How to Reset Your Benefits OnLine[®] Password



Bank of America Corporation

Merrill Lynch Wealth Management makes available products and services offered by Merrill Lynch, Pierce, Fenner & Smith Incorporated (MLPF&S) and other subsidiaries of Bank of America Corporation (BAC). MLPF&S is a registered broker-dealer, member SIPC and a wholly owned subsidiary of BAC.

Investment products:

Are Not FDIC Insured Are Not Bank Guaranteed May Lose Value

Benefits OnLine is a registered trademark of Bank of America Corporation. © 2013 Bank of America Corporation. All rights reserved. | AR5BHJLP | 20132449-5 | 10/2013



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





Step 2. Enter your User ID and click "Continue".





Step 3. Enter the requested information and click "Continue".

Merrill Lynch Wealth Management® If you are a U.S. citizen, enter the last 4 digits of your Social Security number. If you are a non-**Reset Password** U.S. citizen, enter the last 4 digits of the 9-digit User ID: johnsmith123 internal verification number provided to you. To Reset your Password, create new Password, and re-Click Continue to submit the new Password information Last 4 digits of Social Enter the last 4 numeric digits of •••• Security/Account Number: your Social Security/ Number. Select and answer the Hint < None Selected > Hint Question: question. Question you selected when Hint Answer: you first created your User ID. Enter 8 to 12 characters. Note: Password is case sensitive New Password: and can not be the same as your User ID. When you're done, Click here to review guidelines for Verify New Password: choosing a secure Password. click "Continue". Continue ► Previous Reset 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 F 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 nur (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.

Continue >

Please note: We take your online security very seriously and will notify you when any changes are made to your Benefits OnLine login information. *If you create a new User ID or change or reset your password and receive a confirmation notice, no action is necessary.* However, please contact the Retirement & Benefits Contact Center immediately if you receive notification, but did not initiate the change(s).





