

Corporate Social Responsibility at Bank of America

2012 CSR Report



Bank

Life's better when we're connected™

of America

This report indexes Bank of America’s 2012 environmental, social and governance actions and impacts. It is intended for readers interested in a detailed view of our work. We have structured this document to generally follow and respond to the Global Reporting Initiative G3.1 framework and its Financial Services Sector Supplement. It is supplemented by information on our website and the CSR Highlights document (bankofamerica.com/csrreport), which provides a snapshot of recent activities.

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1 | Welcome

This chapter addresses our strategy, including a statement from our CEO and a summary of key achievements, challenges, events and trends impacting our business.

At Bank of America, our purpose is simple and clear. We are here to make financial lives better. Better by connecting our customers and clients to the financial solutions they need. Better by connecting across our company to deliver those solutions. And, better by making connections in the communities in which we live and work.

Over the past several years, we have transformed the company to better position us to deliver on our purpose. We have strengthened our foundation, building capital to industry-leading levels. We have addressed many of the legacy issues that arose from the economic downturn. And, we have streamlined our business to focus only on what is most important to our customers and clients. All of this has made us an easier company to do business with for our customers and clients, and a better place to work for our employees.

Being a responsible company is integral to our success and we are engaged on the issues that matter most to our customers, employees and communities. Our employees around the world are guided by a common set of values that ensure we deliver on our company goals while also helping to address both local and global challenges. I’m proud of the impact we make each day through volunteering and philanthropy, the revitalization of our neighborhoods, and our involvement in so many important issues, including hunger relief, education, job training, the environment and support for our military and veterans.

With the talent and capabilities we have in place, we can do more than any other company to help our customers and clients realize their financial goals. And with our purpose so clearly defined, there is every reason to be optimistic and excited about what lies ahead for our company. For more information, I invite you to review this report.

Thank you for your continued interest in Bank of America.



A handwritten signature in black ink, appearing to read 'B. Moynihan'.

Brian T. Moynihan
Chief Executive Officer

2012 Overview

The summary below provides a snapshot of some of our achievements and challenges in 2012 as well as key priorities, events and industry trends. Additional information on several of the issues highlighted below can be found in our 2012 Form 10-K.

Strategic priorities

Over the past three years, our main strategic priority has been to transform the bank, based on a sustainable business model that creates value from building deep, broad, long-lasting relationships with customers, clients and people in the communities where we live and work. We have defined our core mission as making people’s financial lives better by building closer connections to all of our stakeholders, including our customers, clients, investors, regulators, community partners and employees. Our focus has been on strengthening our financial foundation, simplifying and integrating the company, and working to resolve legacy issues, including litigation, which arose as a result of the economic downturn. We are continuing to improve the products, services, advice and expertise our customers and clients need to buy houses, grow businesses, manage their finances and improve their lives. The success of this strategy is reflected in our greater financial strength and renewed enthusiasm from the investment community.

Achievements

Financial strength

Among the critical achievements for the bank in 2012, a number of balance sheet improvements reflect the underlying strength and earnings potential of our company.

11.06%

- Built a strong balance sheet, improving our Tier One common capital ratio to 11.06 percent, among the highest for U.S. banks.

\$100 billion

- Reduced long-term debt by nearly \$100 billion from the end of 2011 to \$276 billion.

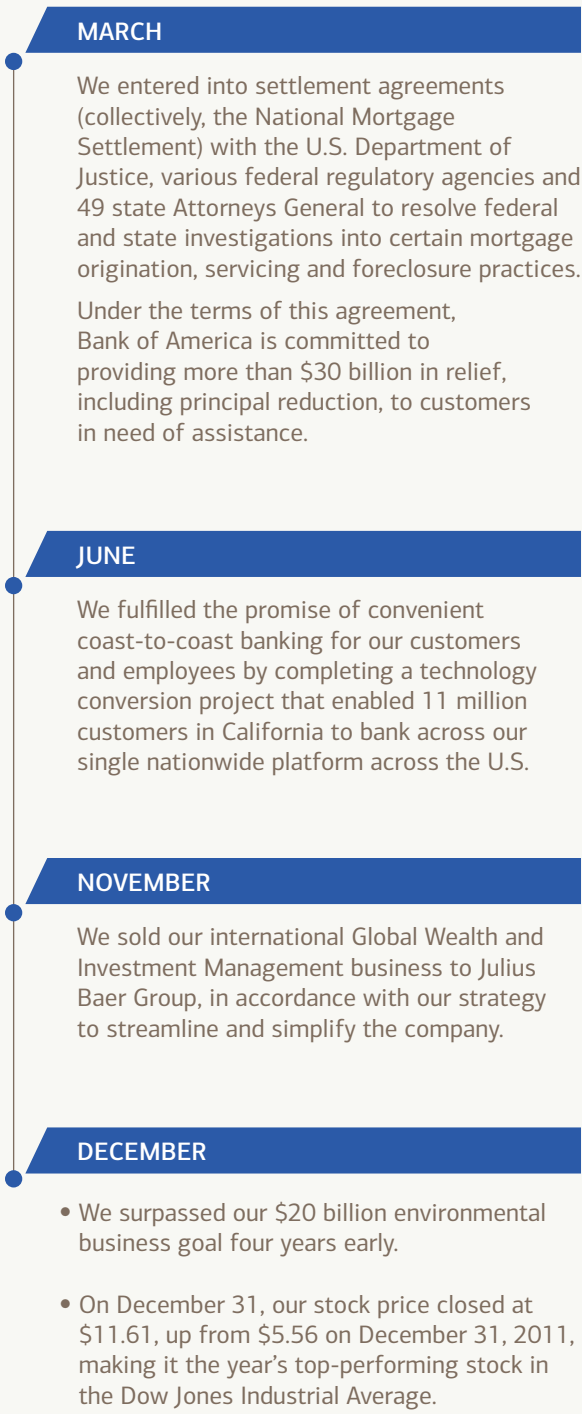
\$372 billion

- Maintained significant global excess liquidity sources of \$372 billion.

\$60 billion

- Completed the divestiture over three years of more than \$60 billion in non-core activities with no meaningful impact to core earnings.

Key events of 2012



Economic and social impact

\$475 billion

- Extended a total of \$475 billion in credit to individuals, businesses and nonprofit organizations.

\$105.5 billion

- Provided \$105.5 billion toward our 10-year, \$1.5 trillion community development lending and investment goal.

\$19.6 billion

- Extended \$19.6 billion to small businesses, some of which was renewal of credit lines. \$14.5 billion was extended to small businesses in low- and moderate-income areas. (The U.S. government defines low and moderate income as individuals and households with income less than 80 percent of area median income.)

\$75.1 billion

- Originated \$75.1 billion in first mortgages in the U.S., including \$15.5 billion for more than 96,500 low- and moderate-income families.

\$200 million

- Contributed more than \$200 million toward our 10-year, \$2 billion philanthropic investment goal. Of this, more than \$187 million was cash giving and more than \$36 million was in kind.

1.5 million hours

- Volunteered over 1.5 million employee hours in communities in which we live and operate.

Environmental sustainability

\$50 billion

- Set a new \$50 billion environmental business goal in the wake of completing our existing \$20 billion initiative, raising our total goal to \$70 billion, the largest among our global peers.

14%

- Reached 14 percent reduction in global net scope 1 and scope 2 greenhouse gas (GHG) emissions against our baseline of 2010 (all direct and indirect GHG emissions from consumption of purchased electricity, heat or steam).

600,000 square feet

- Completed more than 600,000 square feet of certified projects in 2012, and by year end, 53 of our banking centers had achieved Leadership in Energy and Environmental Design (LEED) certification, comprising more than 266,000 square feet.

\$4.5 billion

- Committed more than \$4.5 billion toward underwriting, advising on and financing a number of environmentally beneficial transactions across our business lines.

Challenges

Litigation issues

In the ordinary course of conducting our business, we are subject to legal actions, regulatory inquiries and examinations. We continue to be subject to additional borrower and non-borrower litigation and governmental and regulatory scrutiny related to our past and current origination, servicing and foreclosure activities. A discussion of how we are addressing these issues and preparing for their potential impact can be found in our 2012 Form 10-K.

Changing revenue models

Regulatory changes in our industry in recent years have reduced some traditional revenue streams, but also created an avenue for companies like Bank of America to shift from a primarily transactional and fee-reliant revenue model to one grounded in deepening and broadening relationships with customers. This shift offers us an opportunity to grow our business more organically, transparently and responsibly, yet also challenges us to find new ways to provide fair and convenient access to financial products and services for all of our customers, while generating competitive returns for our shareholders.

Responsible home lending practices

Over the past several years, we have taken significant steps to modify our business practices, enhancing our focus on promoting responsible homeownership. After exiting the correspondent home lending market in 2011, Bank of America is concentrating entirely on retail distribution for its mortgage products and services. By withdrawing from the correspondent market, through which banks purchase loans originated by third parties, Bank of America is now able to align all its mortgage resources to its direct-to-consumer channel, with greater focus on deepening relationships with its core customers.

Customer and client satisfaction

Overall customer satisfaction with Bank of America improved in 2012. While our renewed financial strength validates the realignment of our business model, we continue to work to rebuild the confidence and increase the satisfaction of our customers and clients.

Environment: Coal

In 2012, a number of environmental advocacy groups proposed that Bank of America limit financing and lending to companies engaged in the coal sector. However, we also are confronted with the reality that if we and others in the industry were to discontinue financing to coal extraction companies, electric utilities and other industries in the coal value chain, such an extreme step could have negative consequences for the U.S. and global economies whose energy infrastructures are not yet equipped to make this transition. This issue has been — and continues to be — discussed at the highest levels of the company.

We have, therefore, opted for greater engagement on the issue with key stakeholders including coal producers, utility companies, leading universities and the environmental community. We have consistently supported public policies that promote the transition to renewable, alternative and other low-carbon solutions. Since 2007, we have pledged \$70 billion — more than any of our peers — to reduce energy consumption and support renewable and alternative energies. We will continue to work with our clients in the fossil-fuel value chain to help them reduce their environmental impacts, and to engage with our critics and stakeholders on this issue. For a fuller discussion of this issue, see page 28 of this report.

Environment: Operations

From an operational standpoint, one of the major indirect impacts of decreasing our ownership and increasing the leasing of our facilities is the reduced degree of control we have in executing on our operational goals as well as implementing new initiatives. While we often gain the support of our landlords to meet our targets, we also need to realign our procedures and processes for monitoring our activities and tracking our progress on our goals and initiatives.

Trends

As we look ahead, we have identified a number of trends that could potentially impact our business, several of which focus on environmental, social, and economic concerns. We have highlighted a few of these below based on our own assessment of “what’s next?” as well as input we have received from our stakeholders around the world.

Increased regulatory reform

Governments around the world will continue to consider new legislative and regulatory proposals in response to the global financial crisis. Among these are proposals to increase capital ratios above current levels, exert tighter regulatory controls over derivatives trading and hedging, and increasing barriers between various banking practices with the goal of reducing systemic risk.

Increased focus on sustainability

Mainstream investors will increasingly rely on sustainability metrics to inform investment decisions as financial analysts pay closer attention to how companies address a broad range of sustainability issues. For example, we are already seeing the business impacts of extreme weather events, such as Hurricane Sandy in the U.S., unprecedented cold temperatures in Europe and Peru, significant flooding in Korea, Russia, China and India, and the typhoon in the Philippines. Weather events of this magnitude will increasingly impact homeowners, insurers, and other bank stakeholders globally. Separately, there is a growing trend toward embedding sustainability and CSR issues and mandates into government contracts, regulations and stock exchange listing requirements.

Increased investments in technology

Investments in technology will continue to increase as financial institutions further leverage technology to provide customers with greater flexibility and a wider range and choice of resources to manage their financial lives. In line with this increased use of technology, financial institutions around the world will continue to invest heavily in their data protection practices, safeguard the privacy and information of clients and customers, and take additional measures to maintain data security.

Expanding impact of employee volunteerism

The power, talent and passion of employees will continue to drive companies to expand their impact and address social issues and community needs that might otherwise go unmet. Also, companies operating around the world are working to formalize and expand employee volunteer programs, aligned with their corporate values and priorities, as well as the cultures and expectations of the stakeholders they engage.

Over the past few years, we have set aggressive goals aligned with several of our CSR focus areas. Our progress to date is summarized below:

OUR TARGETS	OUR PROGRESS
<div></div> <div>\$1.5 trillion for community development projects in the U.S. by 2019</div>	<p>Since 2009, we lent and invested \$569.5 billion toward our 10-year community development goal, including \$105.5 billion in 2012. While we are slightly ahead of our target, year-over-year lending and investing have declined due to the economic and housing market downturn, which affected credit demand and has led to tightened regulatory requirements. We recognize these challenges may affect our ability to meet our overall goal within the allotted time period. See page 37</p> <p>Status: on track ●</p>
<div></div> <div>\$70 billion globally for business activities that address climate change and demands on natural resources by 2023</div>	<p>In early 2013, we surpassed our original \$20 billion goal — investing a total of \$21.6 billion in environmental businesses — four years ahead of target. As a result, we set another environmental business initiative goal — to invest an additional \$50 billion over the next 10 years. See page 19</p> <p>Status: on track ●</p>
<div></div> <div>15% reduction in net scope 1 and 2 greenhouse gas (GHG) emissions within our global operations between 2010 and 2015</div>	<p>By 2012, we reduced net scope 1 and 2 GHG emissions by more than 14 percent since 2010. This reduction was driven by consolidation of real estate, deployment of energy-efficiency projects and decreases in the carbon intensity of utility grids we rely on for power around the world. See page 22</p> <p>Status: on track ●</p>
<div></div> <div>\$2 billion in philanthropic investments, globally, by 2019</div>	<p>Our philanthropy has reached more than \$848 million toward our 10-year goal with \$222.9 million in 2012, including cash and in-kind donations. We believe we are on track to achieve our goal. See page 46</p> <p>Status: on track ●</p>

Affordable housing:
Monica's Village Place – WA
SEE PAGE 38

Arts & Culture:
Pacific Standard Time: Art in L.A. – CA
SEE PAGE 42

Financial education:
National Disability Institute – D.C.
SEE PAGE 44

Affordable housing:
Concern Amityville – NY
SEE PAGE 38

Economic development:
Baystate Health – MA
SEE PAGE 41

Disaster relief:
American Red Cross –
Hurricane Sandy Relief
Fund – NJ and NY
SEE PAGE 50

Hunger relief:
Feeding America, Give a
Meal Program – IL
SEE PAGE 50

Environment:
Pioneer Trail Wind Farm – IL
SEE PAGE 21

Environment:
TETO Project – Brazil
SEE PAGE 50

Stakeholder engagement:
UN Sustainable Energy
for All – Brazil
SEE PAGE 21

Workforce development:
Communiversity BA (Hons)
Degree in Social Enterprise – UK
SEE PAGE 49

Volunteerism:
Mentorship Programs – India
SEE PAGE 49

Philanthropy:
Teach for India – India
SEE PAGE 50

Environment:
Village Water – Zambia
SEE PAGE 48

Environment:
Overseas Private Investment
Corporation (OPIC) – Kenya
SEE PAGE 21

Leadership development:
Women's Empowerment
Initiatives – Haiti, India
and South Africa
SEE PAGE 48

Environment:
Renewable Energy (Huadian
Fuxin Energy) – China
SEE PAGE 21

Disaster relief:
Tohoku Disaster Recovery
Efforts – Japan
SEE PAGE 48

Economic development:
IHH Healthcare – Malaysia/
Singapore
SEE PAGE 41

Arts & culture:
International Arts
Conservation – Australia, Brazil,
China, India, Iraq and
Switzerland
SEE PAGE 43

Action around the world

*Our work on environmental, social
and economic issues spans the globe.
These case studies represent just
some of the hundreds of CSR-related
projects we undertook in 2012.*

2 | Organizational profile

In this chapter we provide an organizational profile including our operational structure, brands and market presence. All numbers are as of December 31, 2012, unless otherwise stated.

