



Andrea B. Smith Chief Administrative Officer

ANDREA B. SMITH is Bank of America's chief administrative officer (CAO) and a member of the company's executive management team. Smith oversees several critical functions that drive the business strategy for the company. As CAO, Smith is responsible for Global Corporate Strategy, which guides the company's efforts to serve customers and clients through its eight lines of business.

She leads a key part of the company's customer-focused strategy, managing the market presidents and Enterprise Business and Community Engagement, which includes oversight of 90 U.S. markets. In addition, Smith is responsible for Global Real Estate Services, managing approximately 82 million square feet of space globally. Through the Global Procurement and Supplier Diversity businesses, she is accountable for thousands of vendor contracts and more than \$23 billion in annual spend. The bank has been recognized for its work with diverse suppliers and is the only financial services firm to join the Billion Dollar Roundtable, which recognizes corporations that spend at least \$1 billion with minority- and women-owned businesses.

Smith leads Global Corporate Security, a team of approximately 5,000 employees and contractors who work to protect the bank's customers, employees and assets globally. She is responsible for the company's Comprehensive Capital Analysis and Review (CCAR) and Global Resolution and Recovery Planning (GRRP).

Smith joined Bank of America in 1988 and held a range of leadership positions in Global Human Resources before becoming CAO. She served most recently as global head of human resources, where she was responsible for managing a global workforce of more than 200,000 employees. In this role, she transformed many of the bank's human resources efforts including hiring, benefits, and diversity and inclusion.

Smith is very active in the Charlotte community, serving as chair of the Charlotte Chamber for 2017. She was named co-chair of the Leading on Opportunity Council, which was created as a result of the Opportunity Task Force to build a structure and plan to address economic mobility in Charlotte. She is also on the board of directors of Charlotte Ballet and Charlotte Sports Foundation, and the board of trustees for Discovery Place. Smith also serves on the national board of directors for the International Women's Media Foundation.