

Real Estate Services  
**Facility Management Guide**

Bank of America Facilities

*revised February 2019*



## Introduction

Real Estate Services has developed a service delivery model that balances the need for cost efficiency and standardization to ensure that all locations are fully operational and reflect a consistent professional image.

This document describes the facility management services that Real Estate Services provides to BAC's various lines of business and third party tenants. Also discussed are the associated time frames designed to meet the required needs of these groups while providing appropriate cost controls for the bank and its shareholders.

## Service Delivery Model

### Maintenance Services

Real Estate Services, through its external facility partners, is responsible for all premise repairs, on-going building maintenance services, parking lot operations, safety and governmental code compliance.

Our facility maintenance services include three (3) primary elements:

- 1) **Preventative Maintenance & Planned Repairs**  
Proactive work performed on a scheduled basis as a result of annual inspections to minimize repairs and to maximize building equipment and system reliability. Services include plumbing, electrical, mechanical and other building systems.
- 2) **Standard Building Services**  
Management of recurring contracted services, including but not limited to cleaning and janitorial, landscaping / snow removal and lighting maintenance.
- 3) **General Repair, Maintenance & Service Requests**  
Reactive / corrective work in response to requests from Bank Associates, Lines of Business or Facility Managers created online at [MyFacility](#) or reported to the JLL Call Center at +1 800 698 4400 (US & Canada). These requests may include items like standard building repairs, hanging a white board, adjusting a door, requesting conference space, etc.

### Project Requests & Moves

Real Estate Services supports the initial submission of Project Request & Moves online via [MyFacility](#). Once received the project requests are routed to the Move, Add, and Change Team (MAC Team) for validation on the scope, Bank's compliance and governance requirements, and to engage Technology to work with the assigned Project Manager for the completion of the effort. The MAC Team identifies drivers for the project and seeks approvals through Real Estate Services and/or the Line of Business (LOB).

If the scope of the MAC is of 25 or less associates with limited complexity, the Facility Manager may be selected as Project Manager to complete the effort by the MAC Team via the assignment of a project work order. The MAC project work order will contain all information on the relocation to

include NBK, names, “from” and “to” information, etc. If Technology support is warranted, the MAC Team will request support on behalf of the Facility Manager on dispatch of the project work order to the FM. All validations of appropriate sizing of space, compliance issues, etc. will be completed by the MAC Team and Planners prior to the assignment of the project.

MAC Project Managers are responsible for complying with the approved MAC project as vetted by the MAC Team and working directly with the assigned Point of Contact listed on the work order to ensure completion of the effort in the agreed upon timeframe. The designated project manager will work with the client to confirm scope and will manage the project through construction and closeout updating the work order for MAC Team reference.

## JLL Call Center | MyFacility

[bankofamerica.thepsc.com/Login.aspx](http://bankofamerica.thepsc.com/Login.aspx) | +1 800 698 4400 (US & Canada)

### MyFacility

MyFacility allows users to submit online requests to Bank of America Real Estate Services for a variety of building services. MyFacility is available 24 hours per day, 7 days per week and 365 days a year. All emergency service requests should be initiated by calling the Solutions Center 24/7/365 at +1 800 698 4400 otherwise we encourage Associates to log requests via SSO login at [bankofamerica.thepsc.com/Login.aspx](http://bankofamerica.thepsc.com/Login.aspx) to submit requests.

Services provided by Real Estate Services are divided into two (2) main categories:

- The **Project Request & Moves** category allows you to submit requests for:
  - Space for New Hires (*FMS System redirect*)
  - Employee Moves (*FMS System redirect*)
  - Seating Allocation Changes (*FMS System redirect*)
  - Expansions or Renovations of Office Space
  - Retail Capital Improvements and more

*Please note that requests for technology support that are not associated with a Real Estate Services project request should still be initiated through TechDirect by the BAC associate.*

- The **Repair, Maintenance & Real Estate Services** category should be used for requests such as:
  - Heating & Air Conditioning Problems
  - Plumbing Issues and Repair
  - Cleaning & Pest Control Services
  - Office Lighting Concerns
  - Parking & Roof Repair & Maintenance

- Cleaning & Janitorial Complaints and much more

For more information on how to use MyFacility, please read the MyFacility Reference Guide - an updated version of this document can be found in two places:

- 1) Click on “Help” after logging into [MyFacility](#)
- 2) Click on the “MyFacility Reference Guide” link on Real Estate Services’ Flagscape page

If you are having problems getting registered and logging in to [MyFacility](#), please email Data Management at [BofADataMgt@am.jll.com](mailto:BofADataMgt@am.jll.com) for assistance.