OPERATIONS



GLOBAL FOOTPRINT

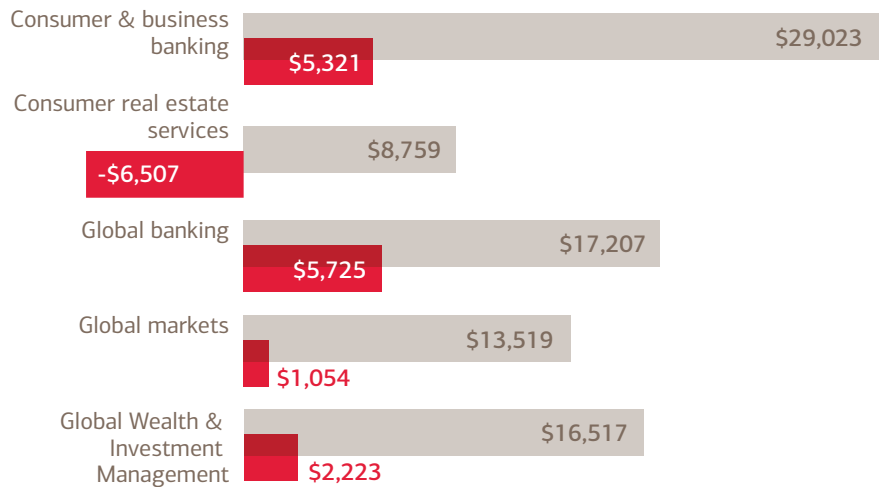
	North America	Europe, Middle East & Africa	Latin America & Caribbean	Asia Pacific	Global (not region specific)	Global total
Total revenue, net of interest expense	\$72,175 million	\$6,011 million	\$1,670 million	\$3,478 million		\$83,334 million
Total income (loss), before income taxes	\$1,867 million	\$323 million	\$529 million	\$353 million		\$3,072 million
Philanthropic investments	\$212.3 million	\$4.3 million	\$0.7 million	\$3.2 million	\$2.4 million	\$222.9 million
Greenhouse gas emissions (scope 1, 2) – metric tons CO ₂ e (gross)	1,322,830	101,313	4,105	110,248		1,538,496
Business operations	<ul style="list-style-type: none">• Bank of America• Merrill Lynch Wealth Management• U.S. Trust• Bank of America Merrill Lynch	<ul style="list-style-type: none">• Bank of America Merrill Lynch• Merrill Lynch Wealth Management	<ul style="list-style-type: none">• Bank of America Merrill Lynch	<ul style="list-style-type: none">• Bank of America Merrill Lynch		

ASSETS



REVENUE AND INCOME

■ Total net revenue (FTE basis) in millions
■ Total net income (loss) in millions



BRANDS



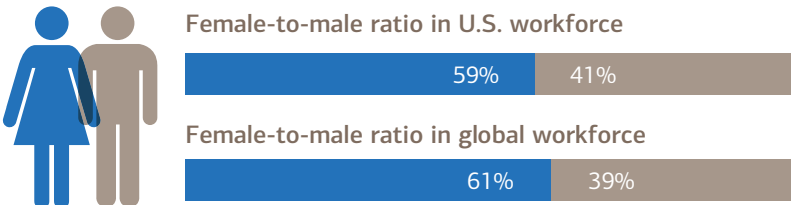
Additional information is available in our 2012 Form 10-K as well as on our website.

In 2012, as the result of a reorganization, Business Banking (~43,000 clients) and the Client Development Group (~181,000 clients) are no longer included in the Commercial Banking segment, which accounts for the shift from the number of Commercial Banking Clients we reported in our 2011 CSR Report (287,000+).

GLOBAL WORKFORCE



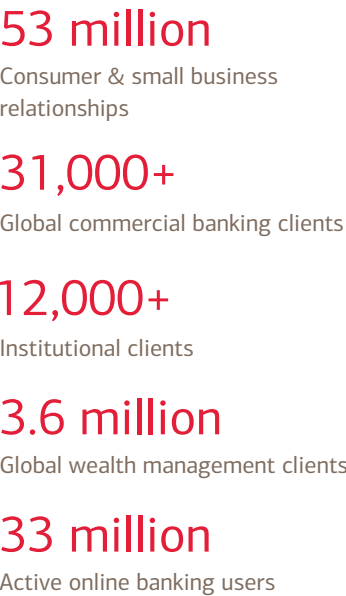
44% of U.S. workforce are of diverse races and ethnic backgrounds



SHARES AND SHAREHOLDERS



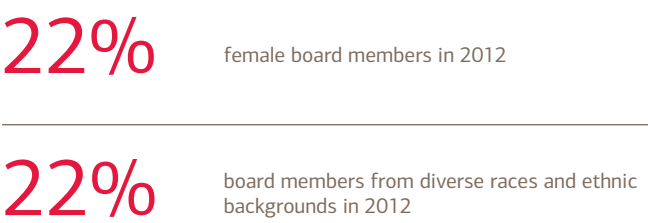
CUSTOMERS AND CLIENTS



3 | Governance, commitments and engagement

In this chapter we discuss our governance policies and procedures, and our internal and external commitments and engagements. Information about our approach to and involvement in public policy and our products and services is also included.

Operating a strong and ethical company is crucial to our ability to build and maintain the trust and confidence of our customers and clients, employees, shareholders, community neighbors and business partners. Our corporate governance practices and management policies provide accountability and transparency across all of our businesses and activities. This commitment to responsible business is shared by all employees and starts at the top of our organization, with our board of directors.



Bank of America board of directors

Bank of America’s board of directors provides oversight of the company’s affairs and continuously works to improve and build on its strong corporate governance practices. Our board is evaluated each year, and in 2012, four new members were appointed: Sharon Allen, former Deloitte LLP chairman; Jack Bovender, former HCA Inc. chairman and chief executive officer; Linda Hudson, president and CEO of BAE Systems Inc.; and David Yost, former CEO of AmerisourceBergen Corp.

In determining the composition of our board, we assess board members’ capacity to guide overall company strategy, including their ability to understand environmental and social impacts. We believe our directors should possess backgrounds, qualifications, attributes and skills that, when taken together, provide our company with a broad range of experience. When considering potential director nominees, the Corporate Governance Committee reviews available information regarding each potential candidate’s experience, skills and integrity, as well as race, gender and ethnicity.

Our board also views diversity as a priority and seeks diverse representation among its members. In 2012, 22 percent of our 18-member board were female and 22 percent were individuals from diverse races and ethnic backgrounds.

Additional information is available in our 2013 Proxy Statement.

Bank of America Corporation board of directors:

- Charles O. Holliday, Jr., Chairman of the Board, Bank of America Corporation
- Sharon L. Allen, Former Chairman, Deloitte LLP
- Mukesh D. Ambani, Chairman and Managing Director, Reliance Industries Ltd.
- Susan S. Bies, Former Member, Board of Governors of the Federal Reserve System
- Jack O. Bovender, Jr., Former Chairman and Chief Executive Officer, HCA Inc.
- Frank P. Bramble, Sr., Former Executive Officer, MBNA Corporation
- Virgis W. Colbert, Senior Advisor, MillerCoors Company
- Arnold W. Donald, Principal, AWDPLC, LLC
- Charles K. Gifford, Former Chairman, Bank of America Corporation
- Linda P. Hudson, President and Chief Executive Officer, BAE Systems, Inc.
- Monica C. Lozano, Chairman and Chief Executive Officer, ImpreMedia, LLC

- Thomas J. May, President and Chief Executive Officer, Northeast Utilities
- Brian T. Moynihan, Chief Executive Officer, Bank of America Corporation
- Lionel L. Nowell, III, Former Senior Vice President and Treasurer of PepsiCo, Inc.
- Donald E. Powell, Former Chairman, Federal Deposit Insurance Corporation (FDIC)
- Charles O. Rossotti, Senior Advisor, The Carlyle Group
- Robert W. Scully, Former Member of the Office of the Chairman, Morgan Stanley
- R. David Yost, Former Chief Executive Officer, AmerisourceBergen Corporation

Below is a summary of our board committee structure and membership information (as of December 31, 2012). For the committee charters and additional information, please refer to our website investor.bankofamerica.com and 2013 Proxy Statement.



	Audit committee	Compensation and Benefits committee	Corporate Governance committee	Credit committee	Enterprise Risk committee	Executive committee
Sharon L. Allen (61)	Member		Member			
Mukesh D. Ambani (55)+		Member		Member		
Susan S. Bies (65)	Member				Member	
Jack O. Bovender, Jr. (67)				Member	Member	
Frank P. Bramble, Sr. (64)			Member		Chair	
Virgis W. Colbert (73)+		Member	Member	Member		
Charles K. Gifford (70)				Chair		Member
Charles O. Holliday, Jr. (65)						Chair
Linda P. Hudson (62)		Member		Member		
Monica C. Lozano (56)			Member	Member		Member
Thomas J. May (65)			Chair			
Brian T. Moynihan (53)					Member	
Donald E. Powell (71)+	Member	Member				Member
Charles O. Rossotti (72)+	Chair					
Robert W. Scully (63)+	Member	Chair				
R. David Yost (65)	Member	Member				

“+” indicates the board member retired in 2013. Since the beginning of 2013, Arnold W. Donald and Lionel L. Nowell, III, have been appointed to the board. The most current information about the composition of our board and the affiliations of its members can be found online at: <http://investor.bankofamerica.com/phoenix.zhtml?c=71595&p=irol-govboard#fbid=WiqRJ758Zq>



Global CSR team

At the board level, CSR and sustainability issues are addressed through the relevant committees depending on the specific topics and concerns. Under our Global Strategy and Marketing Officer’s leadership, we have established a Global Corporate Social Responsibility team, which includes executives responsible for activities across our CSR focus areas. The team is managed by the Global CSR and Consumer Policy Executive and is responsible for the development, implementation and measurement of our CSR strategy as well as engagement with our stakeholders. Members of our executive team, as well as representatives from relevant lines of business are involved in each focus area. For example, our environmental sustainability efforts are overseen by our Global Environmental Executive, in conjunction with our Global Environmental Program Chair.

As needed, the bank works with external experts who provide insight and advice as well as assist in the measurement and evaluation of potential risks and opportunities associated with certain projects and in measuring our broader impact.

Executive compensation

Our compensation philosophy ties pay for our executive officers to the performance of our company, its lines of business and each individual executive officer over the short and long term. In addition, consistent with pay-for-performance philosophy, our executive compensation program provides a mix of salary, incentives and benefits paid over time that we believe properly aligns the interests of our executive officers with the interests of our stockholders. We also take into account the manner in which results are achieved, including an evaluation of adherence to risk and compliance policies and other core values of our company. We continually evaluate our compensation policies and practices in light of ongoing developments and best practices in the area of incentive compensation.

Our Compensation and Benefits Committee follows procedures intended to promote excellence in the governance of our pay-for-performance philosophy. We believe that our company applies prudent risk management practices to its incentive compensation programs across the enterprise. Our Compensation and Benefits Committee is

committed to a compensation governance structure that effectively contributes to our company’s broader risk management policies. Additional information on our executive compensation program and compensation governance and risk management practices can be found in our 2013 Proxy Statement.

Our approach to sustainability

Environmental and social risk analysis

Bank of America’s board of directors reviews and evaluates important risks and opportunities faced by the company, which include environmental and social factors and issues. The board executes these responsibilities according to well-established processes through board committees, such as the Enterprise Risk and Audit committees.

Each year, our board and our Audit, Compensation and Benefits, Corporate Governance, Credit and Enterprise Risk committees evaluate their effectiveness. Our board views self-evaluation as an ongoing process designed to achieve high levels of board and committee performance.

The annual proxy process allows shareholders to highlight environmental and social concerns to the board and management. For more information, please refer to our 2013 Proxy Statement.

Internally, management considers environmental and social risk factors when making business decisions, and is guided by a number of applicable policies and guidelines, including our credit policy, energy policy, developing country lending criteria, climate change policy and the Equator Principles. More information on our environmental policies can be found in Chapter 4. Please refer to Chapter 5 for additional information on our social policies.

Precautionary approach

We apply the precautionary approach to identifying and addressing longer-term environmental sustainability issues, including global climate change, which may impact our business, clients and communities. Our commitment to specific policies, best industry practices and collaboration with external experts helps to inform our risk assessments in this area.

External principles

The bank has signed on to and endorsed a number of international charters, principles and initiatives that address environmental concerns, most prominently global climate change as well as social and human-rights issues. We are also preparing an application to become a signatory to the United Nations Principles on Responsible Investing (UNPRI) in 2013.

Charters/principles	Date signed
Ceres	1996
United Nations Environment Program Finance Initiative	2001
Equator Principles	2004
Center for Climate and Energy Solutions Business Environmental Leadership Council	2006
Carbon Principles	2008

Ceres

In 1996, we endorsed the Ceres Principles, a 10-point code of corporate environmental conduct. By endorsing these principles we committed to dedicating ourselves to environmental awareness and accountability and reporting periodically on environmental management structures and results.

United Nations Environment Program Finance Initiative

The United Nations Environment Program Finance Initiative is a global partnership between the UN Environment Program and the members of the global financial sector who work toward developing and promoting linkages between sustainability and financial performance. Bank of America has been a signatory since 2001 and has contributed staff time to a broad range of their initiatives.

Equator Principles

The Equator Principles, modeled on environmental standards of the World Bank and International Finance Corporation, are an industry best practice developed for financial institutions for the purpose of managing environmental and social risk in large project-finance transactions, like power plant, pipeline and dam construction. Although the bank does very little project finance, and therefore enters into very few transactions that would be subject to the Equator Principles, we support these principles as an industry standard. By encouraging adherence to these guidelines, we promote the development of financing for projects in a manner that is socially responsible and consistent with sound environmental management practices.

We were engaged in two transactions in 2012 that were subject to the Equator Principles. See page 26.

Center for Climate and Energy Solutions Business Environmental Leadership Council

In 2006, Bank of America joined C2ES’s Business Environmental Leadership Council — the largest U.S.-based group of corporations focused on addressing the challenges of climate change. Our commitment supports a set of four principles: climate change is occurring and its impacts are already being felt; businesses should incorporate responses to climate change into their core corporate strategies; the U.S. should significantly reduce its GHG emissions through economy-wide, mandatory approaches, which may vary by economic sector and include flexible, market-based programs; and climate change is a global challenge that ultimately requires a global solution.

The Carbon Principles

In 2008, along with other financial institutions, we committed to conduct enhanced due diligence and engagement with power-generation clients to better understand and respond to the risks of carbon exposure and climate change, and to encourage the development of low-carbon-emitting, power-generation solutions. This due diligence standard is now considered to be a best practice for evaluating financing for companies considering such projects and for ensuring that the long-term costs of carbon are being taken into account, even in the absence of regulation.

There were no transactions considered by Bank of America in 2012 that were applicable to the Carbon Principles.

Audits

Our environmental and social guidelines are reviewed as a part of our internal audit process, which evaluates our adherence to all policies in place within each of our lines of business. In addition, internal audits review transactions and activities within each specific line of business to ensure compliance with all policies and procedures, including relevant environmental and social policies.

Voting policies

Bank of America maintains a limited role as an asset manager following the 2006 sale of Merrill Lynch’s asset management division to BlackRock, Inc., and the 2009 sale of Columbia Management to Ameriprise, Inc. Though shareholder voting policies are not directly applicable to our business, we engage with some of our clients, which may be asset owners, on environmental and social issues. For example, we now offer an SRI proxy voting service to Merrill Lynch clients with managed accounts. Clients can delegate proxy voting authority to Institutional Shareholder Services, a third-party proxy voting service, which will vote on our clients’ behalf following SRI guidelines.

Stakeholder engagement

Bank of America’s stakeholders include our customers, clients, investors, regulators, community organizations, employees and others. We work with these groups through formal, mandated engagements such as shareholder meetings, as well as through our ongoing outreach to customers, nonprofit organizations and community groups.

Our Market Presidents — 99 across the U.S. — are responsible for overseeing business integration, community involvement and employee engagement in regional markets ranging from suburban areas such as Little Rock, AR, and Oklahoma City, OK, to large metropolitan areas including New York, NY, Chicago, IL, and Los Angeles, CA. They enhance our connections to communities — forging new and stronger relationships with leaders of business chambers, economic development authorities, nonprofit organizations, and advocacy group leaders, among others. Globally, our Country Presidents fulfill a similar function on behalf of our international businesses as our Market Presidents in the U.S.

In addition to the efforts of our Market and Country Presidents, we have established the following two external councils through which we engage with stakeholders.

