

▶ Welcome to Bank of America's text chat service. Your chat may be monitored and recorded for quality purposes. A text chat specialist will be with you momentarily.

▶ Welcome to Bank of America. My name is Samantha. How may I help you with your Bank of America credit card today?

**You:** I have a question regarding payments.

**Samantha:** Thank you for choosing Card Services. How may I provide you with Exceptional Service?

**Samantha:** I will try to assist you with the best of my expertise.

**You:** If I put a charge on my card on the 7th, today.

**You:** Then I need to transfer money to the card before the end of the 7th in order to keep from accruing interest?

**Samantha:** I will check the due date.

**You:** I guess a more erudite question would be, "when does interest accrue on the card?"

**Samantha:** Kindly note that if you make the payment before 3:30 p.m. it will be post the same day otherwise the next day.

**You:** Does it work the same way if I make a payment by transferring money from checking to credit?

**Samantha:** Kindly note that the interest is calculated on a daily basis and charged at the end of the statement cycle.

**You:** There is accrued interest even if I pay the card off in full every month?

**You:** I've been paying it off every month and I've never paid any interest to the best of my knowledge...

**Samantha:** No, as far as you are paying in full, you will not be assessed with any interest.

**You:** So if I transfer enough money to the card to pay it all off on the 7th, and then later on the 7th I put a \$600 charge on the card, does that \$600 accrue interest on the 8th?

**Samantha:** Yes, may be.

**You:** If I transfer enough money from checking to credit on the 7th to pay off that \$600 charge, does that keep me from accruing interest on the 8th?

**You:** Even if the transfer is "pending" until the 9th?

**Samantha:** Yes.

**You:** So as long as I initiate a transfer before the due date for all of the money that's on the card, I don't accrue interest?

**Samantha:** Exactly.

**You:** What is the latest on the 7th that I can make a transfer and still have it count as the 7th?

**You:** Midnight?

**Samantha:** You can make the transfer now.

**You:** But I haven't posted the charges yet.

**You:** Rather, I haven't put the charges on the card yet.

**Samantha:** Today is 7th, if you transfer the payment, it will be posted tomorrow.

**You:** If I put charges on the card tonight, then those charges will accrue interest at midnight unless I make a transfer covering those charges tonight as well.

**You:** Right?

**Samantha:** Yes.

**You:** So do I have until midnight to make the transfer covering those charges for the sake of avoiding interest?

**Samantha:** Kindly note that in order to avoid interest, you need to make the payment atleast 1-2 days before the due date, making the payment on the due date will not help in avoiding the interest charges.

**You:** So I accrue interest on charge that carry over the due-date even if the transfer is initiated before the due-date?

**Samantha:** Yes.

**Samantha:** if you experience any interest, please chat back with us and we will be glad to review your account.

**Samantha:** We will never penalize your valued relations with us.

**You:** Okay.

**You:** But the theory is that I should not accrue interest if I transfer enough money into the account the night before the due date to pay off all the charges on the card?

**You:** I book flights and hotel charges all the time for work, usually with a day notice, and it's annoying when I have to charge thousands of dollars on the credit card due date and then only have an hour to pay them off...

**Samantha:** Kindly note that payment posts only after the overnight processing.

**Samantha:** So, if you make the payment one day before the due date, it will go under overnight processing and will post on the due date.

**You:** Do charges work that same way?

**You:** Or do they always count as posting the day they were charged?

**Samantha:** Yes.

**You:** So if I put charges on the card the day before the due-date, it is impossible to pay those charges off before accruing interest?

**Samantha:** You are right!

**You:** There isn't any way to make an "instant" payment to the credit card?

**Samantha:** If you will make a payment before 3:30 p.m. on the due date, it will post the same day.

**You:** Is "making a payment on the credit card" and "transferring money from checking account to credit card account" the same thing?

**Samantha:** Yes.

**You:** I thought that you said that "payment posts only after the overnight processing"?

**Samantha:** Kindly note that processing happen twice one at 3:30 p.m. and one during the midnight.

**You:** Okay.

**You:** So a payment made before 3:30 counts as being made on the same day, after 3:30 counts as being made the next day.

