

Bank of America Offers New Digital Capabilities

iPad App and Zelle® Updates Focus on Convenience and Simplicity for Clients

Charlotte

Bank of America today announced several updates to its award-winning mobile banking app to provide a seamless experience wherever and whenever clients choose to bank.

One of the most significant enhancements is a redesigned, industry-leading iPad app experience. Designed to closely mirror the Bank of America iPhone mobile banking app, the experience offers new features and makes it easier for clients to manage finances on their terms.

“With 26 million mobile clients and growing, a smooth experience across all devices and channels is always our top priority,” said David Tyrie, head of advanced solutions and digital banking at Bank of America. “Our clients would like the power to operate how and where they choose to, and we continue to drive our capabilities based on what they want.”

Additional enhancements include:

- **Digital Mortgage Experience™ prequalification:** Bank of America has continued to make enhancements to its Digital Mortgage Experience since its launch in April 2018. Homebuyers can now complete a digital prequalification request and receive a prequalification letter digitally. The update also makes it easier for clients to connect with a lending specialist who can answer questions and pick up seamlessly from wherever the client is in the prequalification process.
- **Zelle experience updates:** Bank of America is improving the *Zelle* person-to-person payments experience found in its online banking and mobile app. The update makes it easier for clients to manage their settings to receive money, as well as view and verify the phone number they are sending to when using *Zelle*. This update follows recent enhancements to the mobile banking app that help clients confirm the identity of the friends or family to whom they are sending funds for the first time. More than ever, Bank of America clients are turning to *Zelle* to pay friends and family, as sent transactions year to date surpassed 100 million.

- **BankAmeriDeals enhancements®:** BankAmeriDeals has been updated to allow clients to easily earn more rewards through its Coins experience, which is now visible on the main account page. Coins are collected when users redeem their available BankAmeriDeals, which provide up to 15 percent cash back deals at selected retailers. To date, clients have earned more than \$165 million through BankAmeriDeals.
- **My Rewards:** Bank of America continues to update its My Rewards dashboard since its launch in September 2018. Clients can now conveniently see their total rewards benefits across Preferred Rewards, credit cards and BankAmeriDeals on the mobile homepage.
- **U.S. Trust integration:** Clients can now view their U.S. Trust account details from within the Bank of America mobile banking app. U.S. Trust clients also have the ability to move seamlessly between the Bank of America mobile banking app and the U.S. Trust app without having to reauthenticate.

The rollout of an improved mobile Bill Pay experience for clients continues this month, offering additional features that were previously available via online banking, including the ability to add and maintain automatic payments, search history, and pay multiple bills at once – all within the mobile banking app.

To learn more about these updates, visit bankofamerica.com.

About Bank of America Digital Banking

Bank of America's digital banking platform is an evolving source of increased client engagement and satisfaction serving more than 36 million digital clients, including 26 million active mobile users. Its award-winning mobile app was the first to receive J.D. Power's certification for "An Outstanding Mobile Banking Customer Experience." During the third quarter of 2018, mobile banking clients logged into their accounts 1.4 billion times, made 137 million bill payments and deposited 33 million checks via mobile.

Bank of America

Bank of America is one of the world's leading financial institutions, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. The company provides unmatched convenience in the United States, serving approximately 67 million consumer and small business clients with approximately 4,400 retail financial centers, approximately 16,100 ATMs, and award-winning digital banking with more than 36 million active users, including nearly 26 million mobile users. Bank of America is a global leader in wealth management, corporate and investment banking and trading across a broad range of asset classes, serving corporations, governments, institutions and individuals around the world. Bank of America offers industry-leading support to approximately 3 million small business owners through a suite of innovative, easy-to-use online products and services. The company serves clients through operations across the United States, its territories and more than 35 countries. Bank of America Corporation stock (NYSE: BAC) is listed on the New York Stock

Exchange.

For more Bank of America news, including dividend announcements and other important information, visit the [Bank of America newsroom](#). Click [here](#) to register for news email alerts.

www.bankofamerica.com

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