### Solutions Center | Call Center

The BAC Global Real Estate Services Solution Center is staffed by JLL with operational locations in both Charlotte, NC and Pittsburgh, PA. The Solutions Center is comprised of dedicated resources consisting of Solution Center Representatives (CSRs) in Pittsburgh, PA and Charlotte, NC as well as shared resources in three JLL international call centers and one domestically:

Location	Languages Supported	Phone number
US & Canada	English Domestic	+1 800 698 4400
Asia Pacific	Asian Languages	+65 6678 1144
Asia Pacific	English	+65 6678 4444
EMEA	English	+44 207 995 4444
France	French	+1 724 749 8282
GBS	English	000800 852 2016
Latin America	Spanish	+52 55 52016185
Latin America	Portuguese	+55 11 2188 4275
Spain	Spanish	+3491 5143350

Standard services are provided to you as part of your occupancy expense. Items outside the standard are considered “above standard” and will be expensed to your cost center and a company cost center number. Both will be required when creating any above standard requests.

As a reminder, your satisfaction is very important to us. Our goal is to meet your needs and to make certain your experience with the JLL Call Center is a pleasurable one. Please feel free to escalate any concerns to the CWSC via email to [cwsc@am.jll.com](mailto:cwsc@am.jll.com) or [BofAWOMgt@am.jll.com](mailto:BofAWOMgt@am.jll.com).

## Standard Priority Levels

All Repair, Maintenance & Real Estate Services requests are prioritized into one of five (5) categories:

- Emergency
- Rush
- Normal
- Routine / Scheduled
- Preventative Maintenance

Please be aware that there is a cost associated with the completion of all service requests. In many instances, Real Estate Services works to control these costs by proactively scheduling non-emergency work so that it can be performed when one of our in-house technicians or vendor partners is scheduled to be at the property.

In addition, costs can also be controlled when we are able to bundle several service requests together so the work can be performed during one visit by our in-house technician or an outside service provider. If we are required to dispatch an outside service provider to complete work to meet a special request, the Bank incurs additional costs. By planning and scheduling as much work as possible, we can make full use of our resources when they are on-site at your location. You can help in these efforts by allowing us to schedule all non-priority work according to the response times that are outlined in this guide.

After a Repair, Maintenance & Real Estate Services request is submitted to MyFacility, the requestor will receive an automatically generated confirmation email. This email will include a Response & Completion Time that is dictated by the Standard Priority Level (SLA) of that particular work type – a full list of these SLA's can be found within this guide.

Project Request & Moves will receive an email confirmation upon submittal to MyFacility. The request will be responded to within 2 business days but the completion of the project or move is dependent on project / move approval, the complexity of the request and Real Estate Services resource availability.

The SLAs shown below are used as a guide to the estimated time for our team to respond to the type of request.\* The schedule is based on the type of request and prudent financial management of facility costs. If a condition poses a safety hazard or security concern, or if it hinders the ability to perform basic job duties, the response will be escalated appropriately.

*\* please note that times may be impacted by traffic, weather and other logistics*

Default / Target SLAs	Response Time	Completion Time
Emergency	4 hours	8 hours
Rush	1 day*	3 days*
Normal	5 days*	5 days*
Routine / Scheduled	–	15 days *
Preventive Maintenance	–	30 days *