IN ACTION:

Bank of America National Community Advisory Council

The Bank of America National Community Advisory Council (NCAC) is a group of independent civil rights leaders, community representatives and consumer advocates that offers advice and counsel — through in-person and virtual meetings — on critical business and governance issues for the bank in the U.S., including:

- Advising on responsible business practices by evaluating products, policies and services offered through our retail banking channels, including small business, mortgage and community development lending.
- Guiding the bank’s commitment to community impact and philanthropic investments.
- Offering feedback on our approach to governance, including structure, approach to shareholder issues and disclosure practices.

In 2013, the council is adding to its scope such issues as environmental sustainability, workplace diversity, health and safety, and human rights.

Bank of America Global Advisory Council

With operations in over 40 countries, it is essential that the bank connects with local stakeholders and work to enhance

the services our customers and clients rely on. Throughout Bank of America’s history, we have sought the counsel and input of external experts and leaders to help inform our approach to doing business and ensure our leadership in the international marketplace. In 2012, we established The Bank of America Global Advisory Council, which convened for the first time in March 2013 in Hong Kong.

The Bank of America Global Advisory Council organizes our efforts to convene and learn from external experts on how we can best serve customers worldwide and navigate an ever-changing international business and economic landscape. The council is a nonfiduciary body made up of 14 business, academic and public policy leaders who share their expertise and insights on the bank’s global engagement and advise senior bank executives on trends and emerging opportunities in local markets, including environmental and social issues.

Customer and client interaction

We conduct research across all of our lines of business, customer and client segments and interaction channels, and key product areas to help assess overall satisfaction. Various methodologies are employed, including quantitative surveys via online, phone, mobile and mail channels; qualitative focus groups and interviews and other primary and secondary methods. We interact with over three million customers, clients and prospects during our primary research activities.

Results are shared with executives across the organization, and are combined with other operating and organizational metrics to improve programs so that they are consistent with corporate strategies, better address customer needs and enhance customer experience. Customer satisfaction goals are part of our executives’ personal performance scorecards.

Overall customer satisfaction with Bank of America improved in 2012. Satisfaction across our main consumer segments (Retail, Preferred, Small Business) was consistent with these overall gains, as was satisfaction with banking center, call center, online and mobile interactions. Among the clients of Merrill Lynch financial advisors, satisfaction remained at or near all-time highs.

Advocacy and memberships

Bank of America often shares interests with groups that advocate and shape public policy positions on certain issues. Some of the organizations in which the bank is an active member are listed below.

National, regional and global organizations:

- The Aldersgate Group
- American Bankers Association

- American Chamber of Commerce to the EU
- American Securitization Forum
- Asia Securities Industry and Financial Markets Association
- Association for Financial Markets in Europe
- British Bankers’ Association
- Business for Social Responsibility
- Business Roundtable
- Center for Climate and Energy Solutions (C2ES) Business Environmental Leadership Council
- Center for Strategic and International Studies
- Centre for European Policy Studies
- The Clearing House Association
- Climate Markets & Investment Association
- Consumer Bankers Association
- Council of State Governments
- Council on Foreign Relations
- Electronic Payments Coalition
- Eurofi — Financial Services in Europe
- The European Institute
- Finance and Leasing Association
- Financial Services Forum
- Financial Services Roundtable
- Futures and Options Association
- Futures Industry Association
- Global Coalition on Aging
- Global Financial Markets Association
- International Capital Market Association
- International Swaps and Derivatives Association
- Investment Company Institute
- Mortgage Bankers’ Association
- National Business Coalition on E-Commerce & Privacy
- The Risk Management Association
- Securities Industry and Financial Markets Association
- State bankers’ associations
- UK’s Association of Foreign Banks
- UK Cards Association
- U.S. Chamber of Commerce
- U.S. Partnership for Renewable Energy Finance

Corporate policies

Operating a responsible and transparent business is critical to Bank of America’s strength and stability as a company, and a core obligation to our customers, clients, employees and communities. Bank of America’s management processes, structures and policies help to ensure compliance with local laws and regulations, and provide clear lines of sight for decision making and accountability. Our Values and Code of Ethics are designed to foster a culture of openness, in which healthy debate is encouraged, risk is rigorously managed and employees are expected and required to report improper activity.

Our Values and Code of Ethics

Bank of America employees around the world share common values that guide both what we do and how we do it — every day. In 2012, we reviewed and refined these core values:

- Deliver together
- Act responsibly
- Realize the power of our people
- Trust the team

Our Code of Ethics translates these broad values into the guidance our employees need to put them into action as we compete in the marketplace and engage with stakeholders around the world. All employees are required to acknowledge their responsibility for understanding and complying with the Code of Ethics.

Anticorruption

Bank of America’s commitment to conduct our business responsibly drives our work at all levels and across all geographies. The Code of Ethics, in which all employees and directors are trained, contains specific anti-bribery and anticorruption guidelines. Bank of America does not hesitate to separate itself from individuals who violate our values or ethical standards, regardless of performance or potential. Additional information can be found in our Code of Ethics Disclosure document and on our website.

Public policy

We routinely and proactively engage around regulatory matters and business issues with governments and regulators in the communities, states and countries where we do business.

In 2012, governments around the world continued to consider new legislative and regulatory proposals in response to the global financial crisis. Bank of America continued to work with government officials and civil servants on building a stronger global financial system. Detailed information on regulatory matters is available in our 2012 Form 10-K.

In the U.S., Bank of America does not provide corporate contributions to candidates for public office.

Bank of America Corporation may make contributions to state or local ballot measures, non-candidate organizations such as political convention host committees, organizations under Section 527 of the Internal Revenue Code and presidential inaugural committees to the extent permitted by applicable law.

In the U.S., Bank of America Corporation maintains a nonpartisan Political Action Committee (PAC) program, which allows the company and its employees to be fully engaged in the political and legislative process. Under federal law, we are permitted to pay the costs of administering our PAC program; however, we are prohibited from directly contributing to our PAC. Employees may choose to support our federal and state PACs through their voluntary personal contributions.

Outside the U.S., the bank has a policy of not making contributions to any political party or candidate but we do, when appropriate, engage with political parties as part of our legislative outreach.

Fair design and sale of banking products and solutions

Our banking products go through a rigorous review that aims to ensure they are designed to address customer needs, at a fair and equitable cost, with terms our customers understand. For example, in our Consumer Banking business, we worked with Pew Charitable Trusts to launch an enhanced checking Clarity Statement™, a two-page document that clearly and concisely explains the fees and policies related to the specific checking account being opened.

We also solicit external feedback from across our businesses to ensure our products, solutions and services meet the needs of our customers and clients.

IN ACTION:

Overdraft fees

Our progressive position on debit card overdraft fees at the point of sale has supported our ongoing efforts to provide customers with greater control, choice and clarity. One of the first and most tangible demonstrations of that commitment was our decision to materially help many of our customers who were telling us, “Don’t let me spend money I don’t have.” In response to this feedback, we decided to decline all debit card transactions at the point of sale when customers didn’t have enough money in their accounts to pay for them. We supported that approach by providing several ways to warn customers when their balances were approaching zero. This policy of preventing unexpected debit card overdraft fees, which went well beyond regulations later enacted by the Federal Reserve, has been widely praised by customers, consumer advocates, policymakers and our own employees.

In 2012, the second full year since we implemented this change, customer complaints concerning insufficient funds and overdraft fees continued to decrease while the number of overdrafts decreased by more than half. This was thanks, in part, to the new debit card policy and to the more than 20 million low-balance courtesy alerts we sent each month to nearly 8 million unique customers. The continued positive feedback from our customers and communities confirms the business and social value of our commitment to building long-term customer relationships.

“Bank of America’s decision on debit card penalty fees is a really big deal, not just for its customers but for the long-term bottom line of the bank.”

Martin Eakes,
Chief Executive Officer, Center for Responsible Lending

Socially responsible investing: products, services and solutions

We understand the significant impact our services, solutions and connections can have — both globally and locally — in helping our customers, clients and communities negotiate the risks and opportunities associated with an economy built on more sustainable business practices.

In 2012, in response to increased interest in environmentally sustainable investments from our wealth management clients, we created an Environmental, Social and Governance (ESG) Council within our wealth management businesses. The council enables our financial advisors to deliver the best possible ESG solutions and services to our clients.

IN ACTION:

Socially innovative investing

In 2012, we continued to expand investment choices for clients who want to invest their money in a manner that supports their beliefs. Socially responsible investment (SRI) solutions offered by Merrill Lynch and U.S. Trust increased to more than \$601 million in assets under management (AUM). By year end, we launched three new nonproprietary SRI separately managed account strategies in Merrill Lynch.

And, our proprietary U.S. Trust SRI platform, Socially Innovative Investing strategy (S2I), continued to grow, exceeding \$500 million in assets under management at year

end, with significant interest from both high-net-worth and institutional clients. The S2I team launched new investment strategies based on faith initiatives, the lesbian/gay/bisexual/transgender (LGBT) community, environmental issues and women’s and girls’ equality. Additionally, we now offer an SRI proxy voting service to Merrill Lynch clients with managed accounts. Clients can delegate proxy voting authority to Institutional Shareholder Services, a third-party proxy voting service, which will vote on our clients’ behalf following SRI guidelines.

Goals-based wealth management

Merrill Lynch is evolving its approach to wealth management. Our Goals-Based Wealth Management (GBWM) framework is designed to help clients pursue personally meaningful goals. GBWM helps Merrill Lynch clients and financial advisors work together to define goals and priorities and determine how to make the most of clients’ financial resources. GBWM helps financial advisors communicate to clients in the way they think about their resources — as a means to an end, not simply numbers or charts — and include progress based on how each client defines their own success and goals. GBWM enables clients and advisors to have a different conversation, get to know each other even better and create an approach that is customized to address clients’ unique sets of concerns and goals.

ESG research products

In 2012, we continued to support customers and clients who want to make socially responsible investments. For example, Bank of America Merrill Lynch’s global research ESG and sustainability team published a number of studies examining the linkages between global sustainability megatrends and investment decisions. We estimate nine percent of global assets under management take account of ESG factors and we can help our clients benefit by understanding the link between long-term social and environmental issues, including water, food, energy and climate change, and investment performance.

In 2012, our ESG and sustainability team published several reports to help clients make more informed investment choices, including:

- **Global drought** — opportunities and risks
- **Globesity** — the global fight against obesity
- **A blue revolution** — global water

In addition to providing sustainability perspectives for investors, we were recognized in 2012 by *Institutional Investor* and Thompson Reuters Extel as the number-one provider of advice on socially responsible investing.

Diverse client services

We value the diversity of our client base and aim to serve a full range of financial needs and goals. Our Global Wealth & Investment Management division remains focused on delivering solutions that meet the unique needs of women, the lesbian/gay/bisexual/transgender community and older clients, among others.

IN ACTION:

Women and wealth

Controlling more wealth than ever before, women are increasingly business owners, managers, professionals and senior business leaders. They also are more likely than their male counterparts to be primary caregivers, to face significant retirement income gaps and, if married, to outlive their spouses. As a result, women often have unique and diverse wealth planning needs. In 2012, through U.S. Trust we continued our Women and Wealth offering. This focused on addressing the specific planning issues associated with managing wealth for women, as well as life events such as the death of a spouse, divorce, caring for an aging loved one or implementing a philanthropic vision for one’s family — things that frequently have profound effects on our women-clients’ financial lives.

Eldercare planning

Planning for the multiple issues associated with aging can be complex, requiring an understanding of diverse options for living arrangements, health care, financial planning and estate planning. In 2012, U.S. Trust expanded its comprehensive approach to wealth management to help clients and their families navigate the challenges of longevity. We can help clients evaluate these options, both to meet the current requirements of the client’s elderly relatives and to plan for the client’s own future needs. We are helping to ensure that clients and their aging loved ones have the appropriate assistance and support necessary to address the issues associated with aging.

\$601 million

increase in assets under management for socially responsible investment solutions at Merrill Lynch and U.S. Trust

\$500 million

assets under management in U.S. Trust’s Socially Innovative Investing strategy (S2I)

4 | Environmental sustainability

In this chapter we discuss our environmental sustainability efforts, including the impacts of our products and services; our performance against goals; policies and compliance; and information and data on energy consumption, materials used, and emissions, effluents and waste.

In 2012, we announced a new 10-year goal to dedicate \$50 billion to address global climate change and demands on natural resources, bringing our total to \$70 billion over the course of 16 years — the largest among our peers.

This program follows the early completion of our initial, \$20 billion environmental business initiative. Last year, we exceeded this commitment four years ahead of plan, delivering \$21.6 billion in lending, equipment finance, capital markets and advisory activities, and carbon markets finance to clients around the world. From \$9.4 billion of energy-efficiency projects to \$3.6 billion in solar and wind energy development to \$1 billion for hybrid vehicles, we have been helping clients and customers successfully begin to navigate the shift toward a lower-carbon economy.

Although we met our original \$20 billion goal ahead of schedule, that achievement was not without its challenges, and we expect to confront additional challenges over the coming years in meeting our new \$50 billion goal. For example, Bloomberg New Energy Finance estimates that for our society to meaningfully address climate change, total annual clean energy investment needs to average \$500 billion annually by 2020. Yet in 2012, due to an unpredictable investment environment largely driven by regulatory uncertainty in Europe and the U.S., global clean-energy investment dropped 11 percent to \$268 billion, from \$302 billion in 2011. This climate of uncertainty is likely to continue, at least in the short term, as ongoing debates about tax reform in the U.S. and fiscal austerity in Europe make long-term rates of return on clean-energy investments more difficult to predict and

quantify. In addition, a significant portion of new energy business opportunities involves project finance and tax equity investments; the former is an area on which the bank has not traditionally focused, while the latter is a category subject to increasing regulatory uncertainty.

Despite these challenges, we remain committed to increasing our low-carbon energy business. To expand our activities in this sector, we will focus on developing new opportunities with our client base, increasing the initiative’s reach into other lines of business (in particular, those serving our individual clients) and diversifying the pool of institutional investors we engage.

In 2012, The Banker named Bank of America Merrill Lynch the “Most Innovative Investment Bank for Climate Change and Sustainability” for our efforts in structuring innovative deals that benefit the environment.

In addition, as part of our ongoing efforts to measure the impact of our activities apart from the purely financial, we have developed several new tools to collect and track broader and more detailed environmental data that will enhance our reporting on our own operational goals.

