

Frequently Asked Questions

When will I hear from Bank of America, N.A. regarding my subpoena request?

Once your request is submitted and received, we will send you a notification along with automated progress alerts. Emails will be sent to the email address listed in your third-party subpoena online portal profile at the time of email transmission.

Are there fees associated with subpoena responses?

If and as permitted by law, Bank of America, N.A. assesses allowable costs and/or administrative fees for its record production in response to your third-party subpoena, administrative fees may include time spent performing research and fulfillment of the subpoena.

If I don't use the third-party subpoena online portal, are there other ways to send a Third-Party subpoena to Bank of America, N.A.?

Yes, there are multiple ways to legally serve Bank of America, N.A., however we recommend the use of the third-party subpoena online portal. To prevent duplication and potential delay in our response, we ask that you use only one method to send your Third-Party Subpoena request.

If I didn't use the third-party subpoena online portal to upload my Third-Party subpoena, can I receive my Third-Party subpoena response via the third-party subpoena online portal?

Yes. You may receive an invitation from the bank to enroll to monitor the status of your case online.

If I am a Bank of America, N.A. customer, can I use the third-party subpoena online portal to submit a request for copies of my account records or file a fraud claim on my credit card?

No. The third-party subpoena online portal must only be used for third-party subpoenas served on Bank of America, N.A. The third-party subpoena online portal is not intended for customer account servicing or reporting fraudulent transactions. If you require assistance regarding your account or if you need to report fraud, please call Bank of America, N.A. at 800-432-1000 or the phone number on the back of your credit card.

Can I submit litigation documents (e.g., pleadings, complaints, discovery, etc...) through the third-party subpoena online portal?

No. The third-party subpoena online portal must only be used for third-party subpoenas served on Bank of America, N.A. To serve the Bank of America, N.A. with a lawsuit or court documents in a legal action in which the Bank is a party, you will need to comply with the applicable local, state, or federal requirements for perfected service.

What is the bank's record retrieval policy?

The Bank of America, N.A.'s retention period is typically 7 years or less, depending on the type of document or record requested.

When can I expect my records to be delivered?

Record production will be made available based upon the due date on the subpoena; allowing an initial 3-week window will limit extension requests.

What is meant by Client?

The person or business whose records are being sought.