*\*denotes SLA is calculated based on business days  
 business day = 9am – 6pm*

## Standard Priority Levels for Repair, Maintenance & Real Estate Services Request

Category	Common Problem	Int'l	Who Pays	Priority Level
Alarms, Elevators & Safety Equipment	Freight Elevator Request	X	CW	Routine/Schedule
Alarms, Elevators & Safety Equipment	Elevator/Escalator - Repair/Maintenance	X	CW	Rush
Alarms, Elevators & Safety Equipment	Fire Alarm - Repair/Maintenance	X	CW	Normal
Alarms, Elevators & Safety Equipment	Alarms - Repair/Maintenance	X	LOB	Normal
Alarms, Elevators & Safety Equipment	Bandit Barriers - Repair/Maintenance	X	LOB	Normal
Alarms, Elevators & Safety Equipment	Man Traps - Repair/Maintenance	X	CW	Rush
Banking Related	Drive Thru – All Issues	X	LOB	Normal
Cable and Satellite TV/Media Services	Complaint	X	CW	Normal
Cable and Satellite TV/Media Services	Service Request	-	CW	Normal
Cable and Satellite TV/Media Services	GWIM Service Request	-	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Pest Control - Animal	X	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Pest Control - Insect	X	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Bio-Clean - Bodily Fluids	X	CW	Emergency
Cleaning, Janitorial, Trash & Pest Control	Carpets - Clean	X	LOB	Routine/Schedule
Cleaning, Janitorial, Trash & Pest Control	Carpets - Vacuum	X	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Clean - Miscellaneous	X	LOB	Routine/Schedule
Cleaning, Janitorial, Trash & Pest Control	Floors - Buff/Strip/Wax	X	LOB	Routine/Schedule
Cleaning, Janitorial, Trash & Pest Control	Floors - Clean/Sweep/Mop	X	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Janitorial Complaint	X	CW	Rush
Cleaning, Janitorial, Trash & Pest Control	Windows - Clean Exterior/Interior	X	LOB	Normal
Cleaning, Janitorial, Trash & Pest Control	Water Extraction	X	CW	Emergency
Cleaning, Janitorial, Trash & Pest Control	Fumes/Odors	X	CW	Emergency
Cleaning, Janitorial, Trash & Pest Control	Dumpster/Compactor - Order/Remove	X	LOB	Routine/Schedule
Cleaning, Janitorial, Trash & Pest Control	Dumpster/Compactor - Empty	X	CW	Routine/Schedule
Cleaning, Janitorial, Trash & Pest Control	Trash Removal	X	CW	Normal
Cleaning, Janitorial, Trash & Pest Control	Order Recycle Bin	X	CW	Routine/Schedule
Copy Services	Complaint	X	CW	Rush
Copy Services	General/Billing Inquiry	-	CW	Normal
Doors, Locks & Keys	Doors (Building Exterior) - Repair/Maintenance	X	CW	Normal
Doors, Locks & Keys	Locks - Re-Key Exterior Lock	X	LOB	Normal
Doors, Locks & Keys	Locks - Repair Exterior Lock	X	CW	Normal
Doors, Locks & Keys	Doors (Building Interior) - Repair/Maintenance	X	CW	Normal
Doors, Locks & Keys	Locks - Re-Key Interior Lock	X	LOB	Normal
Doors, Locks & Keys	Locks - Repair Interior Lock	X	CW	Normal

Doors, Locks & Keys	Keyless Entry	X	CW	Rush
Fitness Center	Complaint	*	CW	Normal
Fitness Center	Service Request	*	CW	Normal
Flags & Signage	Signage (Building Exterior) Unlit - Install/Remove/Repair	X	CW	Routine/Schedule
Flags & Signage	Flags - Raise/Lower	X	LOB	Routine/Schedule
Flags & Signage	Signage (Building Interior) Unlit - Install/Remove/Repair	X	LOB	Routine/Schedule
Flags & Signage	Signage (Building Exterior) Lit - Install/Remove/Repair	X	CW	Routine/Schedule
Food Services	Breakroom Coffee/Tea Service Complaint	X	CW	Normal
Food Services	Breakroom Coffee/Tea Service Order	-	LOB	Normal
Food Services	Café/Cafeteria/Food Service Complaint	*	CW	Normal
Food Services	Cafeteria Equipment - Repair/Maintenance	*	CW	Normal
Food Services	Conference/Client Center/Catering Complaint	*	CW	Normal
Food Services	Corporate/Executive Dining Room -Complaint	*	CW	Rush
Food Services	Late Night Meals (Seamless) Complaint	-	CW	Normal
Food Services	Micromarket/Avenue C Complaint	*	CW	Normal
Food Services	Vending Complaint	X	CW	Normal
Front of House	Reception Complaint	-	CW	Normal
Front of House	Room Reservations Complaint	-	CW	Normal
Front of House	Switchboard Complaint	-	CW	Normal
Furniture & Appliances	Appliance - Move/Remove	X	LOB	Routine/Schedule
Furniture & Appliances	Appliance - Repair/Maintenance	X	LOB	Normal
Furniture & Appliances	Appliance - Clean	X	LOB	Normal
Furniture & Appliances	Furniture - Clean	X	LOB	Routine/Schedule
Furniture & Appliances	Art Work – Move/Purchase	X	LOB	Routine/Schedule
Furniture & Appliances	Furniture - Adjustment/Ergonomics	X	LOB	Normal
Furniture & Appliances	Furniture - Duplicate Key	X	LOB	Normal
Furniture & Appliances	Furniture - Lock Repair	X	LOB	Routine/Schedule
Furniture & Appliances	Furniture - Repair/Maintenance	X	LOB	Normal
Heating & Air Conditioning	Heating & Air Conditioning - After Hours Request	X	LOB	Normal
Heating & Air Conditioning	Heating & Air Conditioning - Hot or Cold Issues	X	CW	Rush
Heating & Air Conditioning	Repair/Maintenance	X	CW	Routine/Schedule
Heating & Air Conditioning	Heating & Air Conditioning - Server Room Temperature	X	CW	Rush
Landscaping	Landscape - Irrigation System Repair	X	CW	Normal
Landscaping	Landscape - Equipment Repair/Maintenance	X	CW	Routine/Schedule
Landscaping	Grass/Lawn/Beds - Plant/Trim/Remove	X	CW	Routine/Schedule
Landscaping	Landscape Complaint	X	CW	Normal



