

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



Effective February 5, 2016

AL / FL / GA / KY / LA / MD / MS / NC / SC / TN / VA

Southeast 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		
Terry Wallace		678.592.4171
Credit Underwriters		
Ray Yakle	Territory	Phone
	credit lead	678.533.7369
Dan Peters	credit lead/N FL / NC	904.428.1731
Jason Westbrook	credit lead	904.428.1740
Carl Jacobson	credit lead/S FL	904.428.1735
Stephanie Gaskalla	South FL	904.428.1734
Monica Sweetman	Tampa	904.428.1741
Mark Silver	Central / Panhandle	904.428.1747
Andy Booth	AL / MS	904.428.1743
Jermaine Williams	GA	678.533.7381
Skip Freeberg	MD	904.428.1744
Kim Crawford	SC / S. GA	702.207.6883
Kevin Wallace	GA	678.533.7389
Vicky Mitchell	TN / KY	904.428.1736
Jay Deandrade	NC	904.428.1733
Julie Burnett	SC / NC	904.428.1730
Gina Castelli	LA	904.428.1751
Brad Galbreath	GA / S. VA	904.428.1737

Funding Information	
Contract funding fax	888.876.2972
Problem resolution fax	866.382.6919
Jenny Snyder - Funding Manager	800.991.1770

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

Hours of Operation	
Credit Hours	
Monday - Friday	9:00 a.m. - 6:00 p.m. ET
Saturday	10:00 a.m. - 5:00 p.m. ET
Funding Hours	
Monday - Friday	9:00 a.m. - 6:00 p.m. ET
Customer Service Contact Center Hours	
Monday - Friday	9:00 a.m. - 8:00 p.m. ET
Saturday	9:30 a.m. - 6:00 p.m. ET

Sales Contacts		
Client Managers	Territory	Phone
Patti Beeler (Retail)	N FL / Panhandle	904.735.9067
Tom Noel (Retail)	Cent. FL	813.758.3456
Eric Bersen (Retail)	Tampa / SW FL	813.431.1057
Dan Jardin (Retail)	No. Broward to Vero Bch	305.490.5181
Danny Fermin (Retail)	S FL	305.778.2363
Merrill Moore (Retail)	AL / MS	205.276.6466
Chuck Jones (Retail)	GA	770.337.0573
Dan Mahoney (Retail)	SC / S. GA	803.360.6332
Kim Crenshaw (Retail)	TN / KY	904.535.5399
Bill Johnson (Retail)	NC	336.298.4617
Farrah Myers (Retail)	VA	757.449.3863
Lynn Smith (Retail)	MD / N. VA	571.358.5942
Steve Kelly (Retail)	LA	985.789.4003
Chris Eaton (Retail)	NC	704.641.5083
Luis Verduguez	VA	202.731.0408
Tim Kelley (Comm'l)	No. FL	904.476.5833
Brian Gruber (Comm'l)	Cent. FL	407.782.8662
David Snodgrass (Comm'l)	So. FL	954.765.2356
Sam Scott (Comm'l)	AL / W. FL / MS	813.784.4724
David T. Smith (Comm'l)	National	954.765.2378
Jim Yager (Comm'l)	GA / SC / W. NC	404.931.3728
John Sardinia (Comm'l)	NC / S. VA / SC Coast	704.900.9277
Kevin Pugh (Comm'l)	MD / N. VA	571.319.3014
Chris Mitchell (Comm'l)	LA	903.945.3520
Wes Webb	KY / TN	336.689.3299

Other Important Information	
Retail Tax ID:	94-1687665
Lienholder Address:	Bank of America, N.A. P.O. Box 2759 Jacksonville, FL 32203
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)
Retail Payment Address: (Standard Mail)	Bank of America, N.A. P.O. Box 15220 Wilmington, DE 19886-5220
Substitution of Collateral	800.552.5203 A-M Rhodora Ayento - 657-216-5279 N-Z Leatrice Kellum - 657-216-5274