How to Reset Your Benefits OnLine Password

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RETIREMENT & BENEFIT PLAN SERVICES

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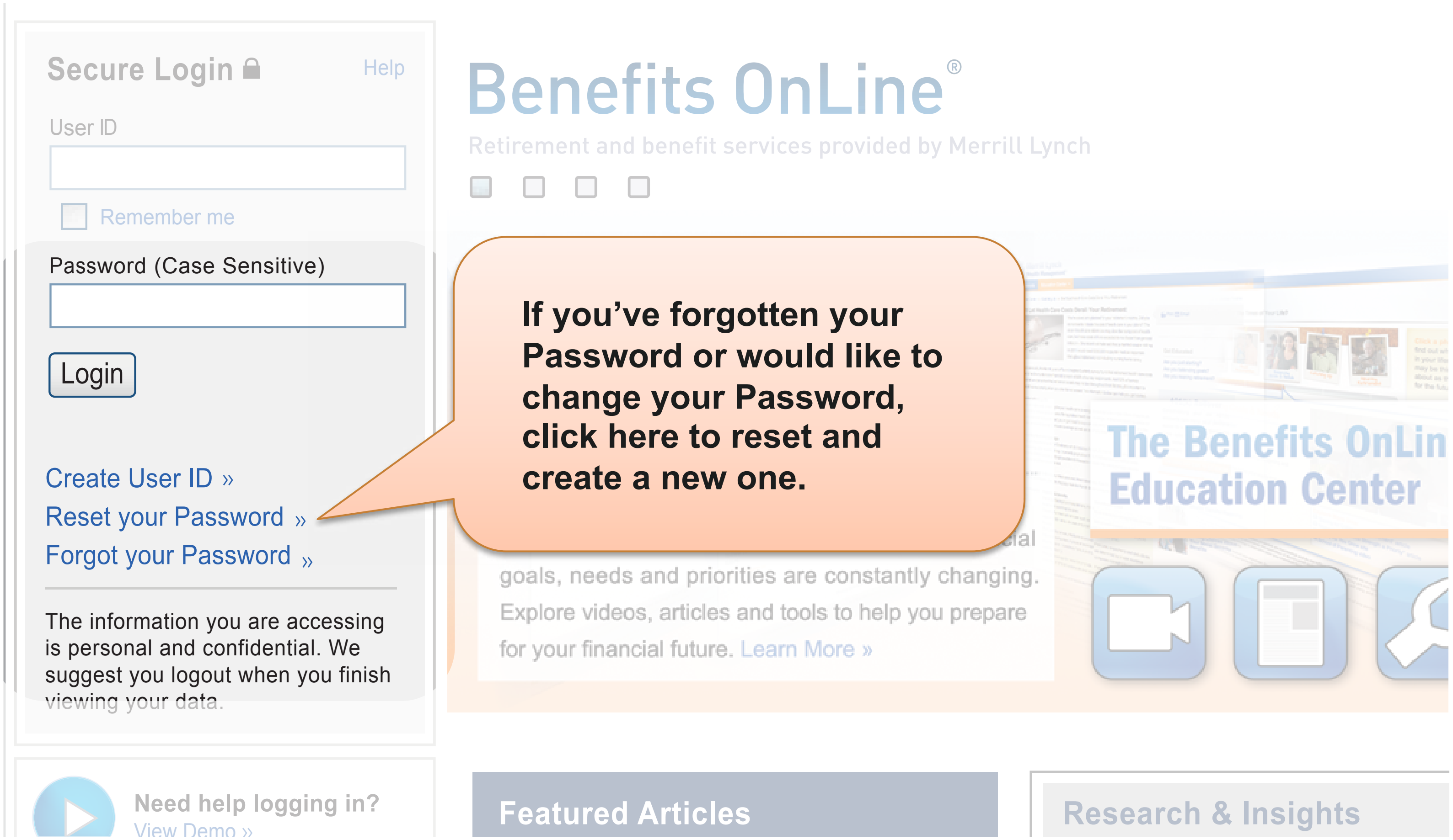
Benefits OnLine is a registered trademark of Bank of America Corporation.

Step 1. Click “Reset your Password” on the Benefits OnLine log-in page.