Landscaping	Trees & Shrubs - Plant/Trim/Remove	X	CW	Routine/Schedule
Lighting & Electrical	Electrical (Building Exterior) - Repair/Maintenance	X	CW	Routine/Schedule
Lighting & Electrical	Lighting (Building Exterior) - GMR Related	X	CW	Routine/Schedule
Lighting & Electrical	Lighting (Building Exterior) - Lane Lights Repair	X	LOB	Rush
Lighting & Electrical	Lighting (Building Exterior) - Repair/Maintenance	X	CW	Normal
Lighting & Electrical	Electrical (Building Interior) - Data/Cable Pulls	X	LOB	Routine/Schedule
Lighting & Electrical	Electrical (Building Interior) - Repair/Maintenance	X	CW	Normal
Lighting & Electrical	Lighting (Building Interior) - After Hours Request	X	LOB	Normal
Lighting & Electrical	Lighting (Building Interior) - Repair/Replace Ceiling Lights	X	CW	Routine/Schedule
Mail Services	Complaint	X	CW	Normal
Mail Services	Service Request	*	CW	Normal
Mail Services	Mailcode Request	-	CW	Normal
Mail Services	Package Tracking/Information	*	CW	Emergency
Notice / Violation Received	Distribute to PM	X	CW	Rush
Office Services	Conference Room - Room Set Up	X	LOB	Routine/Schedule
Office Services	Boxes - Deliver (not part of a people move)	X	LOB	Normal
Office Services	Boxes - Move (not part of a people move)	X	LOB	Routine/Schedule
Office Services	Boxes - Remove (not part of a people move)	X	LOB	Normal
Office Services	Name Plates - Install/Repair/Remove	X	LOB	Routine/Schedule
Office Services	Water Filtration Unit - Repair/Maintenance	X	LOB	Routine/Schedule
Office Services	Water Filtration Unit - Replace Filter	X	LOB	Routine/Schedule
Painting, Carpentry & General Repairs	Carpentry (Building Exterior) - Repair/Maintenance	X	CW	Normal
Painting, Carpentry & General Repairs	Glass (Building Exterior) - Repair	X	CW	Rush
Painting, Carpentry & General Repairs	Paint/Patch (Building Exterior)	X	CW	Routine/Schedule
Painting, Carpentry & General Repairs	Hang Items	X	LOB	Routine/Schedule
Painting, Carpentry & General Repairs	Blinds/Curtains - Repair/Maintenance	X	LOB	Routine/Schedule
Painting, Carpentry & General Repairs	Ceiling Tile Repair	X	CW	Routine/Schedule
Painting, Carpentry & General Repairs	Paint/Patch (Building Interior)	X	CW	Routine/Schedule
Painting, Carpentry & General Repairs	Carpentry (Building Interior) - Repair/Maintenance	X	CW	Routine/Schedule
Painting, Carpentry & General Repairs	Floors - Repair/Maintenance	X	CW	Routine/Schedule
Painting, Carpentry & General Repairs	Slip/Trip Hazard - Carpets/Flooring	X	CW	Rush
Painting, Carpentry & General Repairs	Slip/Trip Hazard - Stairs/Elevation Change	X	CW	Rush
Painting, Carpentry & General Repairs	Slip/Trip Hazard - Walk-off Mats	X	CW	Rush
Parking Lot/Sidewalks	Parking Lot - Sweep	X	CW	Routine/Schedule
Parking Lot/Sidewalks	Parking Attendant Request	-	CW	Normal
Parking Lot/Sidewalks	Parking Lot - Repair	X	CW	Routine/Schedule

