

Name Changes on Loan Accounts and Titles

Name Changes on Loan Accounts

Names cannot be added or deleted from a loan. Name changes or corrections are acceptable on loan accounts if due to misspelling, incorrect setup of the account, or certain legal conditions.

Types of acceptable legal documentation for name changes on loan accounts

- Marriage certificate/license – with book and page #, license #, seal, notary, or court stamp
- Divorce decree – with book and page #, case or file #, seal, notary, or court stamp
- Court order approving the name change – signed by clerk or Deputy clerk
- Copy of legal document stating the new company name and Tax Id
- Copy of a death certificate

Submitting Requests for Name Changes on Loans

- Borrowers may fax or mail documentation to request a Name Change or Correction on a Loan Account. **Please use the attached Name Changes on Loan Accounts Request Form when submitting your request.** Be sure to include a daytime contact telephone number.
- Contact information is as follows:
Mail: Bank of America
FL9-600-02-15
PO Box 45144
Jacksonville, FL
32231-5144
Fax: 804.553.8963
- Borrowers may also call toll free 800.215.6195 to request a name correction via the phone.
- Upon receipt of all required documentation, name changes/corrections will be completed within 1 to 2 business days. The borrower will see the name change/correction on their next statement.

Name Changes on Titles

Names can be changed or deleted from a title provided acceptable legal documentation is furnished. These requests are best handled by the local DMV. By going to the local DMV, borrowers may experience faster service than by going through Bank of America.

Acceptable Requests for Name Changes and Deletions from Titles

The following situations are acceptable for changing or deleting a name from a title, if proper documentation is provided. Title changes are not required and if requested, will be performed at the requestor's expense.

Scenario	Documentation Needed by DMV/Action Required
<p>Married maker/co-maker wants to remove wife/husband due to divorce</p>	<ul style="list-style-type: none"> ▪ Notarized Title Change Authorization from Bank of America ▪ Copy of divorce decree <p>Note: Customer pays the DMV fees.</p>
<p>Customer/maker wants to change last name due to divorce or marriage</p>	<ul style="list-style-type: none"> ▪ Notarized Title Change Authorization from Bank of America ▪ Copy of divorce decree or copy of marriage <p>Note: Customer pays the DMV fees.</p>
<p>Married maker and co-maker - Due to death of a spouse, the surviving spouse wants deceased spouse's name removed</p>	<ul style="list-style-type: none"> ▪ Notarized Title Change Authorization from Bank of America ▪ Copy of death certificate <p>Note: A copy of the death certificate must accompany the documentation to remove the name from the title.</p> <p>Notes:</p> <ul style="list-style-type: none"> ▪ Customer pays the DMV fees. ▪ If there is an insurance claim to be processed, the customer should contact Customer Service at toll free 800.215.6195 to enter the claim form.
<p>Maker has legal name change; wants title changed to new legal name</p>	<ul style="list-style-type: none"> ▪ Court order for name change ▪ Notarized Title Change Authorization from Bank of America <p>Note: Customer pays the DMV fees.</p>
<p>New loan - Contract has one name; however, title has multiple names</p>	<p>No documentation is required from customer.</p> <ul style="list-style-type: none"> ▪ Customer contact Bank of America at toll free 800.215.6195 to initiate title correction. ▪ Bank pays DMV fees.

Submitting Title Change/Deletion Request

A name may be changed or deleted from a title, under specific circumstances. These requests are best handled by the local DMV. Advise the borrower to go to their local DMV for assistance and faster service. See directions below for DMV initiated name changes and Bank of America originated name changes:

Process through DMV	Process through Bank of America
<ol style="list-style-type: none"> 1. Customer goes to DMV and initiates change, has correct documents and fees. 2. DMV contacts Bank of America for authorization. 3. Bank of America provides Notarized Title Change Authorization to DMV to make name change. 4. DMV files title as dictated by state guidelines. 	<ol style="list-style-type: none"> 1. Customer contacts bank for title name change at toll free 800.215.6195. 2. Bank advises customer to contact DMV for requirements in their state. 3. Customer mails required documentation and fee to Bank of America. Mail: Bank of America FL9-600-02-22 PO Box 2759 Jacksonville, FL 32203-2759 Fax: 804.553.8773 4. Bank of America processes name change request and mails to DMV. 5. If documentation is incorrect or fees are missing, bank must contact customer to obtain proper documents/fees. 6. DMV files title as dictated by state guidelines.

Turnaround Times for Loan and Title Name Changes

Name corrections on Loan Accounts – up to 2 business days from receipt of required documentation to make the changes.

Name Changes/Corrections on Titles if submitted by Bank of America – 1 to 2 business days to submit changes/correction to local DMV after receiving all required documentation from the customer. DMV delivery dates vary by state.

Name Changes/Corrections on Titles if submitted by Local DMV – Customer submits required documentation to local DMV for name change/correction, DMV contacts Bank of America for authorization to make changes, DMV submits change request. DMV delivery dates vary by state.

Unacceptable Requests for Name Changes and Deletions from Titles

The following situations are not acceptable as valid request types for changing or deleting names from titles. The customer must refinance the loan to make the following changes:

- Maker wants to add spouse or children to title.
Note: This is generally requested for insurance coverage purposes.

- Divorced maker and co-maker request to remove ex-spouse and add new spouse.
Note: This may also involve a name change.
- Non-customer spouse is awarded the vehicle in a divorce settlement and wants to remove the maker's name and add their name.
- Maker wants to add another person to title, not spouse or children.
- Maker wants to add a trust to the title/collateral only (not the loan itself) after the loan is booked.
Note: Living trusts listed as LLC are not permitted under any circumstances.
- Married maker only - Maker is now deceased and beneficiary wants deceased maker removed and himself/herself added.
- Maker wants to remove maker and add company name.
- Maker wants to add company name to title.
- Maker-company wants to do either of the following:
 - Remove maker and add individual name.
 - Add individual.

If you have any questions on name changes on loans or titles, please contact Customer Service at toll free 800.215.6195 for additional information on auto, RV and marine loan name changes and corrections.

**Name Changes on Loan Accounts
Change Request Form**

Customer Name: _____

Loan Account Number: _____

Yr / Make / Model of Vehicle: _____

Daytime Phone Number: _____

Please update the name on my loan account as follows:

Original Name: _____

New Name: _____

Please make this change due to the following reason (check one):

Marriage

Divorce

Legal Name Change

Legal Change of Company Name and Tax ID

Death of Borrower/Co-Borrower

I have included the following legal documentation (check one):

Marriage Certificate/License (with book and page #, license #, seal, notary or court stamp)

Divorce Decree (with book and page#, case or file #, seal, notary, or court stamp)

Court Order approving the name change (signed by clerk or Deputy Clerk)

Copy of legal document stating the new company name and Tax ID

Copy of Death Certificate