**Samantha:** Exactly.

**You:** If my due date is the 8th, then interest accrues on the midnight between the 7th and the 8th.

**Samantha:** The interest accrues in the midnight between the 8th and the 9th.

**You:** Okay.

**You:** So it's impossible to pay off charges made after 3:30 on the due-date without having interest accrue.

**Samantha:** if you experience any interest, please chat back with us and we will be glad to review your account.

**You:** Okay, will do.

**You:** You have excellent grammar and typing skills.

**Samantha:** Thank you.

**Samantha:** Do you have any further questions regarding your credit card account?

**Samantha:** I will be glad to assist you further.

**You:** No, thank you.

**Samantha:** You are most welcome.

**Samantha:** Have a nice day.

**Samantha:** Take care.

**Samantha:** I do want to take the opportunity to thank you for being a valued Bank of America customer. We appreciate your business.

**You:** I appreciate your customer service.

**Samantha:** You are most welcome.

**You:** Where are you out of?

**Samantha:** I am the associate based in Phoenix.

**You:** I used to live in Phoenix.

**You:** Go Sun Devils.

**Samantha:** Sure.

**You:** Not a Sun Devil?

**Samantha:** No.

**You:** It's okay, I think that you're perfect in every other way.

**You:** Ever go to Cheeba Hut for the best sandwiches in town?

**You:** They're the only thing I miss from Phoenix...

**Samantha:** Yes.

**Samantha:** Have a nice day.

**Samantha:** Take care.

**Samantha:** I do want to take the opportunity to thank you for being a valued Bank of America customer. We appreciate your business.

**You:** You have been to Cheeba Hut? I'd usually get the White Widow on garlic bread.

**You:** Best sandwich ever.

**Samantha:** I apologize, however, I am unable to disclose here via chat.

**You:** That's too bad.

**You:** Could I get a second credit card with a due date two weeks later from you guys?

**You:** So I wouldn't have to worry about putting charges on the card close to the due-date?

**You:** And how does having a "student" credit card work when I haven't been a student for several months?

**You:** years?

**Samantha:** Yes, you are able to apply for the new card.

**You:** Where can I do that? Must I do it in person?

**You:** And will I ever, or should I ever, replace my "Student" card with another one?

**Samantha:** May I please confirm the exact date of birth?

**You:** March 30, 1989.

**You:** What's yours?

**Samantha:** Thank you.

**Samantha:** Let me check your account.

**You:** You're welcome.

**Samantha:** I really appreciate your patience.

**Samantha:** Cassidy, I see that you have a Secured Credit Card account.

**Samantha:** I see that you have the Secured Credit Card, I would suggest you to call our Secured Credit Card department at 1.888.260.4696 as we totally have a separate department to assist the Secured Credit customer.

**You:** What's "Secured Credit Card Account" mean?

**Samantha:** Let me explain.

**Samantha:** A secured product is a credit card opened with a cash value backing the credit card. This product is generally requested to assist with building credit and re-building credit. A set dollar amount is held by the bank, and then the credit card is established. After a period of time there is a possibility that the secured card is then "graduated" which means that we remove the hold on the collateral funds, return it to you and change your account to a standard credit card account.

**You:** And I'd have to talk to the Secured Credit Card department to make that happen?

**Samantha:** Exactly.

**You:** But I can apply for a second credit card without going through the Secured Credit Card department?

**You:** The card I have now is a leftover from 10th grade... I haven't had any problems with it.

**You:** Where does the cash collateral that backs it exist?

**You:** It definitely isn't in my account...

**Samantha:** Yes, you are able to apply for the new card.

**You:** How do I do that?

**Samantha:** Let me provide the link from where you can locate the best suited account for you.

**You:** Do all the accounts have static due dates?

**You:** You don't have one that has a due date of "30 days since the last time I paid it off" do you?

**Samantha:** Yes, have standard time line set for the due date.

**You:** Yes to the first or Yes to the second?

**Samantha:** Yes, to the first query. We do not have second option.

**You:** The second option or something like the second option sure would be handy...

**You:** The first option would be the second best thing as long as I get to select my own due-date.

**Samantha:** let me provide the link.

**Samantha:** [click here:](#)

**You:** Alright.

**You:** I'd highly recommend Cheeba Hut in the future.