

## 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.

### Customer Service contact details

The dedicated client service team can be reached out at the following numbers :-

Bangalore: 91-80-66006209, Toll Free: 000-800-440-2317

Chennai: 91-44-42904586, Toll Free: 1800-419-4409

Delhi: 91-11-66162084, Toll Free: 000-800-440-2342

Mumbai: 91-22-66323039, Toll Free: 000-800-440-2315

### Grievance Redressal:

For any queries related to fund transfer (RTGS/NEFT/IMPS etc.) please contact our payments team at [dg.payments\\_chennai@bofa.com](mailto:dg.payments_chennai@bofa.com).

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.: 91-11-66162285, Fax: 91-11-66162199, E-mail: [sunil.bahl@bofa.com](mailto:sunil.bahl@bofa.com).

Mr. Rajeev Tandon, Senior Vice President, Operations Manager, Mumbai, Ph.: 91-22-66323242, Fax: 91-22-66108541, E-mail: [rajeev.tandon@bofa.com](mailto:rajeev.tandon@bofa.com)

Mr. Parameswaran Ramakrishna, Vice President, Operations Manager, Chennai. Ph.: 91-44-42904520, Fax: 91-44-28464217, E-mail: [parameswaran.ramakrishna@bofa.com](mailto:parameswaran.ramakrishna@bofa.com).

Mr. Vivek Vikram Sista, Vice President, Operations Manager, Bengaluru. Ph.: 91-80-66006201, Fax: 91-80-25326025, E-mail: [vivek.sista@bofa.com](mailto:vivek.sista@bofa.com).

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

Mr. Jyotindra Prasad Sinha, Senior Vice President- Fulfillment, Service & Operations Head, Bank of America N.A., A Wing, One BKC, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051, Ph.: 91-22-66323143, Fax: 91-22-66108541, E-mail: [jyotindra\\_prasad.sinha@bofa.com](mailto:jyotindra_prasad.sinha@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 Principal Nodal Officer and Nodal Officers appointed by the bank to handle such escalations.

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

**1. Ms. Swati Rao**

Principal Nodal Officer  
Bank of America N.A.,  
16<sup>th</sup> Floor, One BKC,  
'G' Block, Bandra Kurla Complex, Bandra (East),  
Mumbai-400051  
Email ID: [srao6@bofa.com](mailto:srao6@bofa.com)  
Contact No: 91-22-66323044 or 91-9619284223

**2. Ms. Neha Aneja**

Nodal Officer  
Bank of America N.A.,  
1st floor, DLF Centre  
Sansad Marg  
New Delhi -110 001  
Email ID: [neha.aneja@bofa.com](mailto:neha.aneja@bofa.com)  
Contact No: 91-11-66162089 or 91-9953003439

**3. Ms. Vertica Saxena**

Nodal Officer  
Bank of America N.A.,  
5/F B Wing, Salarpuria Windsor,  
# 3 Ulsoor Road  
Bangalore – 560 042  
Email ID: [vertica.saxena@bofa.com](mailto:vertica.saxena@bofa.com)  
Contact No: 91-80- 66006256 or 91-9620076543

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

1. The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).

2. The complaint may also be submitted through electronic (dedicated e-mail ) or physical mode to the Centralised Receipt and Processing Centre set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by Reserve Bank.

3. Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalized by RBI in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and will guide complainants in filing of a complaint.

4. A copy of the Integrated Ombudsman Scheme 2021 is available on the RBI website and on the CMS portal (<https://cms.rbi.org.in>), the Salient features are available here