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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.	Client Level Support (CLS) – Assists with all aspects of card program management ccs_team_servicing@bankofamerica.com 800 822 5985, option 1 Client Dedicated Support (<i>for select Clients; refer to project workbook from implementation for phone extension & email</i>) Contact Phone Number 888 715 1000+ Extension Email - dedicated_card_east@bankofamerica.com or dedicated_card_west@bankofamerica.com Card Digital Services (CDS) (GCA, Works, GRAM questions, reporting, or other technical issues) 888 715 1000 option 2, option 4 CardDigitalServices@bofa.com File Delivery: 855 515 6600 or dts.service.desk@bankofamerica.com Fraud Claim Status 800 714 5923 Disputes (non-fraud) 855 521 1795 Secure email 866 765 0732 or sendsecure.support@bankofamerica.com Premium Rewards (U.S. Only) 888 449 2273 bankofamerica.com/premiumrewards	Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager. 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>

APAC Program Administrator Support			
Country	Hours (local time, Monday to Friday, unless otherwise noted)	Primary Contact	Escalation
Australia	09:00 to 18:00	Client Level Support (CLS) – Assists with all aspects of card program management +61 2 8066 2411 asiacardcls@bofa.com Card Digital Services (CDS) (GCA, Works, GRAM questions, reporting, or other technical issues) carddigitalservicesapac@bofa.com	Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager. 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>
Hong Kong	09:00 to 18:00	Client Level Support (CLS) – Assists with all aspects of card program management +852 3077 4631 asiacardcls@bofa.com Card Digital Services (CDS) (GCA, Works, GRAM questions, reporting, or other technical issues) carddigitalservicesapac@bofa.com	
Singapore	09:00 to 18:00	Client Level Support (CLS) – Assists with all aspects of card program management +65 6818 5427 asiacardcls@bofa.com Card Digital Services (CDS) (GCA, Works, GRAM questions, reporting, or other technical issues) carddigitalservicesapac@bofa.com	

India	09:00 to 18:00 Monday-Friday	Email: corporate.assist@axisbank.com or contact your designated relationship manager	Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager. 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>
China	09:00 to 18:00	Domestic: 400 820 5558 International: +86 21 6864 4828	
Indonesia	09:00 to 18:00	Yuli Tuti Herawati +62 21 2350 6000 ext 30237 yulianatutiherawati@uob.co.id	
Japan	09:00 to 18:00	Domestic: 03 6893 8250 (Tokyo) / 06 7709 8565 (Osaka) International: +81 3 6893 8250 webmaster@mail.uccard.co.jp For Lost/Stolen Cards: Local: 03-6688-7669 (Tokyo) / 06-7709-8500 (Osaka) International: +81 3 6688-7669 https://www2.uccard.co.jp/cs/corporate/c_card/info/index.html	
Malaysia	08:45 to 17:45 (closes one hour earlier on Friday)	+60 3 2772 6169 BIZCARD@uob.com.my	
Philippines	09:00 to 18:00	Local toll-free: 89 100 From overseas: +63 2 891 0000 corporatecards@bpi.com.ph	
South Korea	09:00 to 18:00	Domestic: 1588 8700 From overseas: +82 2 2000 8438	
Thailand	09:00 to 18:00	Tel: +66 2 343 4734 kanlaya.wan@uob.co.th	

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	Client Level Support (CLS) – Assists with all aspects of card program management Dedicated Service Director will be provided to you directly. emeaservicingcorporate@bankofamerica.com Card Digital Services (CDS) (GCA, Works, GRAM questions, reporting, or other technical issues) International Direct Dial +44 (0) 208 313 2700 (Select option 1) or email CardDigitalServicesEMEA@bofa.com	Contact your Bank of America Treasury Sales Officer (TSO) or Relationship Manager. 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>
South Africa	08:00 to 18:00	0860 999002 CorporateCardPriority@standardbank.co.za	
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.	Please contact your designated Banco Macro Account Manager and generic email at Banco Macro: Back de Empresas: BDE@macro.com.ar Bank of America Treasury F&S Advisor Service works to direct Program Administratorsto correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	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>
Brazil	8:30 a.m. to 6:30 p.m.	Please contact your designated Banco Bradesco Account Manager and generic email at Bradesco: une.bradesco@servicosfps.com.br +55 11 4003 4052 or 0800 880 4052 Bank of America Treasury F&S Advisor Service works to direct Program Administratorsto correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	If you do not know your Bradesco Account Manager, please contact Bank of America to inquire latam_card_servicing@bankofamerica.com 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>
Chile	8:45 a.m. to 6:20 p.m.	Please contact your designated Banco Security Account Manager and generic email for Customer Service at the email: tarjetascreditoempresas@security.cl +562 2584 4080 Bank of America Treasury F&S Advisor Service works to direct Program Administratorsto correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	If you do not know your Bradesco Account Manager, please contact Bank of America to inquire latam_card_servicing@bankofamerica.com 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>

Colombia	8:00 a.m. to 1:00 p.m. / 2:00 p.m. to 5:00 p.m.	Please contact your designated Banco Davivienda Account Manager and generic email for Customer Service at the email: conveniosespeciales@davivienda.com Bank of America Treasury F&S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	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>
Costa Rica	8:00 a.m. to 5:00 p.m.	Please contact your designated Banco Promerica Account Manager and generic email for Customer Service at the email: conveniosespeciales@davivienda.com Roderick Campos rcampos@promerica.fi.cr +506-2519-8419 Bank of America Treasury F&S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	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>
Mexico	8:30 a.m. to 6:00 p.m.	Please contact your designated Banco Invex Account Manager. Bank of America Treasury F&S Advisor Service works to direct Program Administrators to correct channels when contacting local issuing banks. 8am – 4:30pm EST Monday - Friday Email: latam_card_servicing@bankofamerica.com	Gerardo Quiroz +52 5541626100 Ext. 3127 gquiroz@invex.com Marco Ramirez +52 (55) 4162 6100 Ext. 3094 MRAMIREZA@invex.com 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>

