

**Dealer Financial Services
RV Contact and Address Sheet**



Effective July 18, 2016

AR / IA / IL / KS / MN / MO / ND / NE / OK / SD / TX / WI

Central Service Center

Retail	1.800.991.1770
Credit Decision Assistance	Opt 1
Contract or Funding Assistance	Opt 2
Dealer Supplies/Information on Products/Services	Opt 3
Dealer Participation/Reserve	Opt 4
Customer Service for Customers	Opt 5

Wholesale/Commercial	1.800.375.6262
Floor Plan Operations	Opt 2
Checking Account Support	Opt 3
Credit References	Opt 9, 1
Information on Products/Services	Opt 9, 2

Customer Service	1.800.215.6195
Payoffs available 24/7 through this option:	
• Automated Phone Service (requires customer SSN)	Opt 2, 1
Titles (Mon-Sat during normal business hours)	Opt 2, 3

Credit Contacts		
Center Director		
Art Dominguez		214.209.4268
Credit Underwriters	Territory	Phone
Pat Lancaster (Credit Lead)	TX (West)	903.489.9874
C.J. Foster	TX (South)	678.578.2691
Carmen Coleman	MN / SD / ND	678.578.2685
Deanna Johnson	TX (N Houston)	678.533.7384
Debbie Alberts (Credit Lead)	TX (Houston)	678.533.7382
John Bianchi	KS / MO	678.578.2681
Darrell Brown	TX (East, North, West)	678.578.2692
Keith Degrouchy	OK	678.578.2675
Teesha Krezenski	TX (Central, Valley)	678.578.2683
Rodney Vineyard	TX (Central)	678.578.2690
Terri Woodall	TX (DFW)	678.578.2689
Roy Keenan	TX (DFW)	678.578.2680
Jim Ketter	IL	678.533.7385
Mike Willingham	MO	678.533.7390
Yvonne Swann	IL	678.533.7388
John Carbone	IL / WI	678.578.2676
Todd Phillips	MO	678.533.7387
Lane Brock (Credit Lead)	IA, NE	678.578.2684
Julie Harville	TX (S. Houston)	678.578.2688
Misty Faanes	TBD	470.282.2809

Funding Information	1.800.991.1770
Contract funding fax	800.844.8437
Problem resolution fax	866.382.6919
Mary Ellen Manchester - Funding Manager	option 1

<p>Send Contracts by FedEx to:</p> <p>Bank of America eDocs Program, Suite 2029 4054 Willow Lake Boulevard Memphis, TN 38153 1.800.991.1770</p>
<p>Send Contracts by UPS, USPS to:</p> <p>Bank of America Suite 2029 3268 Progress Way Wilmington, OH 45177-7700 1.800.991.1770</p>

Hours of Operation	
Credit Hours	
Monday - Friday	9:00 a.m. - 6:00 p.m. CT
Saturday	10:00 a.m. - 5:00 p.m. CT
Funding Hours	
Monday - Friday	8:00 a.m. - 5:00 p.m. CT

Customer Service Contact Center Hours	
Monday - Friday	8:00 a.m. - 7:00 p.m. CT
Saturday	8:30 a.m. - 5:00 p.m. CT

Sales Contacts		
Client Managers	Territory	Phone
Brian King (Retail)	AR / N. OK	918.640.7849
Holli Stewart (Retail)	Dallas / Ft. Worth / W. TX	214.601.6411
Mike Eodice (Retail)	IA / IL / WI	312.371.0138
Niki Matecki (Retail)	E. MO	314-943-0248
Scott Gerths (Retail)	S. OK / N. TX / Dallas	903.819.9129
Sheri Rogers (Retail)	S. Houston	713.443.1033
Teri Coker (RV)	TX	281.300.1974
Terry Ochs (Retail)	IA / KS / MO / NE	417.844.8355
Michael Short (Retail)	N Houston	281.844.5655
Joe Talluto (Retail)	IL / WI	847.987.0418
Anna Norton (Retail)	MN / SD / ND / WI	262.221.0991
Cheryl Delucchi (Retail)	Central & S. TX	210.386.5459
Keith Wilhite (Retail)	IA / NE	515.782.2855
Kelli Carter (Retail)	MN / ND / SD	651.895.4066
Chris Haas (Retail)	Central & S. TX	817.709.0445
Chris Mitchell (Comm'l)	OK / E. TX	903.945.3520
Michael Sanchez (Comm'l)	IA / N. KS / N. MO / NE	913.393.3004
Terri Sapp (Comm'l)	TX	214.209.4280
Tom Pontes (Comm'l)	National Accounts	401.338.9781
James Hultgren (Comm'l)	MN / ND / SD	651.302.6967
Troy Huber (Comm'l)	IL / WI	423-946-7010

Other Sales & Administration Contacts	
Gail Downs, Relationship Mgmt. Assistant	206.358.6583

Other Important Information	
Retail Tax ID:	94-1687665

Lienholder Address:	Bank of America, N.A. P.O. Box 2759 Jacksonville, FL 32203
TX ELT Code:	94168766500
Wisconsin Secured Party #	40651

Retail Payment Address: (Overnight)	Bank of America, N.A. FL9-600-02-26 Attn: Payoff Processing, Bldg 600 9000 Southside Blvd. Jacksonville, FL 32256 1.800.215.6195 (Opt 2)
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Retail Payment Address: (Standard Mail)	Bank of America, N.A. P.O. Box 15220 Wilmington, DE 19886-5220
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Substitution of Collateral	800.552.5203 A-M Rhodora Ayento - 657-216-5279 N-Z Leatrice Kellum - 657-216-5274
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