Secure Login
Help
User ID
☐ Remember me
Password (Case Sensitive)
Login
Create User ID »
Reset your Password »
Forgot your Password »
Need help logging in?
View Demo »
Benefits OnLine®
Retirement and benefit services provided by Merrill Lynch
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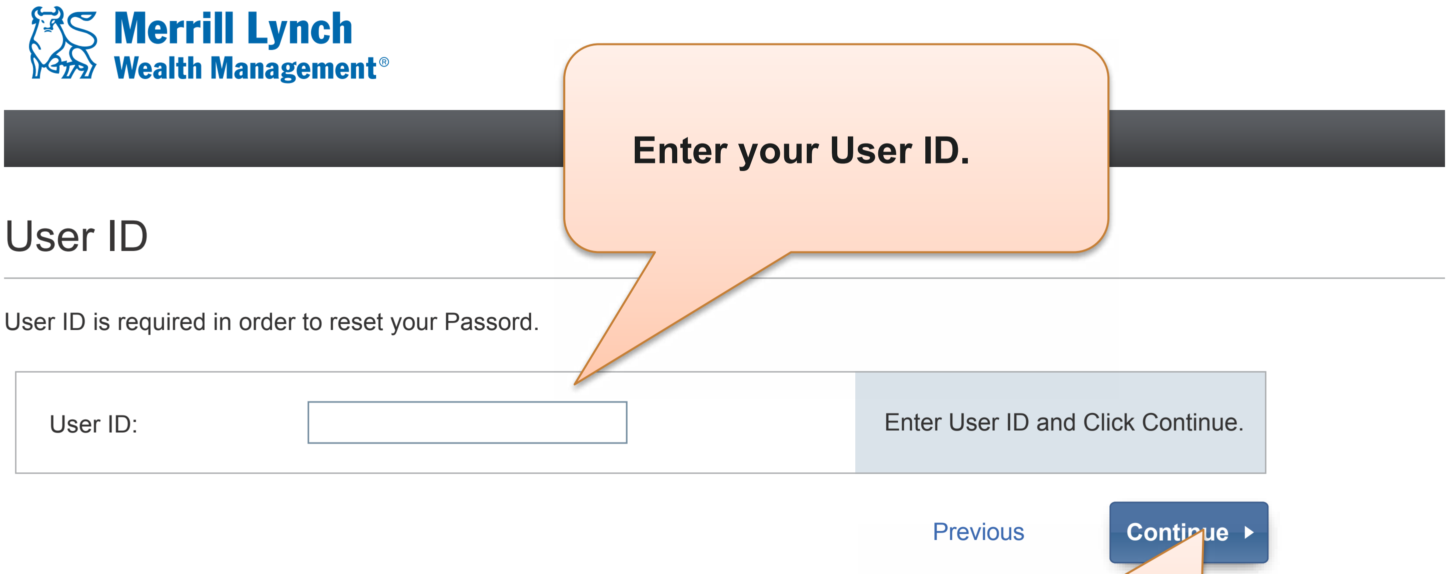
If you’ve forgotten your Password or would like to change your Password, click here to reset and create a new one.

The information you are accessing is personal and confidential. We suggest you logout when you finish viewing your data.

…cial goals, needs and priorities are constantly changing. Explore videos, articles and tools to help you prepare for your financial future. Learn More »

Step 2. Enter your User ID and click “Continue”.



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User ID

User ID is required in order to reset your Passord.

User ID:

