

Digital Banking Fact Sheet (Q3 2017)

Bank of America continuously focuses on providing customers ease and convenience in Digital Banking. Currently, 34.5 million customers access their Bank of America accounts via mobile, online, or both. Below is additional information surrounding platform capabilities and user activity.

Mobile Banking



Bank of America has approximately 23.6 million customers actively using its mobile banking platform, including over 1 million Spanish language users. We continue to provide our customers more features to make their everyday financial lives easier.

During the third quarter of 2017, 318,000 sales were made through mobile devices, up 38 percent year over year. Active Mobile Banking customers logged into their accounts over a billion times, or 49 times per user, over that period. Customers performed the following functions, among others, during those sessions:

- Deposited 31 million checks, representing 21 percent of total deposits — approximately 330,000 per day — worth \$27.6 billion via Mobile Check Deposit.
- Made 32 million mobile bill payments, up 19 percent year over year.
- Redeemed over 1.2 million credit card cash and travel rewards.
- Accessed their free FICO scores 12 million times through their mobile devices.
- Accessed the Spending & Budgeting each month, with 1.6 million mobile users setting over 950,000 budgets since launch.
- Redeemed almost 3.2 million BankAmeriDeals, saving customers \$6.7 million.
- Digitally booked an all-time high of 413,800 appointments in Q3 2017, which is an average of 31,800 per week; this is up 20 percent year over year and up 12 percent quarter over quarter.
- Accessed our 11,525 contactless ATMs available to customers, up 19 percent quarter over quarter.

Online Banking



During the third quarter of 2017, over 460,000 sales were made online, while existing Online Banking customers logged into their accounts 448 million times, or 18 times per user. Customers performed the following activities, among others, during those sessions:



- Made 103 million bill payments worth almost \$61 billion.
- Made almost 58 million transfers worth \$128 billion.

Digital Banking Enhancements



Bank of America continues to update its Digital Banking capabilities. Recently added functionalities include:

- A new feature launched in early September, which enables customers to start a cash withdrawal from their smartphone using the BAC Mobile Banking app, and then pick up their cash at any BAC ATM
- The capability for our customers to create a personalized mobile dashboard with customizable display tiles.
- A new business loan application where our customers can now research and apply for a loan with most of their information prepopulated. Digital is now roughly 20 percent of application volume for Business Advantage Term Loan and line of credit products, up from zero percent a year ago.
- The new auto shopping experience currently in 16 states, with the goal of nationwide rollout by year-end.
- 97 renovated centers. And because we serve clients at every stage of their lives, we've also introduced special client features like business centers (26 year to date, 69 by year-end), lending centers (53 year to date, 83 by year-end), student centers (37 year to date, 41 by year-end), and retirement and investment centers (46 year to date, 78 by year-end) into select renovated financial centers.
- 2,313 ATM replacements and 124 new additional ATMs locations through Q3-17.
- Advanced centers that provide a convenient way for clients to speak to a banker or meet with specialists for advice on their life priorities and financial goals. We have opened our fourth location in Founders Hall, Charlotte and have plans to have more than 25 advanced centers in operation by the end of 2017.