

Customer Service Information

1. Nomination facility is available on all our deposit accounts.
2. We exchange soiled notes and mutilated notes.
3. We accept/exchange coins of all denominations.
4. If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
5. Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques.
6. For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs.15,000/- (Please refer to cheque collection policy).
7. Bank's Base Rate on loans is 10% effective December 26th 2011.
8. Bank's Prime Lending Rate is 15.25% p.a.

Grievance Redressal:

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

Mr.S.Muralidharan, Branch Operations Officer, New Delhi. Ph: 011-66162506, Fax: 011-23714042, E-mail: s.muralidharan@baml.com

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

Mr.V.Srinivasan, Branch Operations Officer, Chennai. Ph: 044-42904527, Fax: 044-28522550, E-mail: v.srinivasan@baml.com

Mr.Tapas Banerjee, Branch Operations Officer, Kolkata. Ph: 033-66345065, Fax: 033-22884488, E-mail: tapas.banerjee@baml.com

Ms.Aparna Madhusudan, Branch Operations Officer, Bangalore. Ph: 080-66006201, Fax: 080-25326025, E-mail: Aparna.madhusudan@baml.com

In case your grievance is not resolved at the branch level, Please contact SVP
**Mr.Kanverjeet Singh Sabharwal, ACSO Head India, Bank of America, Express Towers,
 Mumbai -21. Ph: 022-66323061, Fax: 022-22029016, E-mail:
Kanverjeet.s.sabharwal@baml.com**

Contact details of NEFT/RTGS Service Centre Team:

Sl No.	Name of Official	Designation	Phone/Mobile No.	E-mail Id
1.	Madhav Dhara	Operations Manager	Ph: 044-42904629 M: 98408 75510	Madhav.dhara@baml.com
2.	Swaminathan Ganapathi	Assistant Vice President	Ph: 044-42904526 M: 99625 39262	Swaminathan.ganapathy@baml.com
3.	R.Parameswaran	Vice President	Ph: 044-42904520 M- 98410 59451	Parameswaran.ramakrishna@baml.com

Contact details of the Banking Ombudsman at Mumbai, New Delhi, Chennai, Kolkata and Bangalore 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, 15, Netaji Subhas Road, Kolkata – 700001. Ph: 033-22306222/22305580, Fax: 033-22305899, E-mail: bokolkata@rbi.org.in
5. Reserve Bank of India, 10/3, Nrupathunga Road, Bangalore. Ph: 080-22210771/22275629, Fax: 080-22244047, E-mail: bobangalore@rbi.org.in

The BCSBI Code Compliance Officer and the Nodal Officer for Banking Ombudsman at our bank is V.Srinivasan, Bank of America, 748, Anna Salai, Chennai – 600002. Ph: 044-42904527, Fax: 044-28522550, E-mail: v.srinivasan@baml.com