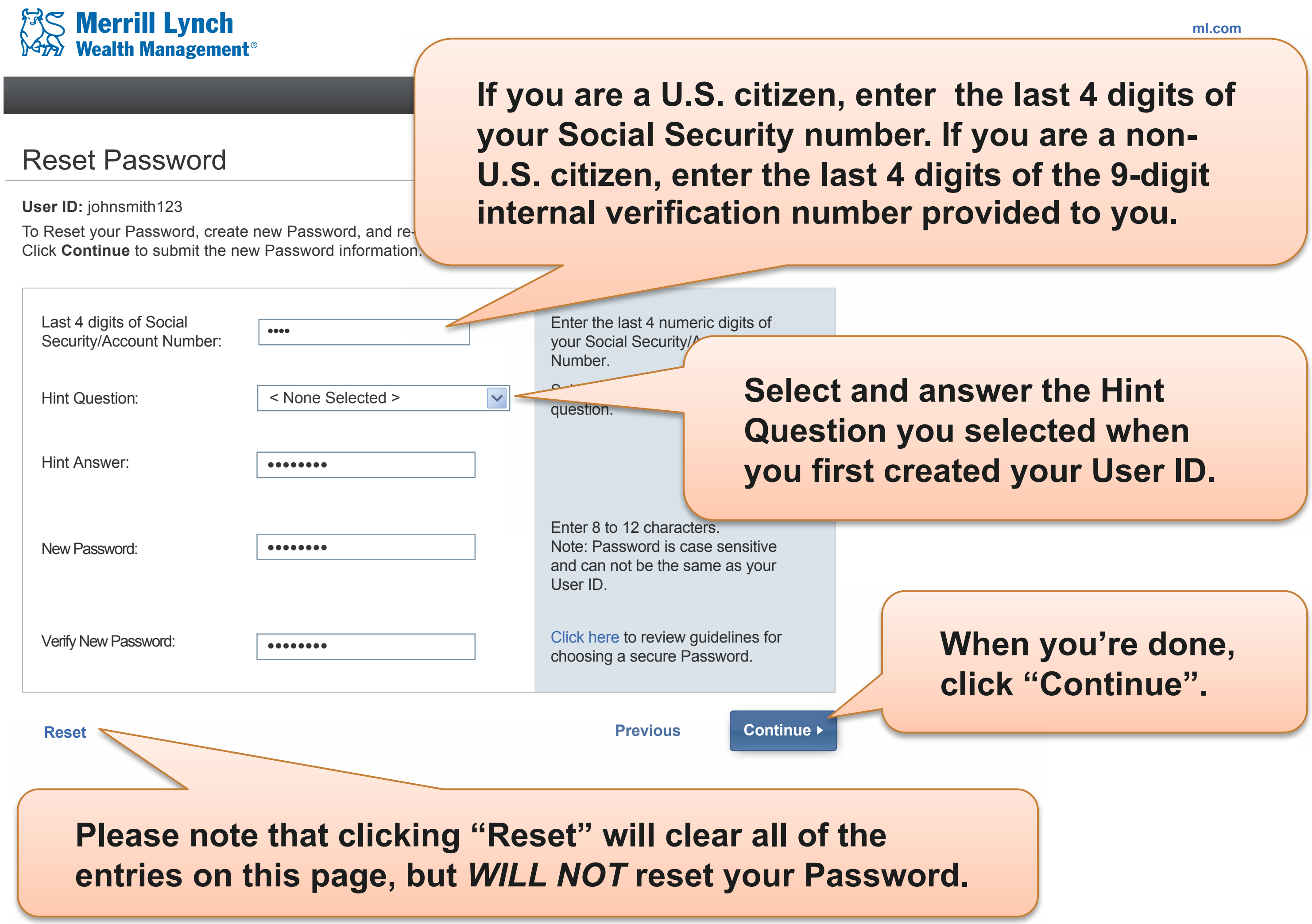
Enter User ID and Click Continue.

Previous
Continue ▸

Enter your User ID.

When you’re done, click “Continue”.

Step 3. Enter the requested information and click “Continue”.



Reset Password

User ID: johnsmith123

To Reset your Password, create new Password, and re-
Click **Continue** to submit the new Password information.

Last 4 digits of Social Security/Account Number: ••••

Enter the last 4 numeric digits of your Social Security/A
Number.

Hint Question: < None Selected >

question.

Hint Answer: ••••••••

New Password: ••••••••

Enter 8 to 12 characters.
Note: Password is case sensitive and can not be the same as your User ID.

Verify New Password: ••••••••

Click here to review guidelines for choosing a secure Password.

