

**Customer Complaint Form (only for Bank of America India
branches/accounts)**

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

Date:-

1.	<u>Customer Information</u> Account Name- Branch at which the account is maintained - Delhi/Mumbai/Bangalore/Chennai Account Number - E-mail - Mobile number -
2	<u>Nature of the Complaint</u> Product/service about which you have complaint - Nature of complaint - Does the complaint pertain to unauthorized electronic transaction- (Yes/No) Please provide brief details of your complaint - (to include complete details of the transaction)
3.	<u>Name, Designation and Signature of complainant</u> -

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

Mr. Sunil Bahl, Senior Vice President, Sr. Group Operations Manager, New Delhi. Ph.: 91-11-66162285, Fax: 91-11-66162199.

Mr. Nikul Patel, Senior Vice President, Sr. Group Operations Manager, Mumbai, Ph.: 91-22-66323242, Fax: 91-22-66323780.

Ms. Srividhya Balaji, Vice President, Group Operations Manager, Chennai. Ph.: 91-44-69904783, Fax: 91-44-66944190.

Mr. Vivek Vikram Sista, Vice President, Group Operations Manager, Bengaluru. Ph.: 91 80-66006201, Fax: 91-80-66006296.

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

Mr. Jyotindra Prasad Sinha, Senior Vice President, Business Executive Ops, Bank of America N.A., A Wing, One BKC, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051 , Ph.: 022-66323143, Fax: 91-22-66323780.

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 and contact details of Nodal Officers are provided below:

1. Mr. Sunil Agarwal

Principal Nodal Officer
Vice President, Service Advisor
Bank of America N.A.,
16th Floor, One BKC,
'G' Block, Bandra Kurla Complex, Bandra (East),
Mumbai – 400 051
Email ID: pno@bofa.com
Contact No: 91-22-66323249 or 91-8097018599

2. Ms. Neha Aneja

Nodal Officer
Senior Vice President, Sr. Group Operations Manager
Bank of America N.A.,
1st floor, DLF Centre
Sansad Marg
New Delhi - 110 001
Contact No: 91-11-66162089 or 91-9953003439

3. Ms. Vertica Saxena

Nodal Officer
Vice President, Sr. Operations Manager
Bank of America N.A.,
1st floor, DLF Centre
Sansad Marg,
New Delhi -110 001
Contact No: 91-11- 66162062 or 91- 7304992813

If you are not satisfied with our grievance redressal or if the complaint is not resolved at the bank level within a month, you may approach the Banking Ombudsman.

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

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 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 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.