

# Bank of America Contact Information

## **Pat Roberson**

Email: [dedicated\\_card\\_east@bankofamerica.com](mailto:dedicated_card_east@bankofamerica.com)

Phone: 757-213-8310

Fax: 704-602-5745

*(See recommendations for emails from Program Administrators to expedite processing)*

## **Back-Up Contact**

### **Roz Thompson**

Email: [dedicated\\_card\\_east@bankofamerica.com](mailto:dedicated_card_east@bankofamerica.com)

Phone: 757-213-8305

Fax: 704-719-8102

## **Manager Contact**

### **Megan Edwards**

Email: [megan.edwards@baml.com](mailto:megan.edwards@baml.com)

Phone: 757-213-8317

## **Technical Help Desk**

The Technical Help Desk provides technical support for program administrators assisting with any technical problems that may encounter

Monday – Friday: 6 a.m. to 8 p.m. CST

Contact Information: 888-589-3473, option 4 or [commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.com)

## **Cardholder Support**

Provides cardholders (and program administrators after business hours) with assistance on activities such as reporting lost or stolen cards or reporting disputed items.

U.S. Toll-free: #: 1-888-449-2273

Outside the US: Collect: 509-353-6656

## **Team Servicing**

The Dedicated Account Specialist is also supported by a team of servicing highly trained professionals to assist if the account specialist is not available and the program administrator needs immediate assistance.

Monday – Friday: 6 a.m. to 8 p.m.

Contact information: 800-822-5985, Option 2

## **Recommendation for Emails from Program Administrators to expedite processing**

- Company Number
- Embossed Name
- Last 4 digits of the card number
- Program Administrator's Name
- If a shipping request, it must include address and shipping method
- If it's overnight, URGENT or OVERNIGHT in the subject line – Overnight request sent by 11 a.m. CST.