

Institute of International Education Digital Disbursements

Customer Experience Details

Notification


Registered recipient email (Bank of America customer examples)

Registered recipients receive notification and the funds are deposited same or next business day.*

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.



This payment is being processed by:



John Smith,

As you requested, the following payment is in process to you via your email address:

From: **Institute of International Education**
To: **John Smith**
Email address: jsmith@gmail.com
Amount: **\$100.00**
Date sent: **06/02/2016**
Confirmation number: **999498654**
Message: **Optional 200 character message from Institute of International Education**

This payment will automatically deposited into the account you selected for this email address. You can sign in to Online or Mobile Banking to review this payment.


If you have questions about this payment, please contact Institute of International Education.

* Please note: Refers to period of time during which payments are generally available. Depending on the receiving bank and time of day, payments could be received same day or next business day. Actual times may vary. Available to U.S. bank account holders only.

Notification

Unregistered recipient email example


Unregistered recipients receive notification of funds with a call-to-action to enroll to accept the funds.

 The Power of International Education

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.

You've received notice of payment from Institute of International Education

Institute of International Education is using Bank of America to process this payment

Bank of America 

John Smith,

As you requested, the following payment is in process to you via your email address:

From: Institute of International Education
To: John Smith
Email address: jsmith@gmail.com
Amount: \$100.00
Date sent: 6/2/2008
Confirmation number: 799498654
Message: Optional 200 character message from Institute of International Education.

You must register jsmith@gmail.com to receive payment.
After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money.
Please review clearXchange's website terms, privacy and security policies to see how they apply to you.

Notification

Unregistered recipient example

After choosing their bank to enroll in the service, they are able to accept funds.

The screenshot displays the Zelle notification interface. At the top, a purple banner features the Zelle logo, the text "clearXchange® is becoming Zelle!", and a "LEARN MORE" button. Below this, the "CLEARXCHANGE™" logo is shown. The main message reads "Someone sent you money!" and "Select your bank below to register". It explains that users should select their bank to register their email address or mobile number and choose the account where they want the money deposited. A list of banks is provided, each with a right-pointing arrow: Bank of America, Capital One, CHASE, FirstBank, Frost (Banking Investments Insurance), TD Bank (America's Most Convenient Bank®), usbank., and WELLS FARGO. A "My bank isn't listed" option is also available. At the bottom, there is a "Questions?" link with a dropdown arrow, a copyright notice for clearXchange, and a Norton Secured logo powered by Symantec.

Reminder Notification – four day reminder

Unregistered email recipient example

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.



Reminder: You've received notice of payment from Institute of International Education

Institute of International Education is using Bank of America to process this payment



John Smith,

As you requested, **Institute of International Education** sent you a payment **4** days ago. This payment will expire if you don't accept it within 14 days of the date listed.

From: **Institute of International Education**
To: **John Smith**
Email address: jsmith@gmail.com
Amount: **\$100.00**
Date sent: **6/2/2008**
Confirmation number: **799498654**
Message: **Optional 200 character message from Institute of International Education.**

You must register jsmith@gmail.com to receive payment.
After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money.
Please review *clearXchange's* website terms, privacy and security policies to see how they apply to you.

clearXchange is a way to send and receive money directly between almost any U.S. bank account within minutes. With just an email

Provides
notice of
upcoming
expiration

Reminder Notification – ten day reminder

Unregistered email recipient example

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.



Reminder: You've received notice of payment from Institute of International Education

Institute of International Education is using Bank of America to process this payment



John Smith,

As you requested, **Institute of International Education** sent you a payment **10** days ago. This payment will expire if you don't accept it within 14 days of the date listed.

From: **Institute of International Education**
To: **John Smith**
Email address: jsmith@gmail.com
Amount: **\$100.00**
Date sent: **6/2/2008**
Confirmation number: **799498654**
Message: **Optional 200 character message from Institute of International Education.**

You must register jsmith@gmail.com to receive payment.
After registration, the funds will be deposited into the account you select for this email address.

Register to accept payment

If you have questions about this payment, please contact Institute of International Education.

By selecting [Register to accept payment] you will be directed to the clearXchange™ website to receive your money.
Please review *clearXchange's* website terms, privacy and security policies to see how they apply to you.

clearXchange is a way to send and receive money directly between almost any U.S. bank account within minutes. With just an email

Provides
notice of
upcoming
expiration

Cancellation Notification

Client submitted cancellation email example

To ensure delivery, add payments@ealerts.bankofamerica.com to your address book.



Your payment from Institute of International Education is canceled

John Smith,

The following payment is canceled:

From: **Institute of International Education**
To: **John Smith**
Email address: jsmith@baml.com
Amount: **\$100.00**
Date sent: **06/02/2016**
Confirmation number: **1fwhe5upa**
Message: **Optional 200 character message from Institute of International Education.**

If you have questions about this cancellation, please contact Institute of International Education.

Notification

Additional information displayed on emails

If you're a Bank of America customer, please note the following:

Email preferences

This is a service email from Bank of America. Please note that you may receive service email in accordance with your Bank of America service agreements, whether or not you elect to receive promotional email.

Contact us about this email

Please do not reply to this email with sensitive information, such as an account number, PIN, password, or Online ID. The security and confidentiality of your personal information is important to us. If you have any questions, please either call the toll-free customer service phone number on your account statement or visit the Bank of America website to access the [Contact Us](#) page, so we can properly verify your identity.

Privacy and security

Keeping your financial information secure is one of our most important responsibilities. For an explanation of how we manage customer information, please visit the Bank of America website to read our [Privacy Policy](#). You can also learn how Bank of America keeps your [personal information secure](#) and how you can help protect yourself.

