

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



Effective February 2016

AK / CA / HI / ID / NV / OR / UT / WA

**Western 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 (Non Floor Plan)	Opt 3

<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

**Credit Contacts**

**Center Manager**

Anne Ford 602.464.2573

**Credit Underwriters**

**Phone**

**First Available Underwriter 1-800-991-1770 Opt 1**

Anthony (Tony) Kelley	RV: CO, NM	702.207.6842
Clayton Carlson	RV: AK, OR, WA	702.207.6851
Greg Day	RV: NV	702.207.6854
Janet Johnson	RV: CA	702.207.6857
Jennifer Curry	RV: AZ	702.207.6850
Kay Westbrook	RV: N. ID	702.207.6890
Kelly Robbins	RV: WA	702.207.6861
Kevin Full	RV: St. George, UT	702.207.6860
Kristen Goodwin	RV: S. ID, UT	702.207.6884
Teesha Krezenski	RV: CO, MT, WY	702.207.6882

**Additional Underwriters:**

Charlene Fox	702.207.6855
Craig MacDonald	702.207.6858
Denise Landamore-Green	702.207.6885
Michelle Cody	702.207.6853
Tracey Betts	702.207.6856

**Funding Information**

Contract funding fax	800.457.1031
Problem resolution fax	866.382.6919
Mary Ellen Manchester - Funding Manager	702.207.6826
DFS Funding	800.991.1770 option 2
Dealer Reserves	800.991.1770 option 4
Corp Services	800.991.1770 option 5

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  
1.800.991.1770

**Hours of Operation**

**Credit Hours**

Monday - Friday	9:00 a.m. - 6:00 p.m. PST
Saturday	10:00 a.m. - 5:00 p.m. PST

**Funding Hours**

Monday - Friday	8:00 a.m. - 5:00 p.m. PT
eCon Saturday	8:00 a.m. - 4:30 p.m. PT

**Customer Service Contact Center Hours**

Monday - Friday	9:00 a.m. - 8:00 p.m. PT
Saturday	9:30 a.m. - 6:00 p.m. PT

**Sales Contacts**

<b>Client Managers</b>	<b>Territory</b>	<b>Phone</b>
<b>Retail</b>		
Andrew Kulba	AK, OR, SW WA	503.278.6116
Carma Simkins	Mesquite, NV, St. George, UT	801.209.3358
Corey Brown	ID, E. WA	208.501.9829
Kimberly Carr	N. CA, N. NV, UT	916.597.8699
Ji-Ae Hostetler	Western WA	206.379.8369
Tim Whitton	RV S. CA & Las Vegas, NV	714.921.2185

**Commercial**

Ben Kempf	CO, W. WA	206.358.6494
Bob Ludwig	S. CA	949.794.7449
James Diedrich	N. CA	209.329.7733
Kevin Larkin	ID, MT, E. WA, WY, UT	509.227.0037
Leo Martignoni	N. CA	925.692.7088
Marc Dranchak	AZ, NM, NV	602.464.1578
Mike Hustler	OR, AK	503.579.4406
Yandro Valdez	S. CA	323.600.5773

**Other Important Information**

Retail Tax ID: 94-1687665

Lienholder Address: Bank of America, N.A.  
P.O. Box 2759  
Jacksonville, FL 32203

**California ELT code: P43**

Retail Payment Address: 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: Bank of America, N.A.  
(Standard Mail) P.O. Box 15220  
Wilmington, DE 19886-5220

Substitution of Collateral 800.552.5203  
A-G Debbie Alfaro 657.216.5269  
H-O Rhodora Ayento 657.216.5279  
P-Z Mae Kellum 657.216.5274