

## **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:**

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.: 011-66162285, Fax: 011-66162199, E-mail: [sunil.bahl@bofa.com](mailto:sunil.bahl@bofa.com).

Mr. Rajeev Tandon, Senior Vice President, Operations Manager, Mumbai, Ph.: +91 8939891129, Fax: 91-22-6610-8541, E-mail: [rajeev.tandon@bofa.com](mailto:rajeev.tandon@bofa.com)

Mr. Parameswaran Ramakrishna, Vice President, Operations Manager, Chennai. Ph.: 044-442904520, Fax: 044-28464217, E-mail: [parameswaran.ramakrishna@bofa.com](mailto:parameswaran.ramakrishna@bofa.com).

Mr. Vivek Vikram Sista, Vice President, Operations Manager, Bengaluru. Ph.: +91 72089 98523, Fax: 080-25326025, 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- Fulfilment ,Service & Operations Head, Bank of America N.A.,A Wing, One BKC, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051 , Ph.: 022-66323143, Fax: 91-22-6610-8541, 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 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@bofa.com](mailto:neha.aneja@bofa.com)

Contact No: +91-11-6616-2089 or 91-99530-03439

**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](mailto:vertica.saxena@bofa.com)

Contact No: +91-80- 6600-6256 or 91-96200-76543

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](mailto:cms.bomumbai1@rbi.org.in) & [cms.bomumbai2@rbi.org.in](mailto: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](mailto:cms.bonewdelhi1@rbi.org.in), [cms.bonewdelhi2@rbi.org.in](mailto:cms.bonewdelhi2@rbi.org.in) & [cms.bonewdelhi3@rbi.org.in](mailto: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](mailto: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](mailto:cms.bobengaluru@rbi.org.in)