



Introduction

Bank of America is a leader in delivering end-to-end security for Web-based financial services. Recognizing how critical information security is to our clients, we are committed to protecting our clients' information through the use of state-of-the-art technology and procedures, both of which are evaluated on an ongoing basis.

Safe Operations

Bank of America constantly strives to provide safe operations for all of its client Web applications, including CashPro Online. In this regard, CashPro Online combines user controls with built-in technical security tools to help strengthen control over your transactions and information.

One Time Passwords (OTP) generated using a hardware token are used as part of a two-factor authentication scheme to validate a client's identity. They are used in conjunction with the CashPro Online ID and password to provide a complete authentication solution, which helps to confirm the identity of all parties involved.

In addition, 128-bit Secure Socket Layer (SSL) protocol continuously verifies the identity of each party during transmission and also encrypts messages, so they remain private and unaltered.

The Bank of America security operations centre provides 24/7 monitoring. This helps us detect unauthorized network and application activity by tracking status and availability of security devices, identifying and removing vulnerabilities, responding to security events, and managing network protection devices – including firewall, antivirus, intrusion detection and prevention systems.

Privacy of Client Information

Bank of America is committed to protecting the privacy of client information. Keeping financial and personal information secure is one of our most important responsibilities, and we recognize that securing information about your company, your users and your Internet transactions is crucial.

To this end Bank of America will help ensure that the privacy of your company's and your customers' information is protected, and transactions arrive as intended. CashPro Online uses advanced security mechanisms and layered security controls that are designed to help you conduct business with Bank of America over the Internet safely and with confidence.

More details are available from the Bank of America Online Privacy Policy, which all users are required to review and acknowledge prior to getting started on CashPro Online. The Online Privacy Policy is also available via a link on the main CashPro Online page after you begin using the service.

Reliable and Quality Services

Bank of America is committed to providing high-quality and reliable services to our clients. We employ seasoned security professionals with experience in some of the world's most respected organizations and government institutions.

We continuously strive to make our security procedures comprehensive, by including methodology for secure coding practices, development security testing, protection and monitoring of production systems, and incident response and resolution.

Bank of America is examined by regulators and external and internal auditors on an ongoing basis. The scope of these reviews encompasses many control elements including, but not limited to, safety and soundness, information security, business resumption planning, vendor management and regulatory compliance.

Transparency of Products and Services

Bank of America strives to make descriptions and details of products and services we offer online clear and accurate.

Prompt Response and Action for Customer Enquiries & Complaints

Bank of America provides dedicated technical support to all clients for application-level issues. We also provide dedicated client service contacts for transactional enquiries and complaints.

Bank of America welcomes client feedback and conducts extensive Voice of the Client (VOC) research through numerous channels, including client satisfaction tracking surveys, focus groups and client advisory panel discussions. This helps to ensure that we continually meet our clients' needs as they evolve.