\$21.6 billion

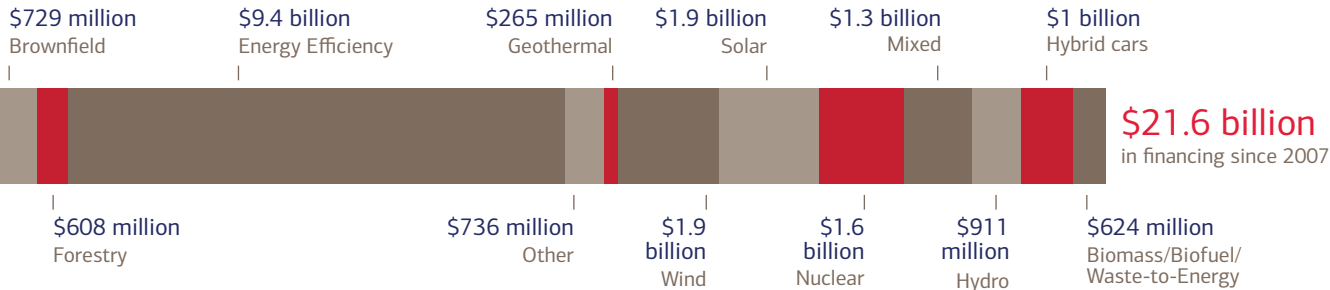
delivered to clients to address global climate change and demands on natural resources

\$50 billion

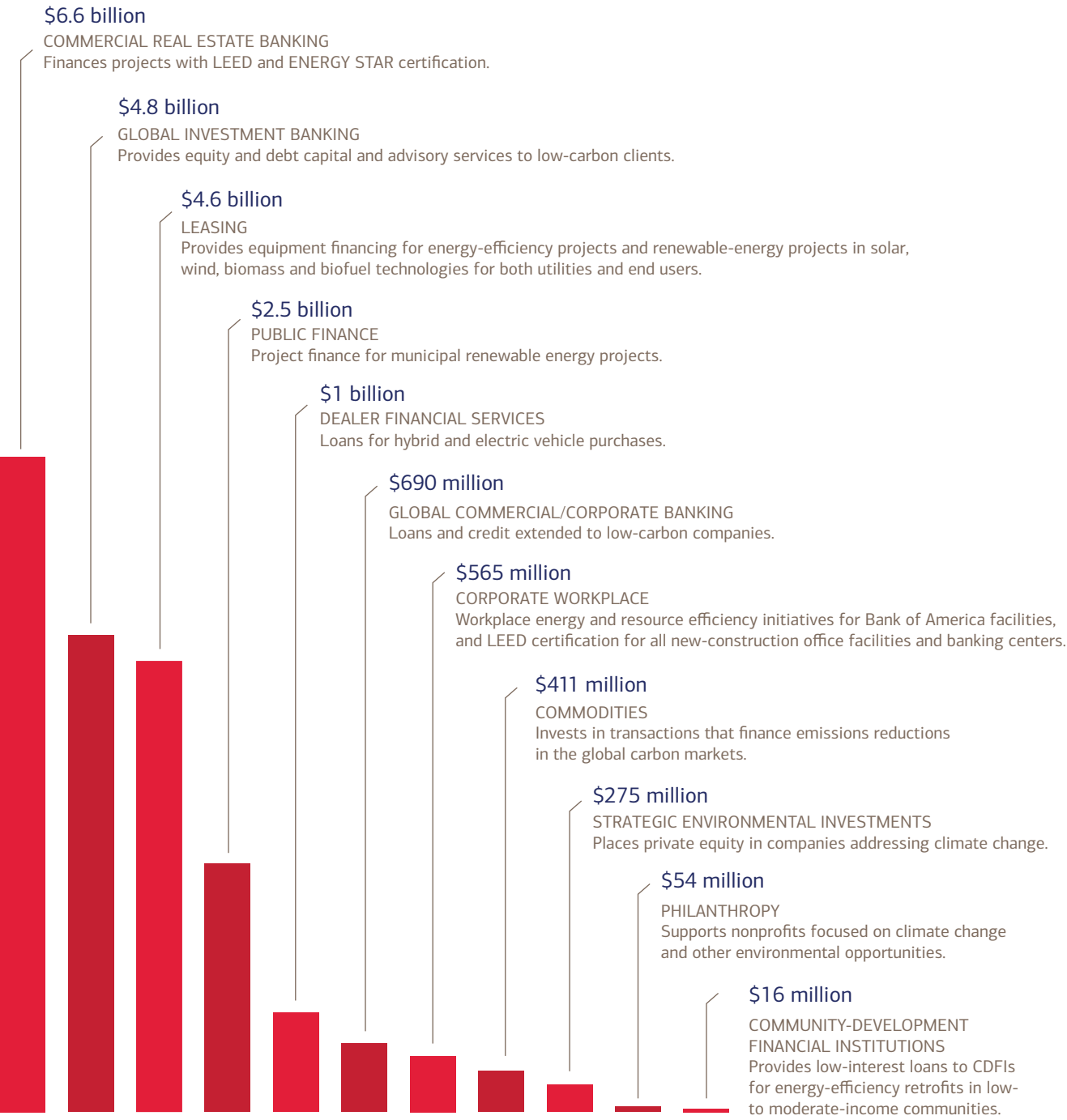
10-year goal to address climate change and demands on natural resources

Our environmental business initiative

BREAKDOWN OF \$21.6 BILLION IN FINANCING BY SECTOR (2007–2012)



BREAKDOWN OF \$21.6 BILLION IN FINANCING BY LINES OF BUSINESS AND INVESTOR SECTOR CATEGORY



We continue to focus our environmental sustainability activities on four areas:

- Transformational finance
- Operations
- Employee programs
- Philanthropy and nonprofit partnerships

Transformational finance

In 2012, we committed more than \$4.5 billion toward underwriting, advising on and financing a number of transactions across our business lines. These are expected to create and support thousands of jobs and help our clients move closer to a lower-carbon economy. From harnessing wind energy in Illinois to financing an expansion of geothermal energy in Kenya, we are supporting the global transition to cleaner and more sustainable energy sources. We also provide capital for projects that help reduce energy consumption and therefore carbon emissions. Some examples of the projects we finance follow.

IN ACTION:

Pioneer Trail Wind Farm
In 2012, Bank of America Merrill Lynch provided \$150 million of institutional equity financing to E.ON Climate & Renewables North America in exchange for a partial interest in its Pioneer Trail Wind Farm. Located in Ford and Iroquois counties, Illinois, the project provides more than 150 megawatts (MW) of power — enough to supply clean power to more than 45,000 households. The project is expected to generate more than \$29 million in local taxes, pay \$8 million in local salaries and earn more than \$50 million for local landowners.

Overseas Private Investment Corporation (OPIC)
Bank of America Merrill Lynch is one of the largest underwriters of renewable-energy projects for the Overseas Private Investment Corporation (OPIC), the U.S. government’s development finance institution.

In 2012, we provided more than \$300 million in financing with OPIC for solar projects in Peru. We also provided \$220 million in financing for an OPIC project in Kenya, which aims to double the generating capacity of the Olkario Geothermal Plant, owned by Nevada-based Ormat Technologies. With this expansion, the plant is expected to deliver at least five percent of Kenya’s total power demand. Geothermal energy generation provides a clean, stable and cheap source of power for local industry and the regions the plant serves.

Renewable energy in China (Huadian Fuxin Energy)
In 2012, Bank of America Merrill Lynch led a \$345 million initial public offering (IPO) for Huadian Fuxin, the renewable-energy arm of the China Huadian Corporation. Huadian Fuxin, a pioneer in China, is actively developing its clean-energy business. This was the first IPO of a large-cap, diversified clean-energy company listed in Hong Kong. Proceeds from the IPO will help finance clean-energy projects and the purchase of wind and hydro turbines, as well as other critical equipment to increase China’s renewable-energy resources.

UN Sustainable Energy for All
In 2012, the United Nations convened more than 40,000 people in Rio de Janeiro for the Rio+20 conference to address issues such as environmental protection, poverty reduction and social equity. Bank of America Chairman Chad Holliday participated in Rio+20, accompanied by our Global Environmental Executive and other bank delegates. Our Chairman led the United Nations’ Sustainable Energy for All initiative, which aims to ensure access to modern energy for populations around the world and double the rate of improvement in energy efficiency and renewable energy in the global energy mix — all by 2013 — as a part of designing the “future we want.”

\$4.5 billion
committed in 2012 toward underwriting, advising on and financing a number of transactions across our business lines

45,000+
households in Illinois that receive clean power from the Pioneer Trail Wind Farm, partially financed by Bank of America Merrill Lynch

Energy Efficiency Finance Program

Our \$60 million Energy Efficiency Finance Program offers loans and grants to Community Development Financial Institutions (CDFIs) for innovative projects that increase energy efficiency in low-income communities. A committee of experts selected 10 program participants to receive one-percent interest-rate loans and/or grants. The program tracks pre- and post-retrofit data for energy and water for all building projects financed.

IN ACTION:

Ambler Boiler House
In 2012, The Reinvestment Fund, a CDFI that is a national leader in financing neighborhood revitalizations, used our funding for the redevelopment of Ambler Boiler House in Ambler, Pennsylvania. Our financing helped turn this

former power station into a Leadership in Energy and Environmental Design (LEED) Platinum-certified office space. The site is near a regional mass-transit hub, which encourages the use of public transportation. It is also near the Main Street District, which promotes a pedestrian- and bicycle-friendly environment.

The energy consumption for the building is 44 percent lower than the average office building in the U.S. mid-Atlantic region. Revitalization of the site has restored a vacant, deteriorating building, eliminated a threat to public safety and provided a permanent employment center for the area.

Our operations

Decreasing our emissions and consumption of natural resources reduces our environmental footprint, improves our efficiency and delivers value for our company and shareholders.

In 2011 and 2012, we announced a series of ambitious goals to reduce our greenhouse gas (GHG) emissions and paper and water consumption, as well as to increase our diversion of waste from landfill and the percentage of our occupied space that is LEED certified. This section provides a status update on each of our goals, as well as a discussion of the challenges and issues we are facing in these areas.

In 2012, we shifted certain assets within our real estate portfolio from bank to landlord control, reducing our total occupied space by 4.75 million square feet. We have raised our utilization metric to 75 percent and lowered our square footage per employee to 272 (excluding retail banking centers). Because buildings are a significant contributor to the bank’s global greenhouse gas emissions and usage of energy, water and building materials, any reductions achieved in our global real estate portfolio correspondingly diminish our environmental impacts. While many of our landlords have extensive sustainability programs, this transition of operational control occasionally presents challenges to our efforts toward reducing our environmental footprint. Among these challenges is decreased transparency in utility usage and reduced opportunities to generate measurable returns on our environmental-efficiency investments. To achieve our operational goals, we will need to be more creative in our corporate workplace initiatives, working closely with our landlords to be more efficient in the space we occupy.

Greenhouse gas emissions

We have established a goal to reduce our absolute GHG emissions by 15 percent from 2010 to 2015. The goal spans our global operations in more than 40 countries and builds on our previous GHG reduction of 18 percent from 2004 to 2009. If achieved, our new goal would represent an overall global reduction in aggregate GHG emissions of more than 30 percent from 2004.

In setting our 15 percent GHG emissions goal, we considered the recommendation by the Intergovernmental Panel on Climate Change (IPCC) that global absolute emissions be reduced by 80 percent below 1990 levels by 2050 to avoid the most significant climate-change impacts. Although our analysis determined that a GHG emissions goal with two percent absolute reduction per year (i.e., a 10 percent reduction over five years) would be consistent with IPCC’s science-based recommendation, we set a more aggressive goal, by committing to a 15 percent absolute reduction goal over five years.

Thus far, our emissions have been reduced across our portfolio primarily through the consolidation of space and the implementation of energy-efficiency projects. We also have achieved some reduction as a result of the utility grid becoming less carbon intensive.

Energy-efficiency projects completed in 2012 are projected to save nearly 60,000 megawatts hours of electricity annually. Since 2004, energy-efficiency projects have resulted in more than a \$227 million reduction in energy costs.

IN ACTION:

LED lighting
To help reduce the energy needed to keep the lights on at our 5,400 banking centers, we have been using light-emitting diode (LED) lighting in interior spaces, and in 2012 accelerated a program to convert exterior lighting at our retail banking centers to LED. In the first phase of this project, we successfully installed exterior LED lighting systems at 76 retail locations. In addition to supporting our carbon reduction goals and helping us to comply with lighting regulations, we were able to improve aesthetics, reduce annual energy and maintenance costs by \$138,000, and virtually eliminate exterior lighting maintenance, as LED lighting lasts up to four times as long as traditional technologies. We will continue to install LED lighting in more banking centers throughout 2013, driving additional savings in the coming years.

99% of the goal achieved to source 100% of our paper from certified forests by 2015

\$227 million+ reduction in energy costs from energy-efficient projects since 2004

Paper

Paper used in our offices, for statement printing and for other purposes comprises an important part of our

environmental footprint. Our current targets related to our use of paper to be achieved by 2015 include: decreasing our overall paper using by 20 percent; achieving an average of 20 percent post-consumer recycled content; and use only paper sourced from certified forests.

In 2012, we continued our focus on transitioning customers to online banking, reducing employee print and increasing the digital delivery of key documents. Since 2010, we have reduced our paper usage by 14 percent and we are on track to reach our goal of 100 percent of our paper sourced from certified forests by 2015. While we have significantly increased the percentage of post-consumer recycled paper waste (PCW) content in our internal copy paper — moving to 30 percent or greater PCW paper in most of our locations — our overall percentage of recycled content did not increase as rapidly as planned. The majority of the bank’s paper consumption comes from materials including product overviews, account statements, legally required notices and direct mail. We are working to more efficiently integrate recycled content into those printed materials.

IN ACTION:

Expanding online banking
In support of Bank of America’s commitment to reduce paper consumption by 20 percent by 2015, we have implemented electronic methods for many types of customer communications and transactions. In 2012, Bank of America delivered nearly 392 million digital correspondences through online banking and other channels, and continued the use of image ATMs, electronic payments and an employee print-reduction program that prevented 34,102 metric tons of carbon dioxide-equivalent emissions. Contributing to these efforts was the opportunity for customers and clients to choose paperless documents for more than 55 million accounts through the new Online Banking Statements & Documents communications hub.

LEED

LEED is an industry-leading standard recognizing achievement in green building construction and operations encompassing multiple environmental efforts including water and energy efficiency, sustainable purchasing and waste management. We are focused on our goal of 20 percent LEED-certified square-footage workspace by 2015, and are proud of the successful integration of LEED certification into our project and property management processes. Our success is reflected in the more than 17 million square feet of LEED-certified workspace across all building types on our portfolio. We completed more than 600,000 square feet of certified projects in 2012, and by year end, 53 of our banking centers had achieved LEED certification, comprising more than 266,000 square feet.

In keeping with our goal to increase LEED certifications within our real estate portfolio, we made progress internationally in 2012 with more than 250,000 certified square feet outside the United States. In early 2012, we achieved our first LEED certifications in the Asia Pacific region, including certifications in Shanghai, Beijing, Mumbai, Chennai and Seoul. In Mexico City we achieved LEED certification for two floors in our offices, which achieved a decrease in electricity consumption and paper usage and replaced more than 200,000 water bottles with purified-water dispensers.

In 2012, we sold and/or exited a number of LEED-certified spaces, requiring us to obtain new certifications to maintain our progress toward our 2015 goal of 20 percent LEED-certified space throughout our portfolio. In order to offset the LEED-certified space we lost through consolidation, we will need to certify more square footage in future years than originally envisioned when we set the goal. Although we occupied fewer square feet in 2012, we maintained both our LEED-certified square footage and the percentage of LEED-certified space in our occupied real estate.

600,000 square feet of LEED-certified projects completed in 2012

1,000,000+ gallons of water recycled or reused through our facilities in 2012

Water

Achievement of our 20 percent water-reduction goal will result in total water savings of approximately 840 million gallons annually from our 2010 baseline usage of 4.2 billion gallons of water per year. As with most office and retail real estate portfolios, the majority of our water usage is driven by bathroom fixtures, irrigation systems and HVAC equipment such as cooling towers. Therefore, the majority of reductions we achieved in 2012 were the result of the installation of irrigation controls, space consolidation and fixture upgrades. In 2012, we recycled and/or reused more than one million gallons of water through our facilities, a significant increase over the 600,000 gallons of water recycled and/or reused in 2011. Although recent droughts have resulted in increased water costs in certain markets, we are currently on track to meet our savings goal.

IN ACTION:

Smart irrigation technologies
To support our water goals, we installed smart irrigation controllers at more than 190 locations in 2012. This technology calculates daily irrigation needs based on

variables such as rainfall, temperature and humidity, giving us an extra tool to improve our water efficiency. These installations are expected to save more than 200 million gallons of water, while delivering significant cost savings to the bank and our shareholders.

Waste management and recycling

Our corporate workplace sustainability team partners with vendors and landlords to capture global waste-generation data and to more accurately understand and identify our waste streams. This information enables us to target particular facilities and regions, and drive greater landfill diversion. Recycling of plastic, aluminum and cardboard is now available in 60 percent of our global workspace. In 2012, expansion of bottle, can and cardboard recycling programs, participation in landlord-provided recycling, and our secure paper-shredding and recycling program resulted in a global diversion rate of 62 percent. Also, our waste and recycling programs drove annualized cost avoidance of nearly \$150,000, resulting in cumulative savings of nearly \$1 million since 2010.

Looking ahead, some significant challenges to achieving our 70 percent diversion goal are: expanding employee education and engagement campaigns across our global facilities, overcoming the impact of the reduction of control over waste services, and the limited availability of composting in many of our locations.

We are also working to reduce our electronic waste stream. In 2010, we became an e-Stewards® enterprise and are committed to disposing all of our electronic wastes through certified, responsible disposal vendors by 2015. In 2012, we redeployed and remarketed more than 750 metric tons of electronic equipment and recycled more than 1,600 metric tons of electronic waste from our operations in the U.S., Europe, the Middle East, Africa, Latin America and Canada. Additionally, we have developed an internal plan to identify and track all electronic waste streams and to ensure that recyclers possess appropriate certifications. We are on track to achieve our 2015 goal.

