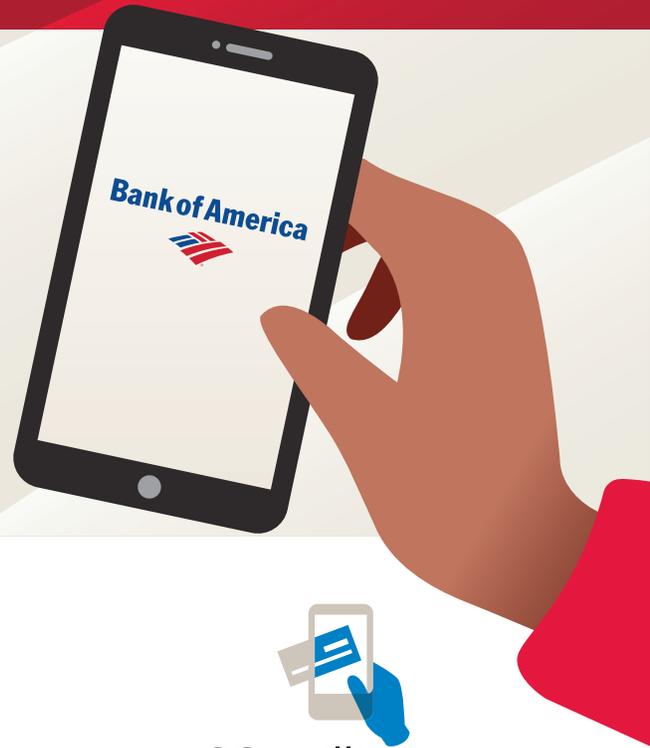


# Bank of America

## Trends in Digital Banking

With **34.9 million** digital customers, including **24.2 million** mobile users, here's a closer look at how our customers used digital to bank in Q4 2017.



1.3 billion  
mobile log-ins

↑ 34% year over year



138 million  
bill payments



33 million  
checks deposited via mobile

Representing 23% of total deposits.  
Overall, 74% of total deposits were  
made via mobile or ATM



719,000  
accounts opened

↑ 15% year over year



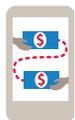
394,000  
appointments booked

↑ 25% year over year



4.4 million  
BankAmeriDeals redeemed

Saving \$10 million



23.1 million  
Zelle® P2P transactions

↑ 103% year over year



\$6.9 billion  
Zelle® P2P transfers

↑ 91% year over year



2.9 million  
Zelle® P2P active users

↑ 67% year over year

### Recently added features include:

A new streamlined process to apply for a checking account securely within the app, which automatically populates customer information.

The ability for customers to schedule appointments in real-time with notaries, relationship bankers and managers, or specialists for their everyday banking, investment, retirement, home loan and small business needs.

A redesigned home page that provides a personalized and engaging experience, with a more modern look and feel.



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

Bank of America earned "Best In Class" award in Javelin's **2017 Mobile Banking** and **2017 Online Banking** Scorecards

To learn more, visit [bankofamerica.com](http://bankofamerica.com)

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J.D. Power 2018 Mobile App Certification Program<sup>SM</sup> 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](http://jdpower.com)

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