

# Bank of America Premium Rewards

## Frequently Asked Questions

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## General information

### What browsers are supported for the best site experience?

[Global Card Access](#) application can be accessed using any internet browser, but the application is only tested and verified against Internet Explorer, Edge, Chrome and Firefox. For best results, it is highly recommended to update your browser to the latest version.

### What can I expect to see in the Premium Rewards program?

- The online travel tool will capture and pass your Frequent Flyer number, Redress number, Known Travel Number or membership rewards ID to the travel provider selected.
- Split-tender or supplemental payment for travel redemption options.
- Expedited shipping for some merchandise redemption options, additional charges may apply.
- Online comparison of merchandise redemption options.
- Ability to add an Additional Authorized Users to your account directly online in your Premium Rewards Account Profile.
- A Saturday stay is not required when booking travel.
- Ability to track orders and point balances online.

## Account support

### What are your Customer Service hours?

Most questions can be answered by Bank of America Premium Rewards at 1.888.449.2273 during the hours of 9 a.m. ET - 9 p.m. ET (excluding Bank holidays). Customer Service for travel is available Monday – Friday, 8 a.m. ET – 6 p.m. ET.

### Who should I contact if I want to cancel one or more accounts from Premium Rewards?

Contact your Bank of America card services team or call 1.888.449.2273.

### Who should I contact if I have issues accessing the Premium Rewards site?

Contact Bank of America Premium Rewards at 1.888.449.2273 during the hours of 9 a.m. ET - 9 p.m. ET (excluding Bank holidays).

### Who should I contact for Premium Rewards point balance questions?

To view your account balance, redemption history and more log into Global Card Access ([bankofamerica.com/globalcardaccess](https://bankofamerica.com/globalcardaccess)) and choose Premium Rewards.

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### How do I update my Premium Rewards account profile information?

Cardholders can log into [Global Card Access](#) and update your profile information. Alternatively, Cardholders can also call Global Card Servicing at 1.888.449.2273 24-hours a day, 7 days a week.

Please allow one business day for profile updates to occur.

## Rewards and redemption

What rewards catalog options are available in the Premium Rewards program?

- Merchandise
- Retail Gift Cards (electronic cards)
- Visa and/or Mastercard Reward Cards
- Airfare
- Hotel
- Car Rental
- Cruises
- Vacation Packages
- Charitable donations

### Is there another way to place an order other than online?

Yes. Merchandise and gift card orders can be placed by calling Bank of America Premium Rewards at 1.888.449.2273 (9 a.m. ET - 9 p.m. ET, excluding Bank holidays). Travel services are available Monday – Friday, 8 a.m. ET – 6 p.m. ET)

### Am I responsible for figuring out the taxes and shipping/handling costs for my order?

No. When applicable, these calculations will be made automatically during the checkout process as applicable.

### How will my order be shipped?

Most in-stock items will ship via standard ground service. Larger items will be shipped via common carrier. Items that are shipped directly from the manufacturer will be shipped according to the manufacturer's shipping guidelines. Expedited shipping is available for some items; however, additional charges will apply.

### Will I receive a confirmation email for my redemptions?

Yes. You will receive a confirmation email within 30 minutes of placing your travel, merchandise or gift card redemption.

### When can I expect to receive my reward redemption?

The below chart shows the expected delivery time for merchandise, gift card, Visa and/or Mastercard reward cards and travel redemptions. The below timeframes can be expected for the 48 contiguous states and territories and may be extended for Hawaii and Alaska.

Reward Item	Timeframe
Merchandise	7-10 business days
Reward Cards	10-14 business days
Physical Gift Cards	7-10 business days
E-Gifts Cards	Delivered via email same day ordered (within 30 minutes)
Media Store	3-5 days if item is not on backorder or preorder
Online Travel/Activities	Delivered via email same day ordered (within 30 minutes)
Event Tickets	Delivered at least 10 days prior to event

### How can I check my order status?

You may inquire about your order status using the different methods:

**Online:** Log into your [Global Card Access](#) account; select Premium Rewards

**Phone:** 1.888.449.2273

### Can I cancel an online order?

No. Due to our rapid order processing system, we cannot cancel an order placed online.

### What is your return policy?

#### Defective Merchandise

If you have received defective merchandise, a return is allowed up to 15 days after shipment. Please call Premium Rewards at 1.888.449.2273 for a return authorization number and further instructions. Please note some electronics are excluded from our return policy and will require that you contact the manufacturer directly to resolve any issue.

#### Damaged Merchandise

Notify Premium Rewards at 1.888.449.2273 within 24-hours of receipt of items damaged in transit or received with visible damaged packaging. A customer service specialist will provide return instructions. It is important to save all packaging materials, note all damages on the carrier's delivery receipt when you sign for your freight item, and take a picture of the damage for documentation purposes.

#### Gift Cards

Gift cards or gift certificates are not returnable, exchangeable, refundable or redeemable for cash, credit or previously purchased items under any circumstances. All handling and upgraded shipping fees are non-refundable. We have no further obligation once the gift card or gift certificate is issued.

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## Points use and payment

### What is split-tender or supplemental pay?

Split-tender or supplemental pay is when the redemption is paid in part with points and in part with a debit or credit card.

### If I am using a credit card for my purchase, what information do you need?

In addition to the card number, you must also indicate the card's expiration date and CVV number.

### When will my points expire in the Premium Rewards program?

Points will expire on December 31 of the fifth calendar year following the year the Points are earned. Points will be redeemed and will expire on a first-in, first-out basis.

### When will my points be forfeited after my account is closed?

Points should be redeemed prior to account closure. Once the account is closed or Premium Rewards option is removed from the account, points are forfeited after 24 hours. Points may not be transferred to another account.

### Can I use my points outside of the Premium Rewards program?

No. Premium Rewards points must be redeemed by visiting Global Card Access, then click on the Premium Rewards option.

### Can I redeem for cash statements to my Commercial or Corporate Card account?

No. Cash statement credits are not available in the Premium Rewards program.

### Are there any cash or cash-like options in the Premium Rewards program?

Points can be redeemed for Visa and/or Mastercard Reward Cards.

## Account security

### How do I know my transaction is secure?

Online ordering via our website is encrypted using SSL (Secure Sockets Layer) protocol.

### Why do I need to supply phone numbers and my email address when I place my order online?

It is imperative that you include your email address and telephone number when placing an order online. This will allow us to quickly contact you should any questions arise with your order or to simply confirm your order, if necessary. You will also receive an order confirmation email for all orders as well as a shipping confirmation/tracking email if your items are shipped directly from our distribution center.

### What do you do with my email address?

The information we collect is requested to confirm your order and provide shipping / delivery status on applicable items. For more information on our policies, please reference the "Privacy Policy" section in the footer section of the Premium Rewards site.

## Login credentials and activities

### What activities must I complete during the account activation and setup process?

Just simply [create your login and password](#) for Global Card Access. Once set up, if your account is enrolled in Premium Rewards, you will have a link to access the redemption portal.

### Is the Premium Rewards site supported on mobile devices and tablets?

Yes, the Premium Rewards site is available on most mobile and tablet devices.