IN ACTION:

Green IT program
In the United Kingdom, we launched a Green IT initiative with the goal to support more sustainable practices within our technology infrastructure. For example, we commenced a program encouraging employees to gather and recycle unwanted electronic equipment. The program retrieved more than 1,800 items in the UK alone — and more than 14,000 around the globe. These items were redeployed or disposed of in an environmentally responsible manner.

Employee programs

In 2012, more than 12,000 of our employees (including more than 900 in India and 800 in the United Kingdom) participated in the My Environment program, which empowers our employees to make a positive environmental impact on a global scale. Through our My Environment program we promote positive change by engaging employees in specific environmental initiatives. This program enables employees to participate in educational and volunteer events, as well as programs that encourage employees to take a specific action to reduce their environmental impact. Our more than 1,400 My Environment ambassadors around the globe work to increase employee engagement in the workplace, at home and in our communities.

IN ACTION:

My Environment paper-reduction challenge
On Earth Day 2012, 800 of our My Environment ambassadors launched a global, eight-week paper-reduction challenge, delivering an overall reduction of nearly 10 percent for participants. Over the course of this eight-week campaign, ambassadors reduced printing by 25,598 pages, resulting in saving the paper equivalent of three trees and avoiding 7,167 pounds of carbon emissions. Throughout the year, ambassadors also hosted more than 30 educational sessions and led additional reduction efforts for their teams. Through programs like this one, we anticipate annual savings of more than 1.5 million sheets of paper.

Low-Carbon Vehicle Reimbursement Program
We offer a Low-Carbon Vehicle Reimbursement Program to U.S. employees. In 2012, employees who participated in the program achieved average fuel-economy improvements of 20 miles per gallon while lowering their commuting expenses. There were 1,214 new participants enrolled in the program, bringing our total to more than 5,850. Thanks in part to programs like this one, our U.S. employees purchase hybrid vehicles at more than three times the national rate.

 **5,850** employees participated in our Low-Carbon Vehicle Reimbursement Program

 **1,600+** metric tons of electronic waste recycled from our operations in the U.S., Europe, the Middle East, Africa, Latin America and Canada

Environmental philanthropy and nonprofit partnerships

In 2012, we committed more than \$4.5 million to environmental philanthropy — investing in programs and partnerships that provide sustainable solutions to challenges facing communities around the world. We also engage with many stakeholders, including critics and supporters, on environmental issues. These include:

- Center for Climate and Energy Solutions (C2ES)
- Center for Law, Energy & the Environment, UC Berkeley Law and Emmett Center on Climate Change and the Environment, UCLA Law
- Ceres
- The Initiative for Global Environmental Leadership, The Wharton School, University of Pennsylvania
- National Wildlife Federation and Jobs for the Future (Greenforce Initiative)
- The Nature Conservancy
- Nicholas Institute for Environmental Policy Solutions, Duke University
- Ocean Conservancy
- U.S. Green Building Council
- Water.org

IN ACTION:

Carbon capture and storage
In 2012, in partnership with Duke University’s Nicholas Institute for Environmental Policy Solutions, we convened a one-day conference in Washington, D.C. to discuss progress in Carbon Capture and Storage (CCS) technology with a broad range of stakeholders. CCS is a technology intended to reduce carbon emissions produced by the burning of fossil fuels, by capturing carbon from fossil fuel plants and sequestering it in geologic formations.

Our work with the Nicholas Institute is part of our broader engagement with a variety of coal and gas producers, utility companies, leading universities and the environmental community to realize the promise of CCS technologies as an important tool for addressing global climate change.

We also are funding the development of advanced technologies that work to improve energy efficiency in power generation and transmission, as well as technologies that improve consumers’ efficient use of power.

Affordable Green Neighborhoods Grant Program
The Bank of America Charitable Foundation partnered with the U.S. Green Building Council (USGBC) to create the

Affordable Green Neighborhoods Grant Program. The program awards \$25,000 grants — \$340,000 in all — to developers of affordable housing who are committed to building sustainable communities through the LEED for Neighborhood Development program. These communities help reduce urban sprawl and increase transportation choices, while decreasing automobile dependence and encouraging healthy living.

Environmental policies and practices

At Bank of America, environmental risk management starts with our Client Selection and Due Diligence Policy, which defines the requirements for gathering information to evaluate and better understand potential risks involved in proposed transactions. This process includes evaluation of environmental risks.

Our policy requires that customers are in full compliance with environmental laws and regulations, and we have taken additional measures to identify, evaluate and mitigate environmental risks for certain sectors or businesses including:

- Energy production, in particular from nuclear, coal, oil and gas-fired power plants
- Petroleum and chemical manufacturing
- Mining
- Oil and gas exploration and production including hydraulic fracturing
- Transportation, such as oil and gas pipelines, and terminals
- Agribusiness, such as the manufacture and distribution of pesticides and fertilizers
- Commercial industries, such as dry-cleaning facilities and gasoline stations
- Waste disposal, such as waste treatment, incineration and recycling

In addition to enhanced due diligence, Bank of America has instituted environmental policies that define our position on a wide range of issues such as climate change, energy, forest preservation, and coal mining and combustion. These policies are outlined further below.

Environmental policy governance

Our client managers are responsible for applying our environmental policies and guidelines to their risk-management procedures. We conduct enhanced reviews according to guidelines, which may result in one of three outcomes: we decline the transaction, we evaluate risks and approve the transaction, or we require the client to complete certain mitigating actions as a condition for closing the transaction.

Enhanced reviews are conducted by the New Business Review Committee or subject-matter experts in the Global Environmental Group. Environmental risk issues that meet certain criteria are escalated to and reviewed by the Global Reputation Risk Committee, which includes the most senior executives of Global Risk Management.

The table below is a summary of transactions that required enhanced environmental review during 2012.

In addition, two transactions in 2012 were subject to the Equator Principles:

- A category A project in the oil and gas sector, with a total project cost of U.S. \$42 billion
- A category B project in the oil and gas sector, with a total project cost of U.S. \$8.6 billion

There were no exceptions to environmental or social policies related to these transactions. The long tenure of one of the project financings was considered a variance to Bank of America’s policy.

Sector	Enhanced Review by New Business Review Committee and/or Global Environmental Group	Enhanced Review by Global Reputation Risk Committee
Oil & Gas	7	3
Mining	12	1
Forestry & Agriculture	1	0
Energy Infrastructure	5	0
Other	1	0

Risk mitigation measures

If during our due diligence process we identify potential risks, we will require our clients to take certain actions to mitigate and manage them. These client actions may range from cleaning up contaminated real estate, to implementing environmental management practices for transactions around higher-impact commercial or industrial operations.

As an example, in 2012, Bank of America reviewed a transaction with a mining client in an arid and remote area of northern Asia. As a condition of our involvement, we required an independent consultant to identify and evaluate environmental risks, including a focus on water management and control at the mine.

At a second location, we helped provide advisory services to a client seeking an initial public offering. As part of our due diligence, we worked with an environmental consultant who provided advice on management of mine impacts including potential water discharges to a nearby river, an important source of water to the local community.

Environmental policy updates in 2012

During 2012, we conducted a credit policy review and updated our environmental policies and procedures. We also reviewed issues attributed to hydraulic fracturing and directional drilling. Based on this work, we added questions and guidance that are now included in the due diligence process used by our oil and gas client relationship managers.

We also conducted a review of our coal policy, including regulatory developments and coal mining company activity related to mountaintop mining in central Appalachia in the U.S. This review resulted in updates to our due diligence guidance and client questionnaires.

Credit policy

Our credit policy outlines the appropriate levels of environmental due diligence we must apply to mitigate risks from borrowers who may become subject to liabilities arising from regulatory actions, litigation or other conditions. The level of environmental due diligence we require in a transaction is based on a number of factors, such as when real estate is involved, the past and present use of real property involved and conditions of the loan.

Specific environmental liabilities and risks have resulted in detailed lending policies associated with higher-risk businesses. As an example, the U.S. Superfund law led to financial industry standards for due diligence associated with commercial real estate lending. We first developed specific environmental policies covering the commercial real estate and small business sectors in the early 1990s.

Forests lending policy

We developed our forests lending policy in consultation with our customers who have expertise in the sector as well as with environmental partners who work on developing best practices, including forestry certification. Our policy places additional value on forestry certification by incorporating it into our due diligence process.

Paper procurement policy

To reduce demands on forests, we work to minimize consumption of paper products. When procuring paper products containing virgin wood fiber, we require suppliers to use environmentally preferable practices ensuring that the forests from which fiber is procured are managed properly. Our paper procurement policies mandate minimal use of paper containing virgin wood fiber. This policy will be updated as needed to support our new targets.

Coal policy

Please see an extended discussion of our coal policy on page 28.

Biodiversity

While we do not have a biodiversity policy, this issue is addressed through other protocols and procedures such as our forests policy. However, if and when biodiversity issues arise, we have processes in place to address them, including the use of external experts to provide guidance and counsel.

Environmental expertise, resources and training

Individuals and teams embedded across the bank focus on specific components of our environmental initiative. These include experts from the Global Environmental Group, Corporate Workplace and Enterprise Services, Risk Management and other lines of business, who have years of experience in specific sectors like oil and gas, power utilities, metals and mining, agriculture and forestry. Others review technical environmental investigations as a part of our due diligence process. Additional assessments may be conducted by consultants or other outside experts, and can range from simple questionnaires to complex and lengthy evaluations that may include community input and geological, engineering and other studies.

Periodic internal training sessions to review policies and due diligence procedures are conducted for our relationship managers who have significant exposure to client decision making and transaction review activity in higher-risk environmental sectors. In 2012, 877 of those managers participated in this training.

Coal policy

In setting our coal policy, we recognize the need to strike a balance between the imperative to promote renewable, alternative and low-carbon solutions and the reality that discontinuing financing the coal industry is not a practical solution for meeting our global energy requirements.

As we expand our support and commitment to energy efficiency, renewable energy, and other low-carbon energy sources through our lending, investments, products and services, and operations, we recognize that at the present time, fossil fuels, and coal in particular, will continue to supply a significant amount of the energy needed to power our society. In 2012, coal accounted for 37 percent of the electricity generation in the United States.

Over several years, we have engaged key stakeholders including coal producers, utility companies, leading universities and the environmental community on energy, coal, the environment and the necessary technologies to promote low-carbon energy. From these discussions, we have developed a policy that will help ensure that Bank of America plays a significant role as a leading financial services company in promoting the benefits of conversion to renewable energy sources. Our policy is focused on the following elements:

- **Technology:** We employ our resources as a financial institution to promote the development and deployment of these advanced technologies to reduce the carbon emissions produced by the burning of fossil fuels.
- **Financial services policy:** Bank of America has taken a leadership position by committing to the Carbon Principles, and tracking and reporting on emissions associated with our utility portfolio as best practices for managing risks associated with carbon emissions.
- **Extraction:** Bank of America is particularly concerned about surface mining conducted through mountaintop removal in locations such as central Appalachia. We therefore will phase out financing of companies whose predominant method of extracting coal is through mountaintop removal (MTR). While we acknowledge that surface mining is economically efficient and creates jobs, it can be conducted in a way that minimizes environmental impacts in certain geographies.

As we continue to engage with various stakeholders, we are often asked to address three questions:

Q. Why are you continuing to finance coal?

If large financial institutions were to unilaterally discontinue financing the coal industry, it would have negative consequences for the U.S. and global economies. We have strongly supported policies to help transition to renewable, alternative and other low-carbon solutions. We also are committing more money than any other financial institution to reduce energy consumption and support renewable and alternative energies — \$70 billion. And, we’re working with our clients in the fossil fuel value chain to help them transition to a lower-carbon economy.

Q. Do you bank with companies who engage in mountaintop removal?

In 2008, we assessed the regulatory and legal framework related to MTR and determined it presented risk to clients who were significantly engaged in the practice. We implemented a policy to phase out relationships with clients whose business was predominantly focused on MTR mining. Since then, regulators have put better permitting and monitoring practices in place, and industry consolidation has lowered client exposure to MTR. We continue to work with all stakeholders on this issue.

Q. What are you doing to influence public policy in this area?

We are engaged with policy makers, clients and environmental advocates on these issues. We supported federal cap and trade legislation when it was under consideration a few years ago. When the prospects of federal legislation dimmed, we turned efforts to the states and regions. We still fundamentally believe that to effectively address climate change, there needs to be a cost to emitting carbon pollution.

UTILITY PORTFOLIO EMISSIONS

Tons CO2 per MWH



*Bank of America was unable to compile data for 2009. This chart shows an interpolation between 2008 and 2010.

Measuring and reporting of utility portfolio emissions

Bank of America continues to be the only financial institution to track and report on the greenhouse gas emissions intensity of its U.S. power utility loan portfolio. In our latest reporting, the emissions intensity attributed to our portfolio continues to be lower than historical levels.

Bank of America is working with the World Resources Institute (WRI) on a two-year project to develop a set of standard methodologies for accounting of financed greenhouse gas emissions. Our commitment to WRI and this project builds on the lessons we have learned from historical tracking and reporting of GHG emissions attributed to our U.S. power utility loan portfolio. We anticipate that the WRI project will produce a standard for reporting on financed emissions that can be used across the financial services industry.

Our support of the WRI financed emissions project includes:

- Actively participating and providing intellectual capital for working groups that WRI has established to move the project forward.
- Providing financial support of the project through the Bank of America Charitable Foundation.

- Sponsoring events to engage additional financial institutions in the work.

Suppliers and the environment

We have a range of policies and relationships to manage the environmental footprint of our supply base as an integral part of our sourcing and vendor management activities. Since 2009, we have invited vendors to respond to the Carbon Disclosure Project (CDP) Supply Chain Survey, which allows us to measure carbon and associated risks in our supply chain. In 2012, we requested disclosure from 163 significant vendors and achieved an 88 percent response rate. This was an improvement from the 83 percent of our large suppliers that responded in 2011.

In addition to engaging our supply base through CDP, we integrated environmental sustainability criteria into our vendor sourcing processes. In 2012, we also initiated a Carbon Reduction Grant program encouraging qualifying vendors to establish a public carbon-reduction target. As part of this collaborative effort, we offered executive coaching and financial support to encourage vendors to overcome hurdles and work toward the publication of specific goals to reduce greenhouse gas emissions.

Compliance procedures — Environmental Management System policy

Bank of America employs an Environmental Management System (EMS) that relies on a comprehensive compliance database to help Corporate Workplace Environmental Risk identify, manage and mitigate risk and improve performance across our corporate real estate portfolio. Our EMS encourages:

- 1. Stringent compliance with applicable environmental laws and regulations
- 2. Pollution prevention and environmentally sustainable practices
- 3. Continuous improvement in all areas of environmental management

Our EMS covers all key areas including roles and responsibilities, training, inspections, inventory procedures, formal targets, documentation, measurement, complaint response and emergency procedures. One component of our EMS, Integrated Data for Environmental Applications (ID|ea), is an online tool that allows our employees and partners to understand and manage environmental compliance across our global real estate footprint.

Bank of America’s strong record of compliance across our real estate portfolio is the result of our rigorous EMS.

Environmental fines

Environmental fines paid by the bank increased slightly in 2012, from \$16,240 in 2011 to \$16,350 in 2012. We consider these penalties to be minimal, given the size of the bank’s overall portfolio.

About our data

Following are charts containing data on our 2012 environmental activities within the framework of the Global Reporting Initiative 3.1 Sustainability Reporting Guidelines, as well as its Financial Services Sector Supplement.

In the charts that follow, 2010 is our base year. Also, our 2010 and 2011 GHG emissions, water, waste and LEED inventories have been adjusted to reflect changes in our portfolio and the best available data at the time of reporting. These changes have been made in accordance with The Greenhouse Gas Protocol and standard reporting methods.

