



Bank of America Card Program Contact List

Account Specialist: Pat Roberson

Ph. 757.533.7885 (Monday-Friday 9:00am-6:00pm EST)

Fax 704.208.3115

Pat.Roberson@baml.com

Assist Program Administrator with various daily card maintenance/operational issues that cannot be performed within the Works application :

- **General program inquiries**
- **Chargeback resolution**
- **MCC group add/deletion**
- **Research declines**

Back up to Pat is:

Kiara Jones- 757.441.4968 (Monday-Friday 8:00am – 4:30 pm EST)

Kiara.r.jones@baml.com

Team Servicing: 1.800.822.5985 (Monday-Friday 7:00am-9:00pm EST)

Ccs_team_servicing@baml.com

Assist Program Administrator with various daily card maintenance issues that cannot be performed within the Works application :

- **General program inquiries**
- **Chargeback resolution**
- **MCC group add/deletion**
- **Research declines**

Technical Help Desk: 1-888-589-3473 (Monday-Friday 7:00am-7:00pmCST)

www.commcardthd@bankofamerica.com

The Technical Help Desk provides assistance and support to your Program Administrators for all issues related to the Works application.

- **Assist with navigating through Works screens**
- **Assist with how-to's on daily tasks in Works**
- **Assist with any Works application related feature pertaining to your setup**

Customer Service:1-888-449-2273 (24 Hours a day - 7 Days a Week)

Cardholders – General account maintenance, inquiries, account balance and billing information, card activation.