




Connecting communities to make financial lives better and neighborhoods stronger



Bank of America is making financial lives better through a tailored, community-centered approach that matches our resources to the unique needs of clients and small businesses in low- and moderate-income communities. This includes connecting them with the right mix of products, services, capital, job opportunities, partnerships and philanthropy to help achieve their goals and foster economic mobility.

When clients, institutions and communities are made stronger, we all benefit.

We help meet the short-term needs and long-term goals of clients in low- and moderate-income communities through:

Products, Services & Access



- Offering safe and transparent products
- Community financial centers provide convenient access to our team of professionals trained to meet the unique needs of our clients
- Leading digital tools and mobile banking app help give clients more control over their day-to-day finances
- Helping people build a stable financial foundation through Better Money Habits®

People



- Creating job opportunities and hiring from within the communities we serve
- Ongoing skills training and mentor programs offering a path to sustainable career growth
- Volunteering our time and talent to local partners and communities

Capital



- Financing affordable housing, healthcare, small businesses and other community anchor institutions
- Providing capital for those that may not qualify for traditional loan products by investing in community development financial institutions (CDFIs)
- Providing philanthropic grants to local partners

Products, Services & Access

From managing daily finances to establishing good credit, we help people build their financial foundations through:

- Providing convenience and access through our **Mobile Banking app** to set up low-balance and fraud alerts, reach saving goals with our Spending and Budgeting tool, and get professional financial guidance
- **Affordable Loan Solution™** mortgage, in partnership with Self-Help Ventures Fund and Freddie Mac, to help homebuyers overcome down payment barriers
- **SafeBalance Banking®**, to help set a foundation with a bank account and prevent overdraft fees
- **BankAmericard® Secured credit card** to build and strengthen credit history
- Free **Better Money Habits®** content and tools to navigate saving and budgeting, homeownership, retirement, taxes and more

51%

of underserved clients set up alerts in their mobile app to actively manage their daily finances



90%

of Affordable Loan Solution recipients are first-time homebuyers



12.3 million+

times Better Money Habits was viewed on the website and Mobile Banking app in 2017



1 in 4

users of Better Money Habits content and tools **grew savings by 20% or more. 1 in 7 reduced their credit balance by 20% or more**



People

Bank of America invests in and hires from the communities we serve by:

- **Partnering with nonprofit organizations** to foster a diverse pipeline of talent through our Pathways career development program
- Equipping employees with career development tools and resources through **The Academy at Bank of America**, including on-boarding and training, mentoring and career advice and access to long-term development training
- Delivering on being a great place to work by **investing in our employees** through our pay-for-performance programs, health and wellness programs, and other benefits and support
- Giving back to our communities through **volunteering** of time, talent and expertise to thousands of nonprofit organizations and causes



In 2017, **25,000 associates** participated in Academy training, with **a third of those already** taking the next step in their careers



Our team members have volunteered more than **2 million employee hours** in their local communities to causes about which they are passionate



We are targeting hiring **10,000 individuals** from the LMI communities we serve over the next five years

Capital

Through loans and philanthropic investments, we invest in the institutions, individuals and programs that help make neighborhoods stronger. We have:

- Provided **\$4.5 billion** in loans, tax credit equity investments and other real estate development solutions through Community Development Banking in 2017
- Financed affordable housing, charter schools, health care and economic development, including **12,000** affordable housing units, nearly 5,000 of which went to seniors, military veterans and the formerly homeless
- Distributed more than **\$1.6 billion** in investments to more than **260** CDFI partners to extend credit to those unable to qualify for traditional loans
- Directed more than **\$2.3 billion** through our supplier diversity program in 2016 to support the growth of businesses owned by minorities, disabled individuals, veterans, women and the LGBT community



\$2 billion of philanthropic capital invested over 10 years to address issues related to workforce development and education, community development, and basic needs



A top lender in the U.S. SBA's 504 and 7(a) Programs, which provides small businesses with long-term, fixed-rate financing to foster community-based economic development