Parking Lot/Sidewalks	Parking Lot - Special Events Parking	X	CW	Rush
Parking Lot/Sidewalks	Parking Attendant Complaint	-	CW	Normal
Parking Lot/Sidewalks	Trip Hazard – Walkways/Sidewalks/Stairs	X	CW	Rush
Parking Lot/Sidewalks	Parking Lot/Walks/Building - Power Wash	X	CW	Normal
Plumbing & Restrooms	Plumbing - Clogs, Leaks, & Overflows	X	CW	Rush
Plumbing & Restrooms	Plumbing - Repair//Maintenance	X	CW	Normal
Plumbing & Restrooms	Restroom - Clean	X	CW	Rush
Plumbing & Restrooms	Restroom - Order/Restock Supplies	X	CW	Normal
Printed Stationary	Complaint	-	CW	Normal
Roof	Roof - Leak	X	CW	Rush
Roof	Roof - Repair/Maintenance	X	CW	Routine/Schedule
Secure Destruction Services	Service Change Request	-	CW	Normal
Secure Destruction Services	Damaged Bin	-	CW	Normal
Secure Destruction Services	Bin Key Request	-	CW	Normal
Secure Destruction Services	Media Tape Destruction	-	CW	Normal
Secure Destruction Services	Missed Service	-	CW	Normal
Secure Destruction Services	Bin Service Request	-	CW	Normal
Secure Destruction Services	Complaint	-	CW	Normal
Shuttle Services	Complaint	-	CW	Normal
Snow/Ice Management	Plow/Shovel	X	CW	Rush
Snow/Ice Management	Salt/Sand	X	CW	Rush
Snow/Ice Management	Snow/Ice Complaint	X	CW	Emergency

*\* these services are site specific*

## Soft Services

### Media Services

Media Services includes the following within JLL's management scope:

- Television services via cable or satellite and to set up and manage the end-to-end process
- Installation and testing
- Service support and maintenance via dedicated toll-free Help Desk and designated email
- Reporting
- Billing consolidation / third-party vendor management
- Basic cable internet services
- DSL internet services
- Music Services
- GWIM (Global Wealth Investment Management) Office and Small Conference Room A/V Solutions

### Copy Services

Copy Services is a service offered to the Client that includes:

- High speed digital color and black-and-white printing and copying
- Binding and finishing services
- Large format printing
- Custom in-house tabs
- Custom pitch books
- Collation / assembly of presentations and kits
- Presentation Coordinator Services (PCS) is a dedicated, 24/7 "white glove" service for printing and delivering investment banking pitch books in New York City only.
- Business Services supports trainings or conferences that require name badges, manuals, name tent cards, and other customized printed materials.

The on-site copy centers are located within select Bank of America properties across the U.S. and Canada. Hours of operations may vary depending on location, with some sites offering 24/7 service.

### Mail Services

Mail Services is the management of staffed mail hubs and satellite mail centers responsible for receipt, security screening, processing, tracking, delivery, and retrieval of in/out outbound USPS (United States Postal Service), national postal operators (Royal Mail, etc.), accountable (UPS, FedEx, DHL) and interoffice mail.

Mail Services includes:

- Maintenance of Bank of America's mail codes
- Courier & Messenger Services, at select locations
- Providing van transport of mail
- Operating x-ray equipment, as required, to detect explosives and threats prior to delivery

- Assisting employees with mail inquiries and issues
- Ensuring mail is packaged in accordance with Mail operators, local government or private carrier procedures
- Complying with postal standards to provide the most cost efficient means for sending and receiving mail and packages
- Meter (applying postage) outbound mail at both presort rates and first class mail rates; postage is allocated back to LOBs

## Fitness Centers

Fitness Centers are onsite centers with state of the art exercise equipment within select Properties that can be utilized by client employees, contractors and tenants (within the US only).

## Secure Destruction Services

Secure Destruction Services (SDS) includes the collection, transport and destruction of Bank of America generated materials placed within Vendor provided consoles & bins located across the real estate portfolio.

The secured destruction program is responsible for minimizing risk and helping Bank of America meet its legal requirements to properly destroy eligible customer and bank data and information, as further defined by Bank of America.

There are two approved methods of destroying information in compliance with this Standard:

- Where an approved Vendor is available, you must leverage the approved vendor
- Where there are 50 or fewer employees and/or there is not an approved vendor option available, BAC approved compliant shredders (as indicated on Flagscape) must be purchased to perform these duties.