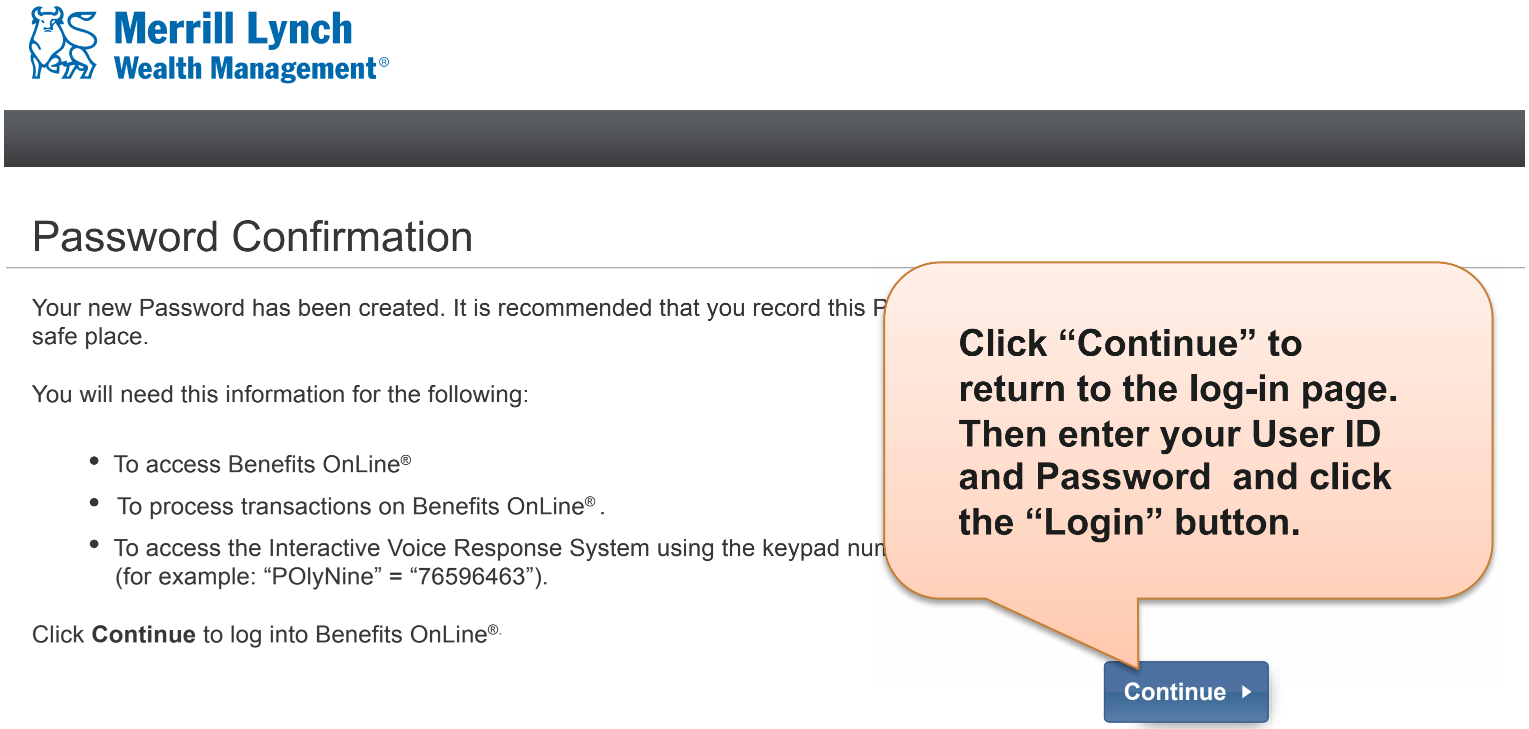
If you are a U.S. citizen, enter the last 4 digits of your Social Security number. If you are a non-U.S. citizen, enter the last 4 digits of the 9-digit internal verification number provided to you.

Select and answer the Hint Question you selected when you first created your User ID.

When you’re done, click “Continue”.

Please note that clicking “Reset” will clear all of the entries on this page, but *WILL NOT* reset your Password.

Step 5. This confirms that your Password has been successfully reset.



Password Confirmation

Your new Password has been created. It is recommended that you record this P
safe place.

You will need this information for the following:

- To access Benefits OnLine®
- To process transactions on Benefits OnLine®.
- To access the Interactive Voice Response System using the keypad nun
  (for example: "POlyNine" = "76596463").

Click **Continue** to log into Benefits OnLine®.

Click "Continue" to return to the log-in page. Then enter your User ID and Password and click the "Login" button.

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