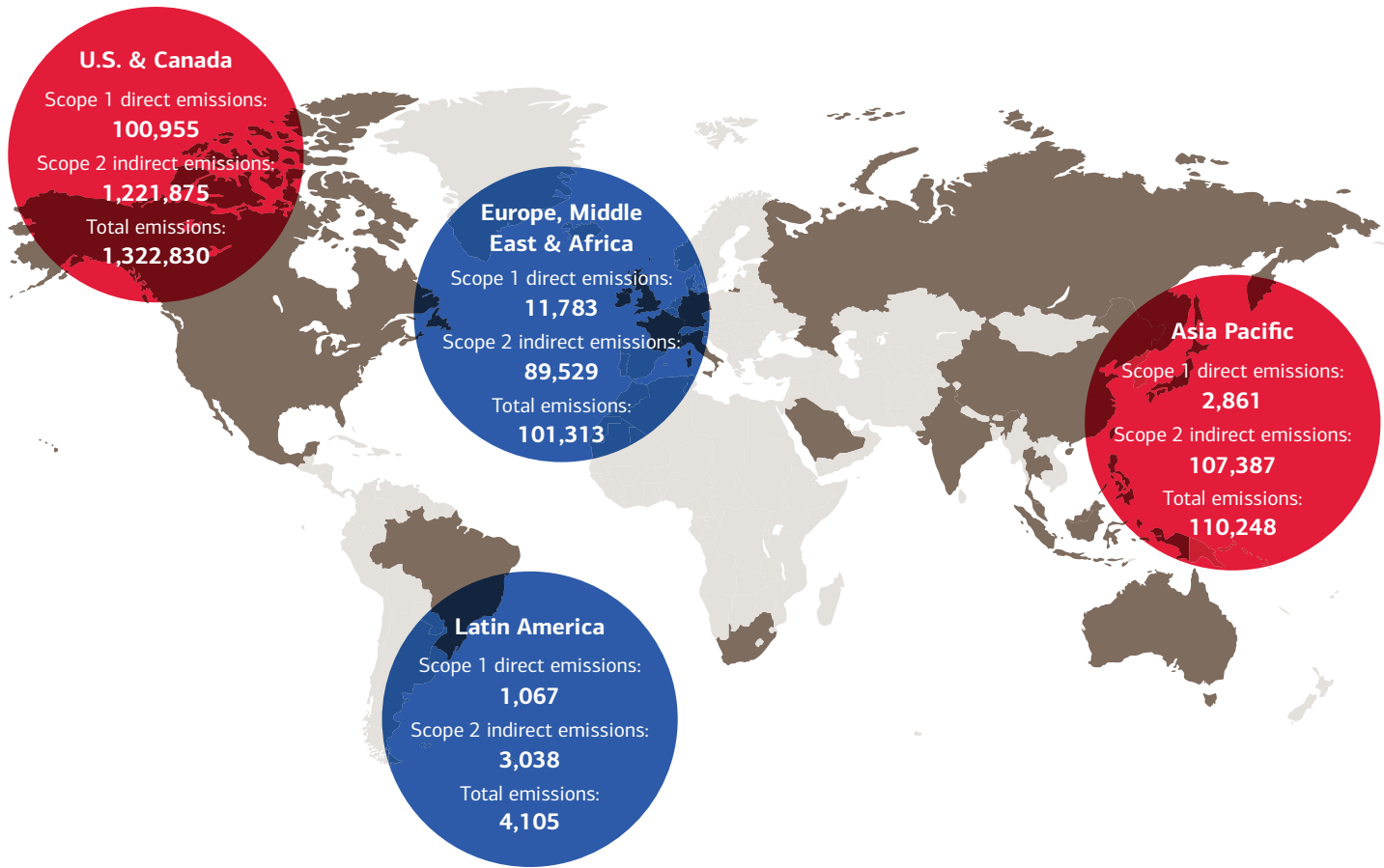
This year we included three new Scope 3 indirect greenhouse gas emissions categories: Purchased Goods and Services (Category 1), Capital Goods (Category 2) and Fuel- and Energy-Related Activities (Category 3). We are identifying and calculating three additional categories of Scope 3 emissions — Downstream Transportation & Distribution (Category 9), Use of Sold Products (Category 11) and End of Life Treatment of Sold Products (Category 12) — and will report that data in our Carbon Disclosure Project (CDP) submission for release in September. These additions complement the bank’s reporting since 2010 of Upstream Transportation and Distribution (Category 4), Waste (Category 5), Business Travel (Category 6) and Employee Commuting (Category 7).

Greenhouse gas emissions	Units	Region	2010	2011	2012
Scope 1 direct emissions	Metric tons CO ₂ e	U.S.	119,349	113,539	100,814
		Non-U.S.	20,643	15,509	15,853
		Total	139,992	129,048	116,667
Scope 2 indirect emissions	Metric tons CO ₂ e	U.S.	1,464,386	1,362,816	1,221,383
		Non-U.S.	208,168	200,550	200,445
		Total	1,672,554	1,563,366	1,421,829
Total scope 1 and 2 emissions	Metric tons CO ₂ e	U.S.	1,583,735	1,476,355	1,322,197
		Non-U.S.	228,811	216,059	216,298
		Total	1,812,546	1,692,415	1,538,495
Reduction in scope 1 and 2 emissions	Percent decrease from base year	Global	N/A	7%	15%
Reductions from renewable-energy credits	Metric tons CO ₂ e	Global	24,552	10,310	2,131
Net emissions	Metric tons CO ₂ e	Global	1,787,995	1,682,105	1,536,365
Reduction in net emissions	Percent decrease from base year	Global	N/A	6%	14%
Scope 3 Indirect Emissions					
Category 1 — purchased goods and services	Metric tons CO ₂ e	Global	N/A	2,349,712	1,720,425
Category 2 — capital goods	Metric tons CO ₂ e	Global	N/A	138,076	90,322
Category 3 — fuel- and energy-related activities	Metric tons CO ₂ e	Global	353,178	333,939	311,341
Category 4 — upstream transportation and distribution	Metric tons CO ₂ e	Global	56,488	56,293	37,613
Category 5 — waste (traditional disposal)	Metric tons CO ₂ e	Global	N/A	53,015	50,339
Category 6 — business travel	Metric tons CO ₂ e	Global	214,190	217,228	197,938
Category 7 — employee commuting	Metric tons CO ₂ e	Global	719,532	541,079	493,150
Supplemental Information					
Avoided emissions from recycling and composting	Metric tons CO ₂ e	Global	N/A	(277,136)	(277,412)

Emissions from waste are calculated using the U.S. EPA's Waste Reduction Model (WARM), version 11, August 2010. This model calculates emissions based on a life-cycle analysis, such as emissions from the long-term decomposition of waste in a landfill. As such, these emissions should not be added to or subtracted from any annual emissions source.

GREENHOUSE GAS EMISSIONS IN 2012
(Metric tons CO₂e)

BY REGION



BY COUNTRY/REGION

Country/region	Scope 1 direct (Metric tons CO ₂ e)	Scope 2 indirect (Metric tons CO ₂ e)	Country/region	Scope 1 direct (Metric tons CO ₂ e)	Scope 2 indirect (Metric tons CO ₂ e)
United States	100,814	1,221,383	Southeast Asia*	40	12,273
United Kingdom	8,718	77,880	Mexico	53	1,145
India	2,327	65,338	Russia	132	831
China	305	14,655	Germany	134	944
Japan	100	7,364	Italy	46	369
Australia	2	4,380	Brazil	37	67
Ireland	1,261	3,796	France	9	62
South Africa	12	2,174	Saudi Arabia	5	287
Canada	141	491	Rest of world	2,531	8,389

*Singapore, Malaysia, Philippines, Thailand, and Indonesia.

NOx, SOx and other significant air emissions from direct combustion	Units	Region	2010	2011	2012
SOx	Metric tons	U.S.	17	17	15
		Non-U.S.	1.3	0.7	0.04
		Total	18	17	15
NOx	Metric tons	U.S.	40	39	34
		Non-U.S.	7.1	3.2	3.0
		Total	48	42	37
CO	Metric tons	U.S.	50	49	42
		Non-U.S.	6.8	4.6	5.0
		Total	57	53	47
VOC	Metric tons	U.S.	3.5	3.4	2.9
		Non-U.S.	0.5	0.3	0.3
		Total	4.0	3.7	3.3
Ozone-depleting substances	Metric tons	U.S.	13.3	13.1	13.0
		Non-U.S.	0.2	0.2	0.2
		Total	13.5	13.3	13.2

Direct and indirect energy consumption	Units	Region	2010	2011	2012
Electricity	Gigajoules	U.S.	10,444,683	9,725,997	9,318,334
		Non-U.S.	1,370,989	1,296,069	1,283,927
		Total	11,815,672	11,022,066	10,602,261
Other indirect (purchased steam and cooling)	Gigajoules	U.S.	175,135	170,472	169,494
		Non-U.S.	25,772	30,863	30,867
		Total	200,907	201,335	200,361
Natural gas	Gigajoules	U.S.	1,327,430	1,282,215	1,108,978
		Non-U.S.	164,009	121,024	138,865
		Total	1,491,439	1,403,239	1,247,843
Other direct (fuel oil, jet fuel, gasoline, diesel fuel, propane)	Gigajoules	U.S.	303,202	284,036	234,989
		Non-U.S.	89,606	39,863	38,271
		Total	392,808	323,899	273,260

Reductions in greenhouse gas emissions and energy consumption	Units	Region	2010	2011	2012
Projected annual emissions savings from reduction initiatives	Metric tons CO ₂ e	U.S.	N/A	18,000	20,000
		Non-U.S.	N/A	3,000	9,000
		Total	N/A	21,000	29,000
Projected annual savings from energy-efficiency measures	MWh	U.S.	N/A	34,255	40,771
		Non-U.S.	N/A	7,232	19,170
		Total		41,487	59,941
Cumulative savings from energy-efficiency measures since 2004	Value of savings	Total	N/A	195,000,000	227,000,000

Indirect energy consumption by fuel mix	2010	2011	2012	Indirect energy consumption by primary fuel source (in gigajoules)	2010	2011	2012
Coal	35%	36%	33%	Coal	12,501,061	12,200,639	10,744,219
Petroleum	3%	3%	2%	Petroleum	750,631	730,503	461,331
Natural gas	30%	30%	31%	Natural gas	8,153,243	7,711,672	7,818,690
Nuclear	24%	23%	24%	These data represent total source energy consumed to produce the intermediate energy (electricity, steam, chilled water) used.			
Renewable	8%	9%	10%				

Material usage — IT	Units	2012
Desktops & workstations	Number of units procured	78,786
Laptops & tablets	Number of units procured	35,070
Printers & multifunction printing devices	Number of units procured	2,267
Servers	Number of units procured	1,076
Monitors	Number of units procured	96,213

Material usage — paper	Units	2010	2011	2012
Paper	Total usage (metric tons)	64,502	63,778	55,183
	Percent decrease from base year	N/A	1%	14%
	Recycled input materials by weight	8%	9%	8%
	Input materials from certified forests by weight	N/A	97%	99%

Electronification of paper	Units	2010	2011	2012
Suppression	Metric tons of paper avoided	5,280	8,430	8,608
	Metric tons of CO ₂ e avoided	14,296	24,312	23,196
Electronic payment	Metric tons of paper avoided	1,032	1,052	1,091
	Metric tons of CO ₂ e avoided	2,794	3,032	2,940
Print monitoring and control	Metric tons of paper avoided	0	1,526	1,409
	Metric tons of CO ₂ e avoided	0	4,398	3,797
Image ATM envelope elimination	Metric tons of paper avoided	1,361	1,485	1,547
	Metric tons of CO ₂ e avoided	3,922	4,280	4,169

Water	Units	2010	2011	2012
Water consumption	Billion gallons	4.17	3.89	3.68
	Million cubic meters	15.8	14.7	13.9
Reduction in total water consumption	Percent decrease from base year	N/A	7%	12%
Water reused or recycled	Thousand gallons	N/A	600	1,010
Estimated annual savings from water-reduction projects	Thousand gallons	N/A	43,000	1,011,600

Waste	Units	Disposal method	2011	2012
Nonhazardous waste (office, confidential content, carpet)	Metric tons	Landfill & incineration	57,732	54,792
	Metric tons	Recycling & compost	85,999	86,789
		Diversion rate	60%	61%
IT waste	Metric tons	Landfill & incineration	0	0
	Metric tons	Recycling, redeployment & remarketing	2,141	2,377
		Diversion rate	100%	100%
Hazardous, universal, used oil and asbestos waste	Metric tons	Landfill & incineration	443.5	280
	Metric tons	Recycling, reuse & salvage	233	289
		Diversion rate	34%	51%
Total waste	Metric tons	Landfill & incineration	58,176	55,072
	Metric tons	Recycling & other diversion	88,373	89,454
		Diversion rate	60%	62%

Facilities	Units	2010	2011	2012
LEED certifications	Net square feet	12,500,000	17,100,000	17,100,000
	Percent of total workplace	10%	15%	15%
Carpet	Metric tons purchased	530	2,136	1,376
	% recycled input materials	39%	48%	24%
Environmentally sustainable cleaning	SF of space cleaned using qualifying products	77,000,000	78,000,000	72,000,000

Transportation	Units	2010	2011	2012
Employee commuting	Annual miles traveled	1,962,652,062	1,516,150,982	1,375,785,444
Low-carbon vehicle reimbursement program	New participants	669	842	1,168
	Metric tons of CO ₂ e avoided by new participants	771	1,254	1,726
Telepresence	Number of calls	13,201	56,991	64,469

Compliance	Units	2010	2011	2012
Noncompliance with environmental regulations	Value of monetary fines	\$23,854	\$16,240	\$16,350
	Nonmonetary violations	9	19	7
Reportable spills	Number	2	2	1
	Volume, in gallons	3	1,340	400

Environmental Spend	Units	2012
Environmental protection spend	Value of spend	\$21,000,000

5 | Social impact

In this chapter we explain our social impacts including the direct and indirect economic effects of our business and operational activities; our approach to local community engagement; our efforts to improve access to financial services; and our labor and employment policies and practices.

We use our scale and the expertise of our people and partners to directly and indirectly improve the financial lives of our consumers, clients and employees, while working to ensure a fair return for our shareholders. Ultimately, Bank of America is committed to connecting families and businesses — particularly in underserved communities — to the solutions they need to meet their goals.

This section is organized as follows:

- Community development lending and investing
- Philanthropic investments
- Workforce profile and employee programs

Community development lending and investing

By extending credit to individuals, local businesses and community organizations, we help fuel neighborhood revitalization while focusing on a fair return for our shareholders. In the United States, we use the Community Reinvestment Act (CRA) to guide our efforts to extend credit and make investments to maximize our impact in low- and moderate-income communities (the U.S. government defines low and moderate income as individuals and households with income less than 80 percent of area median income). As a testament to our commitment, we have performed well on previous CRA exams. We expect to receive a rating on our 2Q2009–2011 performance in 2013 after the publication of this report.



\$475 billion

credit extended in 2012 in the U.S.



\$105.5 billion

toward our community development goal in 2012

COMMUNITY DEVELOPMENT LENDING AND INVESTING BREAKDOWN (IN MILLIONS)

	2009	2010	2011	2012	'09–'12 Total
Affordable housing	\$146,844	\$151,163	\$109,715	\$85,767	\$493,488
Small business	\$12,840	\$11,245	\$12,744	\$14,530	\$51,359
Consumer lending	\$5,190	\$2,991	\$1,553	\$1,079	\$10,813
Economic development	\$3,840	\$2,983	\$2,900	\$4,147	\$13,870
Yearly totals	\$168,714	\$168,382	\$126,912	\$105,523	\$569,530

In 2012, we extended approximately \$475 billion in credit in the United States, including \$105.5 billion in community development lending and investments. This activity supports our \$1.5 trillion, 10-year community development lending and investing goal established in 2009, and translates, on average, to nearly \$414 million in support of community development activities every business day throughout 2012.

The following activities contribute to our community development lending and investing goals.

Affordable housing

We are recognized as a leader in affordable housing finance in the United States. In 2012, as part of our \$1.5 trillion lending and investing goal, we provided more than \$85 billion in affordable housing. Through lending, tax credit equity investments and real estate development solutions, in 2012 we provided more than \$2.6 billion for community development — commitments that we expected to help create nearly 11,000 affordable housing units, while helping to revitalize communities and creating stronger economies.

Our financing and equity commitments include developments for low- and moderate-income families, seniors and veterans, as well as supportive housing efforts and projects that incorporate energy-efficient and transit-oriented elements.

Additional investments included \$1.75 billion in commercial real estate-based lending, up 9 percent from the previous year. We also made \$919 million in tax credit investments and other community development equity, up more than 20 percent from 2011.