## Front of House Services

Front of House Services (FOH) provides Reception, Switchboard and Meeting Room Reservations within select Properties outside the US, that house internal employees as well as those utilized by client employees, contractors, visitors. FOH services includes:

Reception:

- Providing a meet and greet service to all guests on arrival, using a comprehensive training program to deliver a premium-style service
- Ensuring all guests are effortlessly assisted from their arrival to departure, making sure that reception staff identify every moment of the visitor's journey and anticipating their needs
- Serving as the primary point of contact for BAML clients, visitors and internal employees for Reception issues and enquiries (directions, visitor arrivals, host contacting)
- To ensure an extensive knowledge of the surrounding local area and be able to give answers and suggestions to clients when asked

#### Switchboard:

- Answering, directing and transferring both internal and external calls, using various different communication systems with a professional manner and etiquette. Transfer or direct calls to the party the caller requests or determine whether the caller should be directed, based on information about the purpose of their call.
- Being a key point of contact for additional information about BAML such as directions or departmental contacts
- Provide emergency response as needed

#### Room Reservations:

- Process room booking requests via email or telephone, ensuring that suitable spaces are booked depending on the purpose of the meeting or event for select BAML sites
- Liaising with clients on catering requirements, audio visual details, video conferencing, car parking and hot desks as well as determining relevant access to the building
- Manage the online booking system with virtual bookings to ensure accuracy of data and suitability of meeting details

### Food Services

The Corporate Food Services program consists of the following services provided at select Properties to enhance the employee experience: Cafes, Micro Markets, Catering, Conference Centers, Dining Rooms, Office Beverage, Vending and Late Night Meal Service.

- Cafés are Vendor operated within select Properties serving both breakfast and lunch selections daily.
- Micro Markets (Avenue C / 24) are Vendor operated locations within select Properties providing fresh, frozen and prepackaged food selections available 24 hours/7 days with self-checkout.
- Catering is the delivery, setup and clean-up of full meal service menus (breakfast, lunch and dinner) along with snack items.
- Conference Centers are staffed or unstaffed conference facilities in strategically located Properties to support client internal and client-facing meetings and events
- Dining Rooms are high touch dining facilities in strategically located Properties to host the client's internal and client facing events.
- Office Beverages are coffee and water supplies that are made available for consumption by employees located within select Properties utilizing commercial food service type brewing machines.
- Vending machines are located within select Properties that shall dispense items such as snacks, candies, and beverages to customers after the customer has inserted currency or credit into machine.
- Late Night Meal Service is a service provided to select employees at select properties to order and receive delivery of a meal from a local restaurant after hours.

## Cleaning & Janitorial Services

### Standard Contracted Cleaning Services

*Frequency of service varies per contract and type of facility - detailed Cleaning Specifications are posted in the Janitorial Closets and are also available on PRO.*

- Cleaning (*such as dusting and general vacuuming*)
- Carpet and hard surface floor cleaning
- Trash removal
- Glass and window cleaning
- Restroom cleaning
- Vault vacuuming / dusting (*scheduled with Financial Center three times per year*)
- ATM cleaning of publicly accessible areas
- Limited exterior parking lot cleaning (*frequency varies per location*)

### Above Standard Cleaning

Charges for the services outlined below are above standard from what CW provides and will be billed to your company cost center – please request these services through [MyFacility](#) or the CWSC.

- Additional carpet cleaning (*above frequency per contract*)
- Furniture and upholstery cleaning (*other than scheduled dusting*)
- Additional window covering and glass cleaning (*above frequency per contract*)
- ATM cleaning of secured area (*schedule with Financial Center*)
- Clean out refrigerator, clean stoves, clean/ empty dishwashers
- Trash hauling (*outside of standard removal services*)
- Other cleaning requests not in standard cleaning fee (*including special event cleanup*)

To comply with security standards, the following services are NOT provided by the cleaning and janitorial service providers:

- Moving items on desk (*cannot dust if desk is cluttered*)
- Emptying document destruction bins
- Cleaning computers or bank equipment
- Cleaning vaults doors or safe deposit boxes

*For questions regarding your janitorial service, please contact your Facility Manager or the CWSC directly at +1 800 698 4400 (US & Canada) or [cwsc@am.jll.com](mailto:cwsc@am.jll.com) or [BofAWOMgt@am.jll.com](mailto:BofAWOMgt@am.jll.com).*

## Referral Services | Banking Centers

Information for the Financial Center section was compiled from the following Flagscape sources:

[Ariba/eRequest/Order to Pay – Ordering Products and Services](#)

[Financial Center Online – Operations Management Process \(OMP\)](#)

[Policy/Procedure Reference Online \(PRO\)](#)

For Financial Center related services and service providers not listed here, follow these links to more [Products and Services \(Ariba catalogs\)](#) and/or [Special Order and Vendor Contracts \(mySource\)](#) maintained by the Furniture & Equipment Management Group. Orders for Retail Furniture should be placed through the process outlined [here](#).

