



ATTN: Correspondence Unit
PO Box 31785
Tampa, FL 33631-3785

Date: August 8, 2019

MICHAEL HELMS
XXXXXXXXXXXXXXXXXXXX APT 3
SUN VALLEY XXXXXXXX

We're unable to locate an account based on the information you provided and need additional information to respond to your request.

We received your correspondence on August 5, 2019; however, we're unable to provide the information you requested because your inquiry didn't include enough identifying information to locate an account in our system and/or the information you provided was illegible.

What you need to do

- If this account is a Bank of America, N.A., account, please provide the account number, property address, and customer's name.
- If this is regarding a customer's account and you are a third party, please include written and signed authorization from the customer, so we can release information to you.
- Please fax requests to 1.800.520.5019 or mail the information to:

Bank of America, N.A.
Customer Service Department
PO Box 31785
Tampa, FL 33631-3785

If your original correspondence was sent to us in error, please disregard this notice.

Questions?

If you have any questions, please call us at 1.800.669.6607, Monday through Friday, 7 a.m. to 7 p.m. local time.