IN ACTION:

Monica’s Village Place
To address the need for affordable long-term housing options for families in the Seattle area, Catholic Community Services of Western Washington developed Monica’s Village Place with funding from Bank of America. The completed project now houses more than 150 individuals, including children.

In addition to this community development investment, in 2012 we provided funding to support services that offer residents of Monica’s Village Place practical tools to take permanent steps out of homelessness and poverty.

Concern Amityville
We help address supportive housing needs by fostering

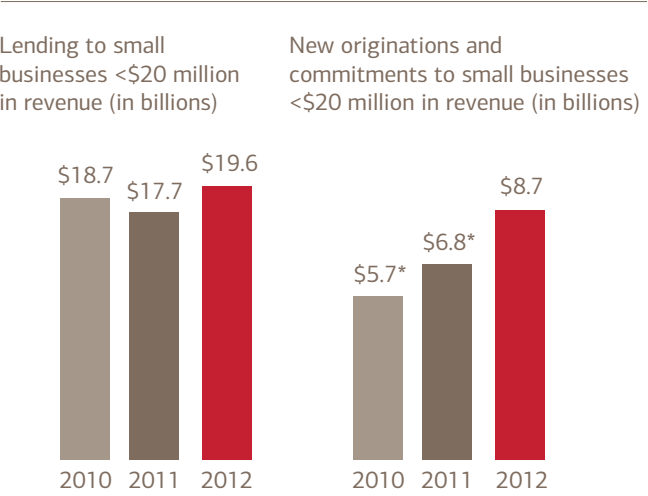
partnerships with community leaders and organizations. We lent \$24.5 million in debt and equity financing for Concern Amityville, which will provide 60 apartments to formerly homeless veterans on Long Island, New York. Located on a former U.S. Army Reserve site, the development by Concern for Independent Living will provide residents with comprehensive support services and counseling on health care, entitlements and benefits, mental health and employment.

“This commitment will be invaluable for helping veterans who are in need of safe, affordable housing. Bank of America Merrill Lynch has been a key part of the project team, providing the right financial solutions to help move this much-needed development forward.”

Ralph Fasano,
Executive Director of Concern for Independent Living

Small businesses

Connecting small business owners with the resources necessary to sustain and expand their operations promotes economic growth and job creation. In 2012, we provided financial services to 3.3 million small business owners in the United States.



*2010 and 2011 new originations and commitments were restated in 2012 to include small ticket leasing.

In 2012, we provided \$19.6 billion in combined new and renewal small business lending, of which \$14.5 billion or nearly 75 percent was to small businesses in low- and moderate-income areas. We extended nearly \$8.7 billion in new credit to small businesses, representing a \$1.9 billion or 28 percent increase over 2011.

We also met our goal of hiring more than 1,000 small business bankers, enhancing our ability to provide more personalized attention and build stronger relationships with customers. For example, they assisted 2,638 small business card clients to improve their monthly cash flows and save money.

We continue to engage with nonprofit and government organizations to offer much-needed support to small businesses that do not meet traditional lending criteria, thereby providing opportunities to create jobs and grow local economies. For example, in 2012, Bank of America worked with the U.S. Small Business Administration (SBA) and U.S. Department of Agriculture (USDA) on their flexible, long-term and low-cost loan loss reserve programs.

As a top lender in the SBA 504 program, we originated more than \$584 million in new first- and second-trust deed loans with long-term, fixed-rate financing in 2012. Additionally, we offer SBA 7(a) and Express loans for clients.

Community development financial institutions

As the largest investor in Community Development Financial Institutions (CDFIs), we partner with more than 240 community lenders to provide low-cost capital, liquidity and technical assistance to promote economic development in low- and moderate-income communities. We invest in CDFIs across all 50 states, the District of Columbia and Puerto Rico, an increase of 10 states from the previous year. Through our CDFI lending and investments, we promote affordable housing, small businesses and economic development, including lending to small businesses to spur economic growth and create jobs.

OUR CDFI INVESTMENTS

	2010	2011	2012
Total capital	\$1 billion	\$1.1 billion	\$1.1 billion
Number of CDFIs in our portfolio	120	200	244
Number of states with CDFI investments	39	40	50

IN ACTION:

Loan loss reserve grant program
Our \$12 million CDFI loan loss reserve grant program, created in 2010, has provided low-cost federal microcapital for small businesses that has allowed CDFIs to access \$121 million. The impact of this capital extends to more than 10,000 small businesses and has helped to create or retain more than 16,000 jobs.

As one example, capital provided through the program assisted MNStar Technologies, a small business that manufactures patented electrical systems, in expanding its facilities and acquiring new equipment. The 2012 loan allowed MNStar to retain 71 jobs and get on track to create 30 additional jobs over the next three years, boosting employment in the low-income community in Minnesota where it operates.

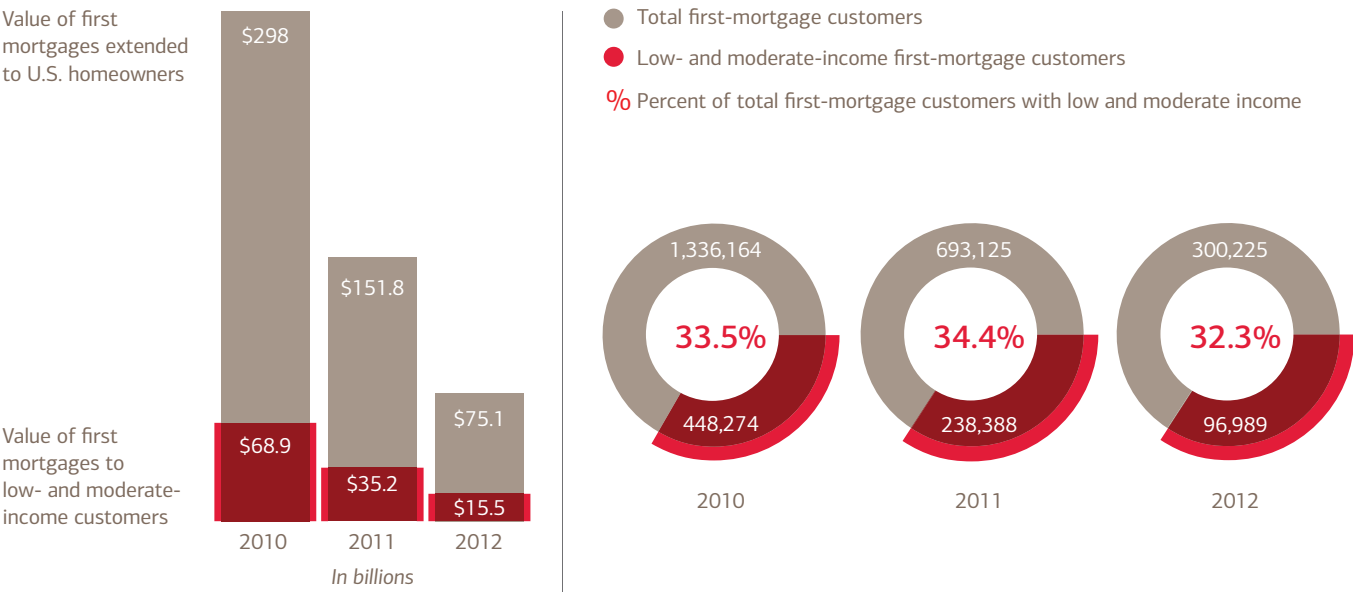
Other examples include small businesses like Kone Restaurant and Southern ATMs in Southern Florida. The loan loss reserve program helped these businesses to expand and hire new employees and to meet their communities’ needs for greater access to financial services.

Homeownership

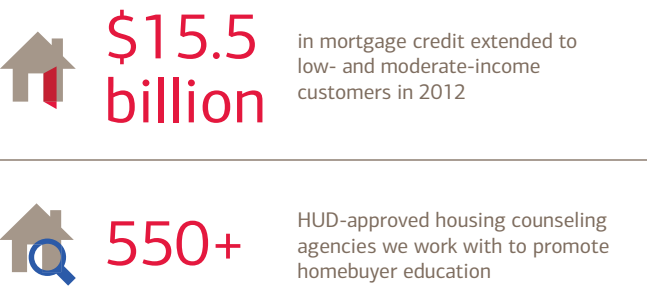
Bank of America is engaging with individuals and communities to help support the recovery of the U.S. housing market. We provide education for homebuyers and homeowners through such tools as our Home Loan Guide, community events and partnerships with more than 3,000 national and regional nonprofit organizations. These resources support our commitment to serving low- and moderate-income customers, multicultural communities and mortgage customers in need of assistance.

We are growing our mortgage business with a focus on serving customers directly through Bank of America’s direct-to-consumer channels, and aligning our staff resources to the evolution of our business. Third-party mortgage and correspondent lending channels represented a little less than half of our 2010 and 2011 home lending portfolio. Completing the exit from these channels in 2011 was a key reason for the decline in our home lending volume in 2012. However, we remain committed to connecting our customers with home finance solutions and deepening relationships with credit-worthy individuals while exercising greater control over our responsible extension of credit. Since this repositioning, we have seen steady growth in new originations; and in 2012 we extended \$75.1 billion in mortgage credit to customers.

OUR HOME MORTGAGE LENDING

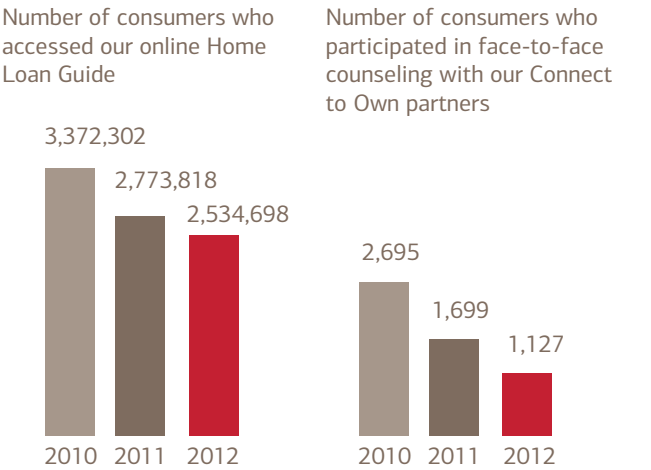


We offer assistance and educational support to provide more transparency and clarity about the homebuying process and meet the diverse needs of low- and moderate-income and multicultural communities. In 2012, our efforts were driven by partnerships with nonprofit organizations, our online tools and 17 outreach events. We worked with more than 550 housing counseling agencies approved by the U.S. Department of Housing and Urban Development (HUD) on Connect to Own®, our homebuyer education program. We also continued to encourage customers to visit our online tools, including the Home Loan Guide, which we offer in both English and Spanish.



We sponsor and participate in a variety of homebuyer education events, focusing on areas in the U.S. that are most in need. For example, in June 2012 we partnered with the Montebello Housing Development Corporation to hold a one-day educational event for more than 790 attendees in Los Angeles County. Events of this kind provide consumers the opportunity to participate in workshops taught by Bank of America mortgage loan officers and housing counselor partners on relevant topics including understanding down payments, finding the right real estate agent and sustaining successful homeownership.

In the U.S., we recognize the importance of housing and homeownership for our customers, neighborhoods and the economy. We regularly share our insights and expertise with elected officials, community leaders, consumer advocates, housing experts and academics. We want to play our part in helping to keep the U.S. housing system on a sustainable path in which people can achieve their dream of homeownership, aided by policies that balance the roles of



lenders, investors and the government. For instance, we participated in a symposium focused on this topic in December 2012 at the Brookings Institution, a private nonprofit organization devoted to independent research and policy solutions based in Washington, D.C.

“Bank of America is a leader in responsible lending and sustainable homeownership, and its commitment is felt every day through its efforts to educate consumers and real estate professionals as well as its ability to provide supportive affordable homeownership programs.”

Gary Acosta,
Founder of National Association
of Hispanic Real Estate Professionals

Other economic development activities

Our economic development lending and investing support projects that are catalysts for revitalizing underserved communities. Our economic development activity increased significantly — by 38 percent — between 2011 and 2012.

Aside from the economic development spurred through traditional lending and investing, we strengthen economies and respond to community needs through a number of other policies and initiatives.

Global banking and markets

Bank of America Merrill Lynch is a leading banker to businesses and organizations of all sizes around the world. We provide advice and support for transactions, capital raising and lending, which have an important impact on jobs, infrastructure and economies — locally, nationally and globally.

IN ACTION:

IHH Healthcare
Much of our advisory work is conducted with clients around the world, helping to build strong companies in emerging growth markets and sectors. For example, we advised the shareholders of Acibadem, Turkey’s leading private health-care provider, on the sale of a 75 percent stake to IHH Healthcare and Malaysia SWF Khazanah and provided the financing for this transaction. Upon its completion, IHH

Healthcare has become one of the largest emerging market hospital groups operating globally with almost 5,000 beds and 24,000 employees.

In 2012, we helped IHH Healthcare with its initial public offering (IPO) — the fourth-largest IPO of the year globally — raising \$2.1 billion. Acting as global coordinator, we spearheaded a unique marketing plan that captured a premium valuation for this rapidly growing health-care company. We also worked through multifaceted regulatory and technical issues to achieve the first-ever dual Singapore and Malaysia listing at the IPO.

Baystate Health
We frequently work with small and medium-sized businesses as well as nonprofits and social enterprises, which are important anchors in their communities. For example, Baystate Health, a nonprofit health-care system in Massachusetts, has looked to Bank of America Merrill Lynch to provide banking solutions for more than 30 years. To help Baystate Health create a “Hospital of the Future” and improve patient satisfaction, over the past few years we provided guidance on how to improve efficiencies and optimize working capital. These solutions included updates to invoice, collection and disbursements systems and processes and, in 2012, helped Baystate Health open its Hospital of the Future, including a newly constructed emergency department and world-class heart and vascular center.

Socially Responsible Private Equity

Through our Socially Responsible Private Equity group, which leverages capital deployed on behalf of institutional investors, underlying portfolio funds made investments in 444 small companies located across 41 U.S. states and 268 cities in 2012. This is an increase of nearly 20 percent from the 357 companies in 2011. As of December 31, 2010, of the companies that comprise the portfolio:

- 46 percent generated between \$1 million and \$25 million in revenues annually, collectively paid out \$2.5 billion in salaries and generated more than 96,381 jobs.
- 43 percent had some ethnic minority ownership and more than 38 percent had some female ownership.
- 78 percent of the workforce was represented by ethnic minorities or women.

IN ACTION:

DBL Investors
Our private equity investments seek to maximize both returns and community impact. One example of the impacts of this investment strategy is our \$17.5 million funding for San Francisco-based DBL Investors, which has provided

growth capital to companies like Ecologic Brands, a sustainable packaging startup. Ecologic Brands’ eco.bottle®, made mostly of recycled cardboard and newspaper, has benefited the environment and human health. Compared against the production of plastic bottles, the 2.6 million eco.bottles produced to date represent:

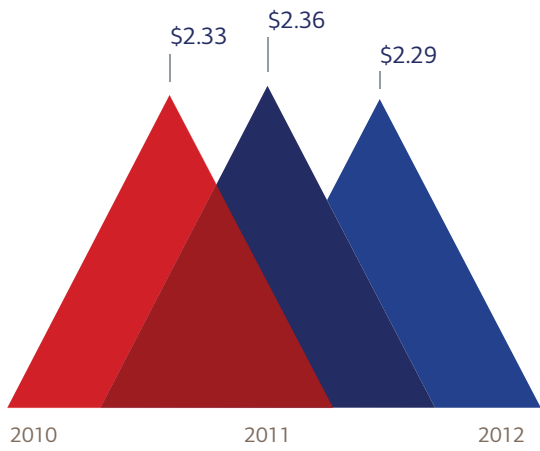
- Approximately 180 tons of plastic diverted from landfills and oceans
- 369 tons less CO₂ emitted, enough to remove 127 cars from the road every year
- 3.4 million kWh less energy consumed, enough to power 300 households in the U.S. for an entire year

Beyond the environment, DBL Investors’ support for Ecologic Brands has resulted in economic gains. By operating a facility in a low- and moderate-income area in Fresno, CA, Ecologic Brands has brought new jobs to the area and expects to create more than 100 new jobs over the next five years as the company continues to expand its product lines and export to international markets that are requesting “Made in USA” sustainable packaging.

