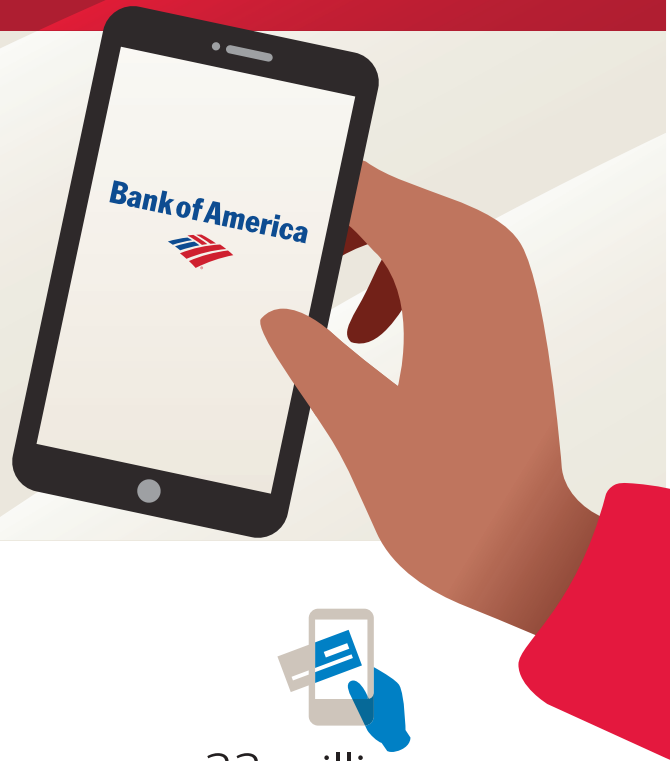


Bank of America

Trends in Digital Banking

With **35.5 million** digital customers, including **24.8 million** mobile users, here's a closer look at how our customers used digital to bank in Q1 2018.



1.4 billion
mobile log-ins

↑ 32% year over year



140 million
bill payments



33 million
checks deposited via mobile

Representing 24% of total deposits.
Overall, 75% of total deposits were
made via mobile or ATM



829,000
accounts opened

↑ 11% year over year



445,000
appointments booked

↑ 25% year over year



2.5 million
BankAmeriDeals redeemed

Saving \$9 million



28.6 million
Zelle® P2P transactions

↑ 130% year over year



\$8.7 billion
Zelle® P2P transfers

↑ 112% year over year



3.4 million
Zelle® P2P active users

↑ 85% year over year

Recently added features include:



Bank of America's mobile banking app is certified by J.D. Power for providing **"An Outstanding Mobile Banking Customer Experience"**

To learn more, visit bankofamerica.com

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J.D. Power 2018 Mobile App Certification ProgramSM recognition is based on successful completion of an audit and exceeding a customer experience benchmark through a survey of recent servicing interactions.

For more information, visit jdpower.com

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