

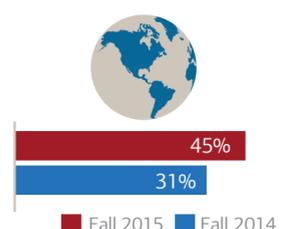
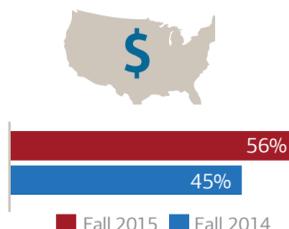
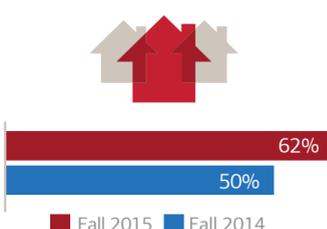
Bank of America Fall 2015 Small Business Owner Report

Small business owners (SBOs) confident about the economy in 2016

62 percent of SBOs are confident in the local economy improving, a **12 percent** increase from 2014

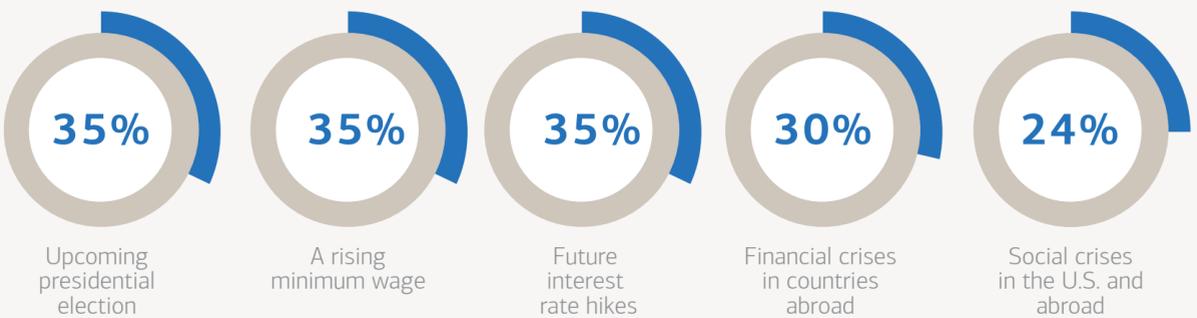
56 percent of SBOs are confident in the national economy improving, an **11 percent** increase from 2014

45 percent of SBOs are confident in the global economy improving, a **14 percent** increase from 2014



Despite increased optimism, several current events cause concerns for SBOs

Over the next year, I think my business will be impacted by...



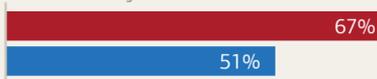
SBOs predict business growth in the year ahead



78% plan to grow their business over the next five years



67% plan to hire more employees in the next year



72% expect their revenues to increase in the next year



SBOs embrace new workplace culture

47% offer telecommuting options for employees now...



...versus only **35%** who offered telecommuting options five years ago.



85% are open to adopting new technologies in their businesses

The changing culture has also created unique perks and benefits for employees



20% Offer areas to relax or unwind



17% Offer office happy hours



11% Allow employees to bring their pets to work



10% Offer a transportation stipend

Small business workplace increases technology emphasis

In the last five years, SBOs have started using new technologies to...



54% Accept payments



50% Connect with employees



45% Track inventory



41% Optimize websites



23% Create mobile apps for customers

Snapshot of SBOs around the country



Braun Research, Inc. conducted the Bank of America Small Business Owner Report survey by phone from August 21 through September 22, 2015, on behalf of Bank of America. Braun contacted a nationally representative sample of 1,001 small business owners in the United States with annual revenue between \$100,000 and \$4,999,999 and employing between 2 and 99 employees. In addition, 300 small business owners were surveyed in each of nine target markets: Los Angeles, Dallas, Washington, D.C., New York, Boston, Chicago, San Francisco, Atlanta and Miami. The margin of error for the national sample is +/- 3.1 percent; the margin of error for the oversampled markets is +/- 5.7 percent, reported at a 95 percent confidence level.