

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



Effective February 5, 2016

CT / DE / IN / MA / MI / ME / NH / NJ / NY / OH / PA / RI / VT / WV

**Northeast Service Center**

<b>Retail</b>	<b>1.800.991.1770</b>
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

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

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

<b>Credit Contacts</b>	
<b>Center Director</b>	
Steve Buck	617.341.0032
<b>Credit Underwriters</b>	
Bill Delaney	702.207.3790
Cindy Mello	702.207.3791
Mike Kimbrough	702.207.3796
Dan Donovan	702.207.3794
Denise Jurgensen	702.207.3795
Jim Syntax	702.207.3782
John Andrews	702.207.3783
Steve Henderson	702.207.3781
Tim Bean	702.207.3788
Delethia Cason	702.207.3785
Christine Ducharme	702.207.3755
MaryBeth Miller	702.207.3787
Mark Work	702.207.3793

<b>Funding Information</b>	
Contract funding fax	800.457.1031
Problem resolution fax	866.382.6919
Jenny Snyder - Funding Manager	800.991.1770

<p>Send Contracts by <u>FedEx</u> 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 <u>UPS, USPS</u> to:</p> <p>Bank of America Suite 2029 3268 Progress Way Wilmington, OH 45177-7700 1.800.991.1770</p>

<b>Hours of Operation</b>	
<b>Credit Hours</b>	
Monday - Friday	9:00 a.m. - 6:00 p.m. ET
Saturday	10:00 a.m. - 5:00 p.m. ET

<b>Funding Hours</b>	
Monday - Friday	9:00 a.m. - 6:00 p.m. ET

<b>Customer Service Contact Center Hours</b>	
Monday - Friday	9:00 a.m. - 8:00 p.m. ET
Saturday	9:30 a.m. - 6:00 p.m. ET

<b>Sales Contacts</b>		
<b>Client Managers</b>	<b>Territory</b>	<b>Phone</b>
Scott Torello (Retail)	CT / W. MA	860.805.1220
Jeff Hollinger (Retail)	E. PA	267.664.4411
Jim McGroarty (Retail)	W. PA	412.215.5175
Mark Nathanson (Retail)	W. CT / E & METRO NY	917.842.2881
Marianne Keane (Retail)	N. NJ	732.861.5114
Mark Warfel (Retail)	DE / S. NJ / E. PA	856.404.4738
Nancy Price (Retail)	E. MA / RI	781.534.8543
Jermaine Johnson (Retail)	Upstate NY	716.225.5737
Steve Bux (Retail)	Metro NY / Long Isl.	631.672.9044
Jake Sterpka (Retail)	N. OH	330.730.0272
Michael Shaw (Retail)	S. OH / Hertz	614.359.5708
David Ingraham (Retail)	ME / NH / VT	603.717.1070
Rick Owens (Retail)	IN	317-771-7096
Sarah Weber (Retail)	MI	734.320.8591
Len Yankelunas (Comm'l)	E. PA / DE / S. NJ	609.251.6689
Dave DeGlopper (Comm'l)	NY	716.913.2227
Dan Duda (Comm'l)	MA / ME / NH / RI / VT	603.706.2149
John Kratsch (Comm'l)	CT / N. NJ / S. NY	862.485.4467
Scott Stran (Comm'l)	MI / OH / IN	734.679.1619

<b>Other Important Information</b>	
<b>Retail Tax ID:</b>	94-1687665
<b>Lienholder Address:</b>	Bank of America, N.A. P.O. Box 2759 Jacksonville, FL 32203 MA ELT Code: C26418 PA ELT FIN: 941687665-01 NJ Lien Holder Code: 074039000322031 NY ELT Code: 29680
<b>Retail Payment Address:</b> (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)
<b>Retail Payment Address:</b> (Standard Mail)	Bank of America, N.A. P.O. Box 15220 Wilmington, DE 19886-5220
<b>Substitution of Collateral</b>	800.552.5203 A-M Rhodora Ayento - 657-216-5279 N-Z Leatrice Kellum - 657-216-5274