*\* these services may not apply to all legacy Merrill Lynch locations*

### ADT Tyco Alarm | +1 888 827 3008

- Burglary Alarm / Repairs
- Repair Requests (ADT)
- Security Cameras / Repairs
- Teller Alarms/ Repairs
- Small Installations – Contact your Security Manager

Security Issues After Hours +1 800 222 7511

*\*\* please note – TYCO does not install, connect, reconnect or move any Equipment*

### ATM Network Support | +1 800 262 8457

- ATM communications problems / repairs (*malfunctions, jams, out of paper*)
- ATM security mirrors repairs / replacement
- ATM decals, fascia repair and graffiti removal
- ATM screen / surround repairs including envelope holders
- ATM exterior / surround cleaning and detailing for non-CTI ATM
- Lights inside surround of ATM machines
- Diebold meets

### Diebold Customer Response Center | +1 800 343 2653

- All locks directly related to negotiable items (*teller drawers, night drop, vault, safe deposit*)
- ATM combo change / rekey
- Cash trucks / bus repair
- Currency counter repairs
- Drive-up lane & equipment issues

- Office equipment (*printers, fax*) varies - contact to check
- Safe deposit box issues (*ie realignment / drilling*)
- Teller station & cash drawers
- Vault combo changes
- Vault ramp repairs
- Vault ventilation units

#### ONECALL National Helpline | +1 800 807 2277

- Legal Documents, Signature Verification and Marketing Redemption
- Teller Support
- Credit Cards and Deposits Reclamation and Recovery
- Deposit Products, ATM, Check Cards and Safe Deposit Box
- Loans and Lines of Credit including Mortgage
- Technical Support
  - Change/Reset Password and Bitlocker retool
  - Banking Center SPOC
  - Online Banking Interact System errors
  - Banking Center hardware and software
- Preferred Rewards and Own it

#### Procurement & Supply Chain Management | +1 888 550 6433

- Bank forms
- Check writing stand calendar cards
- Corporate manuals
- Flags
- Lobby signs
- New refrigerators, microwaves & other appliances
- Record storage / retrieval / destruction (extra bins – option 4)
- Recycling
- Retail branch merchandising
- Small equipment order
- Stationery & supplies (*anything from the requisition catalogue*)
- Surplus equipment



## Referral Services | ALL Other

ARIBA / eRequest / ORDER TO PAY | +1 888 550 6433

Support Services Calling Tree (*more information available on the Ariba Flagscape homepage*)

(M-Th 8:30am – 6:30pm EST; Fri 8:30am – 5pm EST)

- **Menu Option 1**

For account payables inquiries including invoice payment process, research and status request, vendor setup and 1099 inquiries, stop payment and assistance with the Concur reimbursement system:

- 1) For information on expense report processing through Concur
- 2) For inquiries related to supplier invoice payment, vendor setup request, and 1099

- **Menu Option 2**

For Ariba/eRequest application support, including Technical Support

- 1) For Ariba/eRequest application support
- 2) For Ariba/eRequest Technical Contractor support
- 3) For Tech Support or for TechDirect

- **Menu Option 3**

For eLedger, mapping, financial maintenance and other general ledger requests including Insight Password resets

- **Menu Option 4**

For Supplier Registration assistance, the Supplier Management Program or the Sourcing Program

- 1) For Supplier Registration assistance only
- 2) For the Supplier Management Program including tasks and deliverables
- 3) For Sourcing and reporting

- **Menu Option 5**

To be connected directly to a supplier for specific order status or product information for items such as office supplies, printed materials or other commodities.

- 1) For office supplies, paper, and toner
- 2) For forms and brochures
- 3) For ordering storage or storage retrieval or information regarding record retention
- 4) For business cards and stationary
- 5) For information on confidential document destruction services
- 6) For furniture - *for all other equipment, please consult the Products and Services Guide found on the Purchasing and Expense web site.*
- 8) For additional suppliers

- 1) For promotional items from the Bank of America Store or +1 800 FLOWERS
- 2) For headsets or headset accessories
- 3) For name badges, name plates, custom stamps and seals
  
- 5) To facilitate equipment pickups, check status on surplus request or to answer other related surplus questions.

