

Customer Service Information

Customer Service Information:

- (i) We exchange soiled notes and mutilated notes.
- (ii) We accept/exchange coins of all denominations.
- (iii) Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques

Grievance Redressal:

Contact details of our designated officials at our branches at New Delhi, Mumbai, Chennai, and Bengaluru for redressing your grievances/complaints are as below:

Mr. Sunil Bahl, Branch Operations Officer, New Delhi. Ph: 011-66162285, Fax: 011-23714042, E-mail: sunil.bahl@baml.com

Mr. Manav Gautam, Branch Operations Officer, Mumbai. Ph: 022-66323143, Fax: 022-22029016, E-mail: manav.gautam@baml.com

Mr. Rajeev Tandon, Branch Operations Officer, Chennai. Ph: 044-42904545, Fax: 044-43528911, E-mail: rajeev.tandon@baml.com

Mr. Parameswaran Ramakrishna, Branch Operations Officer, Bengaluru. Ph: 080-66006201, Fax: 080-25326025, E-mail: parameswaran.ramakrishna@baml.com

In case your grievance is not resolved at the branch level, please contact Mr. Maneesh Bhaya, Senior Vice President, Head – India Fulfillment, Service and Operations Executive, Bank of America, ‘A’ Wing, One BKC, G Block, Bandra Kurla Complex, Mumbai-400051 Ph: 022-66323409, Fax: 022-22029016, E-mail: maneesh.bhaya@baml.com

In case the complaint lodged with the dedicated Client Service Team executive, the Relationship Manager or the Branch Head concerned (as listed above) is not resolved to the client's satisfaction, the same may be escalated to the Nodal Officers appointed by the bank to handle such escalations.

The name, email ID and contact details of Nodal Officers are provided below:

1. Ms. Neha Aneja
Nodal Officer
Vice President, Head- India Client Services
Bank of America N.A.,
1st floor, DLF Centre
Sansad Marg
New Delhi -110 001
Email ID: neha.aneja@baml.com
Contact No: +91-11-6616-2089

2. Ms. Vertica Saxena
Nodal Officer
Vice President, Client Services Manager
Bank of America N.A.,
5/F B Wing, Salarpuria Windsor,
3 Ulsoor Road
Bangalore – 560 042
Email ID: vertica.saxena@baml.com
Contact No: +91-80- 6600-6256

If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman.

Contact details of the Banking Ombudsman at Mumbai, New Delhi, and Chennai and Bengaluru are as below:

1. Reserve Bank of India, Garment House, Ground Floor, Dr. Annie Besant Road, Worli, Mumbai-400 018. Tel.No.022-24924607/24960893/2493 3358, Fax No.022-24960912, E-mail: bomumbai@rbi.org.in

2. Reserve Bank of India, 2nd Floor, 6, Sansad Marg, New Delhi – 110001. Ph. 011 – 23725445/23710882, Fax: 011 – 23725218, E-mail: bonewdelhi@rbi.org.in

3. Reserve Bank of India, Fort Glacis, Chennai – 600001. Ph: 044-25399170/25395964, Fax: 044-25395488, E-mail: bochennai@rbi.org.in

4. Reserve Bank of India, 10/3, Nrupathunga Road, Bengaluru. Ph: 080-22210771/22275629, Fax: 080-22244047, E-mail: bobangalore@rbi.org.in