With 37 million digital customers, including 27.1 million mobile users, here’s a closer look at how our customers used digital to bank in Q1 2019.

**LATEST NEWS**

- By the end of Q1, Erica® — the first widely available AI-driven virtual assistant in financial services — reached more than 6.3 million total users and completed 35 million client requests.
- Total Zelle® active users at Bank of America exceeded 5.4 million. Our users sent and received 58 million transfers worth $16 billion in Q1 alone, up 81% year over year.
- Digital represented 60% of direct auto loan applications, 20% of consumer mortgage applications and 20% of Business Advantage lending applications.
- Through the power of one app, clients have even more flexibility and control. Recent digital enhancements include the ability to set daily ATM withdrawal and purchase limits, Spanish-language support for iPads, better ways to manage payments, and the ability to switch between banking and investing capabilities with no need to re-authenticate.
- Launched Business Advantage 360 – nationwide roll out – an innovative, one-stop digital dashboard that helps small business owners manage all financial aspects of their business.

**DIGITAL CUSTOMER ACTIVITY**

- 1.5 billion mobile logins
  - 7% year over year
- 137 million bill payments
  - 14.6 million customers
  - 4% year over year
- 34 million checks deposited via mobile
  - Representing 24% of deposits
  - Overall, 77% of total deposits were made via mobile or ATM
- 523,000 appointments booked
  - 18% year over year
- 58 million Zelle® transactions sent and received
  - 104% year over year
- 3.4 million BankAmeriDeals redeemed
  - Saving $7.4 million
- 516 billion Zelle® transfers sent and received
  - 81% year over year
- 5.4 million Zelle® total active users
  - 57% year over year

Bank of America’s mobile app and online banking are both certified by J.D. Power for providing “An Outstanding Customer Experience.”

- Won 30 digital awards over the last two years
- “Best in Class” in Javelin's 2018 Mobile Banking Scorecard
- No. 1 Overall | No. 1 Ease of Use (No. 1 in Functionality in Dynatrace’s Q4-18 Online Banker Scorecard and Q1-19 Mobile Banker Scorecard)
- No. 1 in Small Business Mobile Banking Adoption by Barlow Research
- Business Advantage Relationship Rewards won the 2019 Monarch Innovation Award Winner for Most Innovative Product by Barlow Research

We continue to drive mobile adoption and usage by investing in award-winning functionality valued by our clients.