



## Supporting military teammates, clients and communities

At Bank of America, we value all our differences — in background, experience or viewpoints, including socioeconomic status, race, national origin, religion, age, gender, gender identification and expression, sexual orientation, ethnicity, disabilities, and veteran status. We're stronger when we connect our diverse backgrounds and perspectives to better meet the needs of our teammates, clients and communities. We are committed to investing in our military communities by being a Great Place to Work for our employees, while supporting the needs of our clients and communities.

### INVESTING IN OUR TEAMMATES

Our diversity makes us stronger, and the value we deliver as a company is strengthened when we bring broad perspectives together to meet the needs of our diverse stakeholders.

- In 2012, we created our **Military Affairs team** to coordinate efforts across the company — including hiring, offering financial products, getting involved with philanthropy and public policy, and helping veterans reintegrate into the civilian workforce.
- Our **Military Support & Assistance Group (MSAG)** employee network provides development opportunities for military employees, their families and friends through networking, mentoring, volunteer events and information forums.
- Our dedicated **Military Talent Acquisition team** partners with key strategic organizations and conferences — including Academy Women, Service Academy Career Conference, RecruitMilitary, the Military Spouse Employment Partnership, MBA Veterans Conference, Military Officers Job Opportunities Conference, Veterans Bridge Homes Conferences, Soldiers for Life Transition assistance program, SkillBridge /Career Skills Program, and the U.S. Chamber's Hiring Our Heroes — to identify and recruit veterans.

- The bank invests in several **military development programs**, including the Global Operations Military Development Program, the Strategy & Management Military Development Program, the Veterans Associates Program, the Global Banking & Global Markets, and the Global Banking & Global Markets Operations Military Development Program. All programs have strong retention rates of 95% and above since their inception
- Since 2014, we've **hired over 17,000 service members**. We also have a number of programs and resources in place to help them transition to corporate life and grow their careers with us.
- Our internal, highly specialized Life Event Services group provides personalized support around domestic violence, natural and man-made disasters, **transition related to military service**, and other major life events. The team provides resources, benefits, counseling and more, tapping experts inside and outside the company.
- The **Military Spouse and Partner Forum** works to share resources and support to employees who are military spouses or partners. This forum provides professional development training, benefits access, and assistance to employees to help them manage military relocations and deployments. Additionally, the forum provides volunteer activities and a network of understanding professionals to support working military spouses.

• We participate in more than **40 military-specific career events** every year.

• Since 2012, we've donated more than **2,600 residential properties to military and veteran support organizations**.

• Our Military Support & Assistance Group (MSAG) has **44 chapters and more than 19,000 members**.

• Since 2014, we've **hired over 17,000 service members**.

## INVESTING IN OUR TEAMMATES *continued*)

- Bank of America offers **best-in-class benefits and programs** to support the diverse needs of employees, including employees from all generations, to help manage the demands and challenges through **all stages of work and personal life**.
  - Our Employee Assistance Program provides **confidential and unlimited virtual counseling 24/7**, with up to twelve face-to-face sessions per issue at no cost for employees in the U.S.
  - U.S. employees have **access to licensed counselors** who specialize in our benefits programs, products and employee discounts.

## COMMITTING TO OUR CLIENTS AND COMMUNITIES

We deliver products and services that meet the diverse needs of our clients, and invest our resources to support our communities and the issues affecting them.

- Our efforts to drive **racial equality and economic opportunity** include our commitment to community health services, with a special focus on communities of color; career skills development through partnerships with high schools and community colleges; Stop Soldier Suicide; and affordable housing and neighborhood revitalization.

- We **partner with national nonprofit organizations** like Student Veterans of America, United Service Organization, America's Warrior Partnership, Institute for Veterans and Military Families, Wounded Warrior Project, Cohen Veterans Network, Team Rubicon, Team Red, White & Blue and more, as well as local veteran service organizations, to **address the needs of military veterans and their families**.
- We've donated more than **2,600 residential properties** to military and veteran support organizations since 2012.
- We have **100 financial centers near military installations upskilled on the life stages and needs of military customers**.
- Our **Better Money Habits program** includes information specifically to help military service members and their families make the transition to civilian life, with resources devoted to "Understanding civilian retirement plans," "How to get the most from the GI Bill" and more.

## RECOGNITION

- Euromoney World's Best Bank for Diversity and Inclusion in 2023.
- In 2023, Bank of America teammate Lindsey Streater was named Veteran of the Year by Military Times.
- MSAG named one of the 2023 Top 25 ERG Award recipients by Diversity Impact Awards.
- Forbes ranked Bank of America as one of the Best Employers for Veterans in 2022.
- Military Times ranked Bank of America #5 on its 2022 Best for Vets Employers list. The Military Times survey is the most comprehensive annual ranking of the country's best employers and organizations with military-connected employment programs, benefits and support efforts.
- Named one of Fortune's 100 Best Companies to Work For<sup>®</sup> by Great Place to Work<sup>®</sup> for the fourth year.
- One of LinkedIn's Top 50 Companies in the U.S. for the third year
- The Military Support & Assistance Group (MSAG) was the winner of the Workforce Impact category of the 2022 Employee Readiness Group (ERG) Impact Awards – recognizing the effectiveness and achievements of the Veteran Development Program, Veteran Onboarding Initiative, Better Money Habits, Veteran home donations and multiple other event programs.
- One of U.S. Veterans Magazine's Best of the Best Top Veteran-Friendly Companies for the third year in a row.

For more information, visit us online at [bankofamerica.com/inclusion](https://bankofamerica.com/inclusion).