

Customer Complaint Form

To,
Branch Manager
Bank of America
_____ (Name of the branch)

Date:-

1.	<u>Customer Information</u> Name of the company - If holding a S/B account, name of account holder - Branch at which the account is maintained - Account Number - E-mail - Mobile number -
2	<u>Nature of the Complaint</u> Product/service about which you have complaint - Nature of complaint - Please provide brief details of your complaint -
3.	<u>Name, Designation and Signature of complainant</u> -

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, Vice President, Operations Manager, New Delhi. Ph.: 011-66162285, Fax: 011-66162199, E-mail:sunil.bahl@bofa.com

Mr. Sanjay Verma, Vice President, Operations Manager, Mumbai. Ph.: 022-66323373, Fax: 91-22-6610-8541, E-mail: sanjay_k.verma@bofa.com & Ms. Leena V Chinchankar, Vice-President, Operations Manager, Mumbai. Ph.: 022-66323168, Fax: 91-22-6610-8541, E-mail:leena.v.chinchankar@bofa.com .

Mr. A S Sreedharan, Vice President, Operations Manager, Chennai. Ph.: 044-42904591, Fax: 044-28464217 , E-mail: a_s.sreedharan@bofa.com

Mr. Parameswaran Ramakrishna, Vice President, Operations Manager, Bengaluru. Ph.: 080-66006201, Fax: 080-25326025, E-mail: parameswaran.ramakrishna@bofa.com

In case your grievance is not resolved at the branch level, please contact

Mr. Rajeev Tandon, Senior Vice President, Operations Manager, Bank of America, EA Chambers, 7th and 8th Floor, Express Avenue, NO. 49, 50L, Whites Road Royapettah, and Chennai 600 014, Ph.: 044-28464217, Fax: 044-43528911, E-mail: rajeev.tandon@bofa.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.

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@bofa.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@bofa.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, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 Tel.No. 022-23022028, 022- 2300 1280 Fax No.022- 23022024, E-mail: cms.bomumbai1@rbi.org.in & cms.bomumbai2@rbi.org.in

2. Reserve Bank of India, Sansad Marg, New Delhi – 110001. Ph. 011 – 23725445, 23724856 & 23715393 .Fax: 011 – 23725218, 23725218-19& 23765234 E-mail: cms.bonewdelhi1@rbi.org.in , cms.bonewdelhi2@rbi.org.in , & cms.bonewdelhi3@rbi.org.in

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

4. Reserve Bank of India, 10/3/8, Nrupathunga Road, Bengaluru -560 001. Ph.: 080-22277660/22180221, Fax: 080-22276114, E-mail: cms.bobengaluru@rbi.org.in