

## Digital Banking Fact Sheet (Q2 2017)

Bank of America continuously focuses on providing customers ease and convenience in Digital Banking. Currently, 34 million customers access their Bank of America accounts via Mobile Banking, Online Banking, or both. Below is additional information about platform capabilities and user activity.

### Mobile Banking



Bank of America has over 22.9 million customers actively using its mobile banking platform, including over 1 million Spanish language users. Our No. 1 rated Mobile Banking App continues to receive all-time highs in top two box client satisfaction scores.

During the second quarter of 2017, 295,000 sales were made through mobile devices, up 47 percent year over year. Active Mobile Banking customers logged into their accounts over a billion times, or 47 times per user, during that period. Customers performed the following functions, among others, during those sessions:

- Deposited 31 million checks, representing 21 percent of total deposits — approximately 340,000 per day — worth \$27.4 billion via Mobile Check Deposit.
- Made 30 million mobile bill payments, up 18 percent year over year.
- Redeemed over 1 million credit card cash and travel rewards.
- Accessed their free FICO scores 15 million times.
- Accessed the Spending & Budgeting tool each month, with 1.5 million users setting over 1.9 million budgets since launch.
- Redeemed over 3.4 million BankAmeriDeals, saving customers more than \$7 million.
- Digitally booked an all-time high of 371,000 appointments in Q2 2017, which is an average of 28,500 per week; this is up 28 percent year over year and up 4 percent quarter over quarter.
- Accessed our 9,650 contactless ATMs available to customers.

### Online Banking



During the second quarter of 2017, 490,000 sales were made online, while existing Online Banking customers logged into their accounts 468 million times, or 18 times per user. Customer satisfaction reached all-time highs, exceeding 85 percent. Customers performed the following activities, among others, during those sessions:

- Made 107 million bill payments worth \$61 billion.
- Made 58 million transfers worth \$137 billion.



## Digital Banking Enhancements



Bank of America continues to update its Digital Banking capabilities. Recently added functionalities include:

- A simpler and secure person-to-person transfer experience that will be consistent across the industry through Zelle.
- The ability for customers to manage and update their contact information (email, phone, address) and preferences in the mobile app without having to call or visit a financial center.
- The ability for clients to enroll their cards into Masterpass and Visa Checkout from the mobile app, so their BAC cards are top of their mobile wallet.
- A new auto shopping experience in South Carolina and North Carolina, creating a more seamless auto shopping and buying experience through digital; to be deployed in more states in the coming months.
- A new Small Business Lending Experience to provide mobile-optimized research capabilities and the ability to apply for Business Advantage LOC and Term Loans.
- A new and integrated experience between the Mobile Banking App and ATM: clients can set up an ATM cash withdrawal directly within the Mobile Banking App and then use their smartphone or card to quickly and securely pick up their cash.
- Advanced centers that provide a convenient way for clients to speak to an everyday banker or meet with specialists for advice on their life priorities and financial goals. We have opened our fourth location in Founders Hall, Charlotte and have plans to have more than 25 advanced centers in operation by the end of 2017.