an online application for an Executive Explorer Card?

A: At this time, online application is not available. Program Administrators should call servicing for assistance.

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Q: I have a Bank of America Corporate Card. Is it possible to keep my same card number when I transition to Executive Explorer?

A: Yes, Program Administrators can call servicing to help facilitate the change.

Q: When will the annual fee be charged?

A: Annual fees will be applied to the cardholder account shortly after card has been issued and every 12 months thereafter.

Q: My Executive Explorer card was lost. Will I be charged an additional annual fee for my new card?

A: No.

Q: An individual with an Executive Explorer Card has left the company. Can I get a refund or prorated annual fee for another card?

A: No.

Q: I have an Executive Explorer Card and would like to go back to a Corporate/Commercial Card. Can I keep my same number?

A: No, a new card will be issued.

Q: How do I get my annual fee credited, prorated or refunded?

A: We are not able to credit any annual fees.