

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



Effective February 2016

AZ, CO, MT, NM & WY

**Western 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 (Non Floor Plan)	Opt 3

**Customer Service 1.800.215.6195**

<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**

<b>Center Manager</b>		
Anne Ford		602.464.2573
<b>Credit Underwriters</b>		
<b>First Available Underwriter 1.800-991-1770 Opt 1</b>		
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: SCA & NCA	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: ID, E WA	702.207.6884
Teesha Krezenski	RV: CO, MT, WY	702.207.6882

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

**Hours of Operation**

<b>Credit Hours</b>	
Monday - Friday	9:00 a.m. - 6:00 p.m. PT
Saturday	10:00 a.m. - 5:00 p.m. PT
<b>Funding Hours</b>	
Monday - Friday	8:00 a.m. - 5:00 p.m. PT
eCon Saturday	8:00 a.m. - 4:30 p.m. PT

<b>Customer Service Contact Center Hours</b>	
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>		
Dave Wandrey	AZ	623.977.5667
Hale Parisek	AZ	623.337.3228
Jeremy Simmons	CO, MT, WY	720.245.0583
Kevin Hull	CO, NM	480.216.3146
<b>Commercial</b>		
Ben Kempf	CO, W. WA	206.358.6494
Kevin Larkin	ID, MT, E. WA, WY, UT	509.227.0037
Marc Dranchak	AZ, NM, NV	602.464.1578

**Other Important Information**

Retail Tax ID:	94-1687665
Lienholder Address:	Bank of America, N.A. P.O. Box 2759 Jacksonville, FL 32203
Arizona ELT Code:	E00151125
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-G Debbie Alfaro 657.216.5269 H-O Rhodora Ayento 657.216.5279 P-Z Mae Kellum 657.216.5274