- **Menu Option 6**

For Oracle support

### Art Program

The Bank of America Corporate Art Program (CAP) is responsible for managing the art collection assets. Key contacts for information about moving, removing or acquiring fine art are below:

- California, Oregon, Washington: [David.Mendoza@bankofamerica.com](mailto:David.Mendoza@bankofamerica.com)
- All Other Locations (US & Int'l): [Toni.Eldreth@bankofamerica.com](mailto:Toni.Eldreth@bankofamerica.com)

### A/V Maintenance & Repairs | +1 800 SUPPORT

If the equipment requiring maintenance / repair is in a video conferencing (Codec Camera) location, contact the EDS Audiovisual Helpdesk at +1 800 SUPPORT, option 5, option 1.

For Non-Video Conferencing locations:

- If audiovisual equipment is under warranty, contact the supplier for warranty repair services.
- If audiovisual equipment is out of warranty, contact the company's preferred supplier.
- For TelAid equipment, TelAid's service request line is +1 866 566 4295

### Content / Media Management | +1 800 704 7192 or [bankofamerica@divmedia.net](mailto:bankofamerica@divmedia.net)

- Knowledge Channel
- Repair & maintenance requests
- Satellite Service
- Cable TV request

### Corporate Security / SOACC | +1 800 222 7511 US, +65 6678 3939 APAC, +44 0 207 995 5555 EMEA, +91 124 338 2100 India

- Security Incidents
- Robberies
- Building Security
- Suspicious Activity
- Suspicious Package

- Medical Assistance
- Hazmat

eSupport (Technical Assistance) | +1 800 787 7678

OR submit request via TechDirect <http://myTechnology.bankofamerica.com>

- All telephone and cabling repairs / disconnection / removal
- PC problems
- Video Conferencing
- Cable pulls
- No dial tone on fax machine
- Modem repair / TAW repair
- Wiki relocation or disconnection (for new service, LOB to contact their PMO to initiate a Nexus request)

Furniture – Steelcase Workplace Solutions | +1 800 337 8011

- Conference room furniture
- File cabinets
- Furniture move for donation, storage, or warehousing
- Furniture new / used / replacement orders & one-off requests
- Knoll – admin furniture

Marketing Materials / Resource Center | +1 800 441 2999

- For graphic arts & printed materials, visit the Support Services Quick Link on their Flagscape page
- Brand information is available at the Brand Resource Center Quick Link on their Flagscape page
- [Global Marketing & Corporate Affairs Flagscape](#)

Telepresence Support | +1 866 811 8459

- To view room availability and schedule a Telepresence meeting, visit the [Telepresence Program homepage](#) on Flagscape.
- To report a Telepresence issue and/or receive remote assistance, contact the Cisco Telepresence Service Desk at +1 866 811 8459 (*US only*) or +1 512 340 3778 (*toll / outside US*)

**FOR TECHNOLOGY ESCALATIONS OR FOR ADDITIONAL QUESTIONS, PLEASE  
 CONTACT YOUR REGIONAL TPM:**

<b>Northeast:</b> <i>NY Only</i>	<i>Kimberly M Trant</i> <a href="mailto:kimberly.m.trant@bankofamerica.com">kimberly.m.trant@bankofamerica.com</a>	<b>LATAM</b>	<i>Stephen L Tocco</i> <a href="mailto:stephen.l.tocco@bankofamerica.com">stephen.l.tocco@bankofamerica.com</a>
<b>New England   Northeast</b>	<i>Deborah E Cook</i> <a href="mailto:deborah.e.cook@bankofamerica.com">deborah.e.cook@bankofamerica.com</a>	<b>Pacific</b>	<i>Benjamin Singletary</i> <a href="mailto:benjamin.b.singletary@bankofamerica.com">benjamin.b.singletary@bankofamerica.com</a>
<b>Mid-Atlantic</b>	<i>David Rourke</i> <a href="mailto:david.rourke@bankofamerica.com">david.rourke@bankofamerica.com</a>	<b>Southern California</b>	<i>David Karp</i> <a href="mailto:david.karp@bankofamerica.com">david.karp@bankofamerica.com</a>
<b>Carolinas</b>	<i>David Rourke</i> <a href="mailto:david.rourke@bankofamerica.com">david.rourke@bankofamerica.com</a>	<b>Southwest</b>	<i>David Karp</i> <a href="mailto:david.karp@bankofamerica.com">david.karp@bankofamerica.com</a>
<b>Southeast</b>	<i>Stephen L Tocco</i> <a href="mailto:stephen.l.tocco@bankofamerica.com">stephen.l.tocco@bankofamerica.com</a>	<b>Central</b>	<i>Jim Spateholts</i> <a href="mailto:jim.spateholts@bankofamerica.com">jim.spateholts@bankofamerica.com</a>