Bank of America Email, 8th Floor-NC1-002-08-25, 101 South Tryon St., Charlotte, NC 28255-0001

Bank of America, N.A. Member FDIC. [Equal Housing Lender](#) 
© 2017 Bank of America Corporation. All rights reserved.

This email was sent to: drishti.tandon@bankofamerica.com

Customer service

Customer Service

We expect that most customers will contact your company's customer service directly. You may reference the data provided through our file transmissions to your systems or the Detailed Listing report on CashPro® Online to obtain payment status. If you have additional inquiries, you may contact your Bank of America Merrill Lynch client services representative.

In the event that a mutual Bank of America customer contacts us, our call center representatives will be able to help them with their online login and verify the Digital Disbursement transaction. Customers having issues accessing their own online banking service should be referred to their bank's client service area for assistance.

In the event that the customer contacts clearXchange, a customer service representative can assist with issues related to the clearXchange registration process.

Please reference Frequently Asked Questions for assistance in answering customer questions.

What do I have to give to Institute of International Education to sign up for IlePAY?

All you need to give Institute of International Education is your email address. That's it.

Am I going to get spam mail after signing up for IlePAY?

No. The information you provide us will never be sold, so you won't receive spam mail. Your information will only be used to make the payment.

How is IlePAY different from other payment transfer services?

Unlike other payment transfer services, with IlePAY your money goes directly into your bank account. There is no need to transfer funds.

What is ZelleSM* and what role does it play?

Zelle* is a way to send and receive money directly between almost any U.S. bank account within minutes, using just an email address or mobile phone number. Through Zelle*, banks are able to "talk to each other" to make it simple, safe and secure to send money electronically, directly to your bank account.

*Zelle and the Zelle related marks are wholly owned by Early Warning Services, LLC and are used herein under license.

Notice to Recipient

"Bank of America Merrill Lynch" is the marketing name for the global banking and global markets businesses of Bank of America Corporation. Lending, derivatives and other commercial banking activities are performed globally by banking affiliates of Bank of America Corporation, including Bank of America, N.A., member FDIC. Securities, strategic advisory, and other investment banking activities are performed globally by investment banking affiliates of Bank of America Corporation ("Investment Banking Affiliates"), including, in the United States, Merrill Lynch, Pierce, Fenner & Smith Incorporated and Merrill Lynch Professional Clearing Corp., both of which are registered as broker-dealers and members of [SIPC](#), and, in other jurisdictions, by locally registered entities. Merrill Lynch, Pierce, Fenner & Smith Incorporated and Merrill Lynch Professional Clearing Corp. are registered as futures commission merchants with the CFTC and are members of the NFA. Investment products offered by Investment Banking Affiliates: Are Not FDIC Insured * May Lose Value * Are Not Bank Guaranteed.

This document is intended for information purposes only and does not constitute a binding commitment to enter into any type of transaction or business relationship as a consequence of any information contained herein.

These materials have been prepared by one or more subsidiaries of Bank of America Corporation solely for the client or potential client to whom such materials are directly addressed and delivered (the "Company") in connection with an actual or potential business relationship and may not be used or relied upon for any purpose other than as specifically contemplated by a written agreement with us. We assume no obligation to update or otherwise revise these materials, which speak as of the date of this presentation (or another date, if so noted) and are subject to change without notice. Under no circumstances may a copy of this presentation be shown, copied, transmitted or otherwise given to any person other than your authorized representatives. Products and services that may be referenced in the accompanying materials may be provided through one or more affiliates of Bank of America, N.A.

We are required to obtain, verify and record certain information that identifies our clients, which information includes the name and address of the client and other information that will allow us to identify the client in accordance with the USA Patriot Act (Title III of Pub. L. 107-56, as amended (signed into law October 26, 2001)) and such other laws, rules and regulations.

We do not provide legal, compliance, tax or accounting advice. Accordingly, any statements contained herein as to tax matters were neither written nor intended by us to be used and cannot be used by any taxpayer for the purpose of avoiding tax penalties that may be imposed on such taxpayer.

For more information, including terms and conditions that apply to the service(s), please contact your Bank of America Merrill Lynch representative.

Investment Banking Affiliates are not banks. The securities and financial instruments sold, offered or recommended by Investment Banking Affiliates, including without limitation money market mutual funds, are not bank deposits, are not guaranteed by, and are not otherwise obligations of, any bank, thrift or other subsidiary of Bank of America Corporation (unless explicitly stated otherwise), and are not insured by the Federal Deposit Insurance Corporation ("FDIC") or any other governmental agency (unless explicitly stated otherwise).

This document is intended for information purposes only and does not constitute investment advice or a recommendation or an offer or solicitation, and is not the basis for any contract to purchase or sell any security or other instrument, or for Investment Banking Affiliates or banking affiliates to enter into or arrange any type of transaction as a consequent of any information contained herein.

With respect to investments in money market mutual funds, you should carefully consider a fund's investment objectives, risks, charges, and expenses before investing. Although money market mutual funds seek to preserve the value of your investment at \$1.00 per share, it is possible to lose money by investing in money market mutual funds. The value of investments and the income derived from them may go down as well as up and you may not get back your original investment. The level of yield may be subject to fluctuation and is not guaranteed. Changes in rates of exchange between currencies may cause the value of investments to decrease or increase.

We have adopted policies and guidelines designed to preserve the independence of our research analysts. These policies prohibit employees from offering research coverage, a favorable research rating or a specific price target or offering to change a research rating or price target as consideration for or an inducement to obtain business or other compensation.

Copyright 2017 Bank of America Corporation. Bank of America N.A., Member FDIC, Equal Housing Lender.