Community-based suppliers

Managers within our Supplier Diversity and Development Program collaborate internally to ensure that we procure from diverse businesses across the organization. Examples of diverse suppliers include those owned and managed by minorities, individuals with disabilities, or businesses owned by veterans, women, and individuals who are lesbian, gay, bisexual or transgender (LGBT). In 2012, we spent \$2.29 billion with diverse businesses.

TOTAL SPEND WITH DIVERSE SUPPLIERS
(IN BILLIONS)



Arts and culture community impact

As a global company, we support museums, theater, art conservation and dance worldwide. We support the arts sector and promote cultural diplomacy by helping to fund the international tours of such renowned organizations as the Chicago Symphony Orchestra and the Alvin Ailey Dance Theater.

Our program is unique, diverse and built around three main pillars:

- Bank of America’s support **enables** a wide range of organizations, from local, community-based arts programs to leading, world-class arts institutions to inspire, educate and contribute to both the economic and creative vitality of their communities.
- The Bank of America Art Collection has been converted into a unique resource that we **share** — as customized exhibits or in its entirety — with museums and nonprofit galleries at no cost, generating vital revenue for participating institutions.
- The Bank of America Merrill Lynch Art Conservation Project provides grants for the restoration of paintings, sculptures and archaeological or architectural pieces that are significant to the cultural heritage of a country or region, or important to the history of art to **preserve** them for future generations.

IN ACTION:

Pacific Standard Time: Art in L.A.
As a supporter of the arts in Los Angeles, we worked with the Getty Foundation and more than 60 cultural organizations and 70 galleries across Southern California to produce *Pacific Standard Time: Art in L.A. 1945–1980*. This series of exhibitions, which celebrated the evolution of the arts scene in Los Angeles, attracted approximately 1.8 million visitors. It also provided \$280.5 million in economic output, supported 2,490 jobs and added \$19.4 million in tax revenues for state and local governments. Beyond their economic impact, these exhibitions brought together diverse communities to foster mutual understanding and respect.

International art conservation projects

Works of art can provide a lasting reflection of peoples and cultures, but over time, they are subject to deterioration or even loss. In 2012, the Bank of America Merrill Lynch Art Conservation Project supported the preservation of works of art in 19 countries throughout the world, including Australia, Brazil, China, India, Iraq and Switzerland.

Art Gallery of New South Wales, Sydney, Australia: We funded the restoration of *The Flood in the Darling 1890*, an iconic painting that required cleaning and repairs to the canvas and frame.

Museu de Arte de São Paulo, Brazil: We supported the conservation of *Moema*, a painting by Victor Meirelles, one of the most popular and celebrated Brazilian painters.

Shanghai Museum, China: We helped restore *Jian (Water Vessel)*, *Dragon Pattern*, which will be a significant addition to the museum’s particularly strong collection of ancient bronzes, by repairing its structure and design.

Chhatrapati Shivaji Maharaj Vastu Sangrahalaya (CSMVS) Museum, Mumbai, India: We supported the preservation of Anvar-I Suhayli, centuries-old manuscripts, to undo fire damage, flaking and loss of paint, and restore all of the illustrations.

Iraqi Institute for the Conservation of Antiquities and Heritage, Iraq: In partnership with the U.S. Department of State, we supported the restoration of the Nimrud Ivories and provided training for Iraq’s burgeoning number of conservation professionals.

Kunsthaus Zürich Museum for Modern Art, Switzerland: We provided support for the conservation and restoration of *Die Wahrheit (The Truth)*, a significant Swiss painting, to maintain its current condition and prevent further damage.

Access to financial services

We continue to promote access to our financial products and services, helping to reduce one of the key barriers to economic security for individuals and businesses. In 2012, we provided access through our more than 5,400 banking centers across the United States, including 1,676 in low- and moderate-income neighborhoods.

In response to consumers’ increasing adoption of our industry-leading online and mobile services, we further enhanced our mobile banking solutions, offering new apps and services in 2012. This has resulted in a 31 percent increase in adoption, from 9 million in 2011 to 12 million last year.

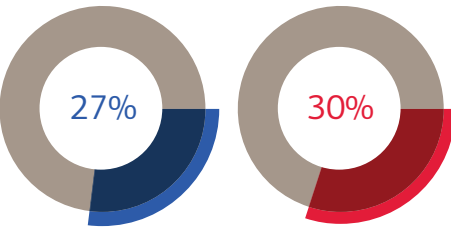
Additionally, we maintain our long-standing commitment to providing financial capability programs and resources through our banking centers, online channels and partnerships with nonprofit organizations. By leveraging the relationships of our nonprofit partners and tapping into the expertise and skills of our employees, we help to educate consumers on the use of financial tools and resources to achieve long-term economic stability. In 2012, our financial education and literacy initiatives, including sales support, online education programs and home loan resources reached nearly 10 million individuals.

ACCESS TO FINANCIAL SERVICES ● 2011 ● 2012

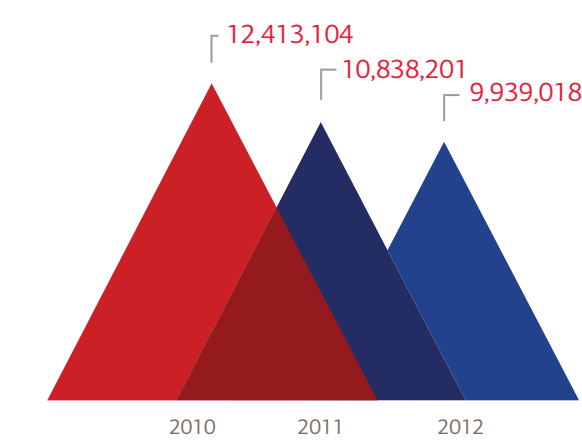
Banking centers in low- and moderate-income neighborhoods

1,552 1,676

Percentage of centers in low- and moderate-income neighborhoods (out of total banking centers)



FINANCIAL EDUCATION
Consumers reached with financial education and literacy initiatives



IN ACTION:

National Disability Institute

Our philanthropic investments support nonprofit organizations that provide financial education to those in low- and moderate-income communities or with the greatest needs. Our relationship with the National Disability Institute (NDI) has helped provide economic empowerment opportunities for Americans with disabilities, who face the highest poverty levels of any underserved group in the U.S. Through our ongoing support, NDI expanded its programs from 11 cities in 2005 to more than 100 cities in 2012, and assisted 1.5 million taxpayers with disabilities in receiving more than \$1.4 billion in tax refunds during that time. We continue to enable NDI to educate those with disabilities through its webinar series and other workshops throughout the country.

“Compared to most large U.S. financial institutions, Bank of America has set the standard on addressing the borrowing needs of its customers in low- and moderate-income communities. While there have been challenges, the bank has demonstrated a solid commitment to providing financial services in underserved areas, from affordable housing and small business lending to its retail banking channels.”

John Taylor,
President & CEO,
National Community Reinvestment Coalition

Mitigating negative community impacts

As an employer with a significant global footprint, we seek to prevent, manage and mitigate any potential and actual negative impacts on communities and stakeholders. Some examples of our work apart from our specific efforts to measure and manage our environmental impacts are listed below.

Clear and transparent products

To help customers better understand financial products, we have enhanced access to financial education, engaged in hundreds of community outreach events, partnered with nonprofits and produced online and offline consumer guides. We also improved the clarity and transparency of product information through our Clarity Commitments® for mortgages, home equity loans and credit card accounts. In 2012, we worked with Pew Charitable Trusts to launch an enhanced checking Clarity Statement™, a two-page document that clearly and concisely explains the fees and policies related to the specific checking account being opened.

We also created a companion guide to help low- and moderate-income and multicultural customers manage credit appropriately, and provided more information on our Home Loans website outlining our financial education initiatives for homebuyers and homeowners.

To better serve our business customers, we added 1,000 small business bankers over the past several years to help bring our small business expertise closer to our clients in their local markets. We also continue to work with our nonprofit partners to integrate a small business curriculum into workshops and training programs.

Local banking center services

In efforts to minimize potential impacts to customers and communities, we have adopted a thoughtful approach to maintaining and updating our network of more than 5,000 banking centers. By the end of 2012, we made more specialized financial services expertise available through those centers and expanded our specialized sales force to more than 6,200 Financial Solutions Advisors, Mortgage Loan Officers and Small Business Bankers.

Responsible mortgage lending

As a result of conversations with leading U.S. community organizations and our customers, we have taken steps to modify our lending practices. These steps range from aligning with the NAACP’s Responsible Lending Principles to creating simple and transparent financial documents to increasing levels of staff support.

To strike a better balance between the safety and soundness of our products and the needs of consumers, we also made credit requirement changes to some of our products. These changes were based on our understanding that some home loan customers, particularly low- and moderate-income individuals, are more susceptible to economic downturns. Our revisions also reflect an anticipation of proposed regulatory standards, such as Qualified Mortgage, Basel III and Government-Sponsored Enterprises reform, which may lead to some credit tightening and less liquidity for the mortgage market.

Housing market recovery efforts

We continued to support the recovery of the U.S. housing market by helping customers in need of mortgage assistance and responsibly extending mortgage credit. Our disciplined approach includes:

- Providing customers with a variety of solutions to help them remain in their homes or otherwise avoid foreclosure.

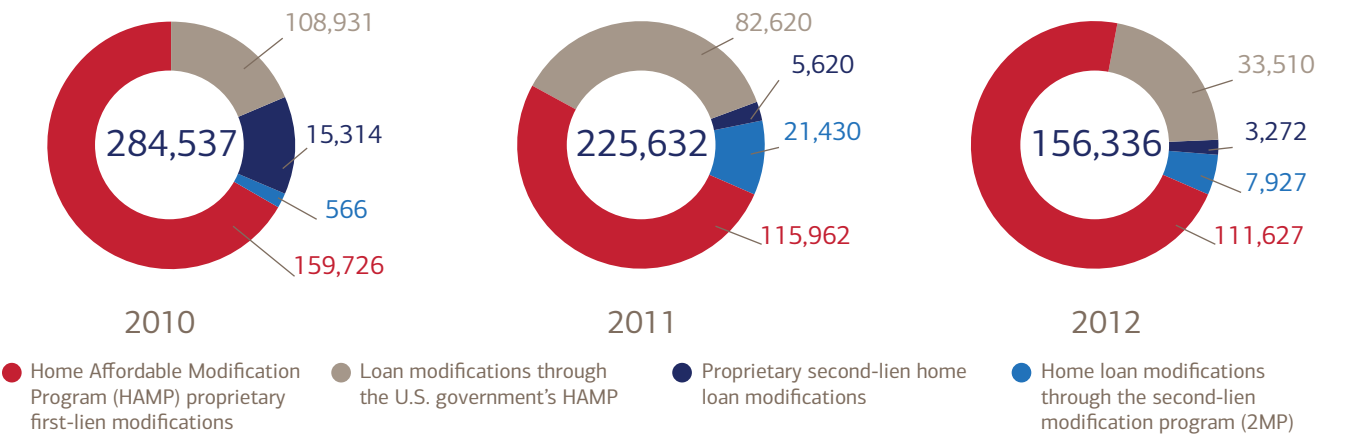
- Partnering with nonprofit organizations and community groups to support the recovery of neighborhoods through property donation and preservation activities.
- Extending mortgage credit directly to qualified consumers; nearly one of every three mortgages originated by Bank of America in 2012 was for a low- and moderate-income borrower.

Home loan modifications and alternatives

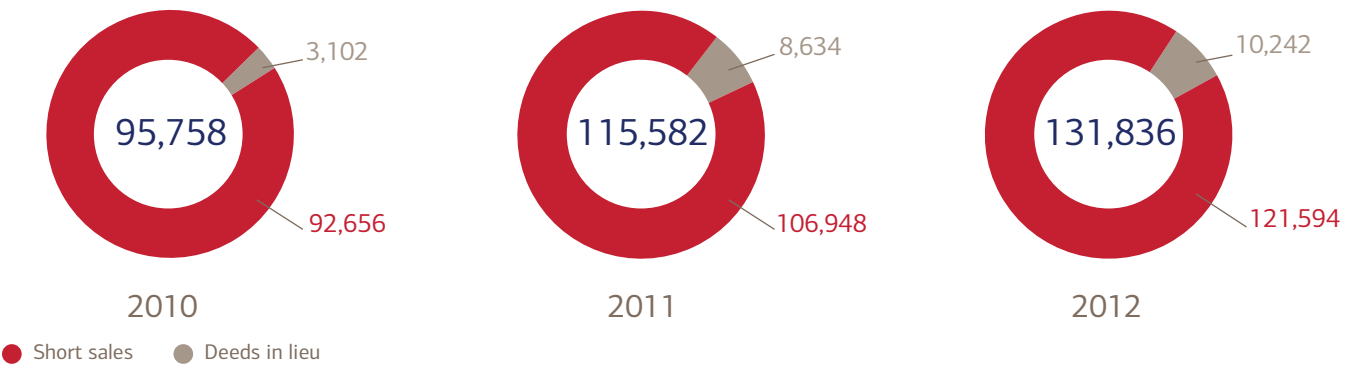
Since 2008, we have helped prevent almost 1.6 million foreclosures through loan modifications, short sales and deeds in lieu of foreclosure. In addition, many more customers reduced their monthly payments by refinancing their mortgages.

In preventing foreclosures, almost 1.2 million customers have been able to stay in their homes through home loan modifications. About 256,000 of the permanent modifications were completed through the government’s Making Home Affordable Program, while approximately 78 percent of all modifications have been completed under our own proprietary programs and under the terms of the National Mortgage Settlement. The decline in our home loan modifications year over year reflects a more disciplined approach to homeownership, as well as a decrease in the number of customers in need of mortgage assistance.

MODIFICATIONS COMPLETED



FORECLOSURE ALTERNATIVES COMPLETED



Outreach efforts

Through our Customer Assistance Centers (CACs) and homeowner events, we provide face-to-face assistance to individuals and families in communities heavily impacted by the housing crisis to better understand our customers’ unique situations and deliver solutions to meet their needs.

To encourage other community members to participate in these events, we work closely with local nonprofits to promote the value of Bank of America’s CACs and homeowner outreach events. To help as many customers in need of mortgage assistance as possible, we provide a point of contact for HUD-approved nonprofit housing counseling organizations that are working with customers on their loan modifications, improving customer education, offering free finance and budget counseling, and working with other agencies that assist customers through the modification process.

OUTREACH EFFORTS

	2010	2011	2012
Number of CACs	6	50	50
Number of customers assisted by CACs	13,115	50,319	100,358
U.S. homeowner events	282	319	406
Customers reached at U.S. homeowner events	37,118	65,537	38,717

Property donations

While Bank of America remains focused on helping homeowners stay in their homes whenever possible, we also are working closely with national and local organizations to help revitalize communities impacted by property abandonment. Our property donations focus on areas in support of our enterprise and philanthropic goals: military, first responders/police officers, community development, environment, disaster relief and creating affordable housing through Habitat for Humanity.

In 2012, we provided nearly 2,000 property donations to nonprofit organizations, land banks and municipalities. We announced a three-year commitment to donate up to 1,000 properties to military veteran–support organizations and first responders through nonprofit, community-based groups. We also committed to work with our partner Habitat for Humanity to donate up to 2,000 vacant properties that will be used to provide affordable housing for low-income families across the country over the next three years.

Philanthropy

Philanthropic investments

Through our philanthropy, we provide support to U.S. and international organizations addressing local needs as well as global issues. Our enterprise focus on financial education is enhanced by our philanthropic investments and volunteer activities, leveraging the expertise of our employees to serve community needs. We support nonprofits that meet the needs of low- and moderate-income communities, as well as the specific needs of veterans, individuals with disabilities and women. Our overarching goal is to provide meaningful responses to the issues that matter in the local communities we serve.

During 2012, the Bank of America Charitable Foundation provided more than \$200 million in U.S. and global philanthropic investments including cash giving and in-kind donations, toward our 10-year, \$2 billion philanthropic goal that was established in 2009.

In response to the needs of individuals and families in the U.S., we focus on addressing issues related to housing (community development), jobs (workforce development) and hunger (critical needs). With the expansion of our company’s global footprint, our international philanthropy focuses on creating connections to issues that resonate across regions and continents, including the arts and education. Our objective is to improve economic futures through programs ranging from financial education to initiatives mentoring emerging women leaders who face barriers to economic empowerment.

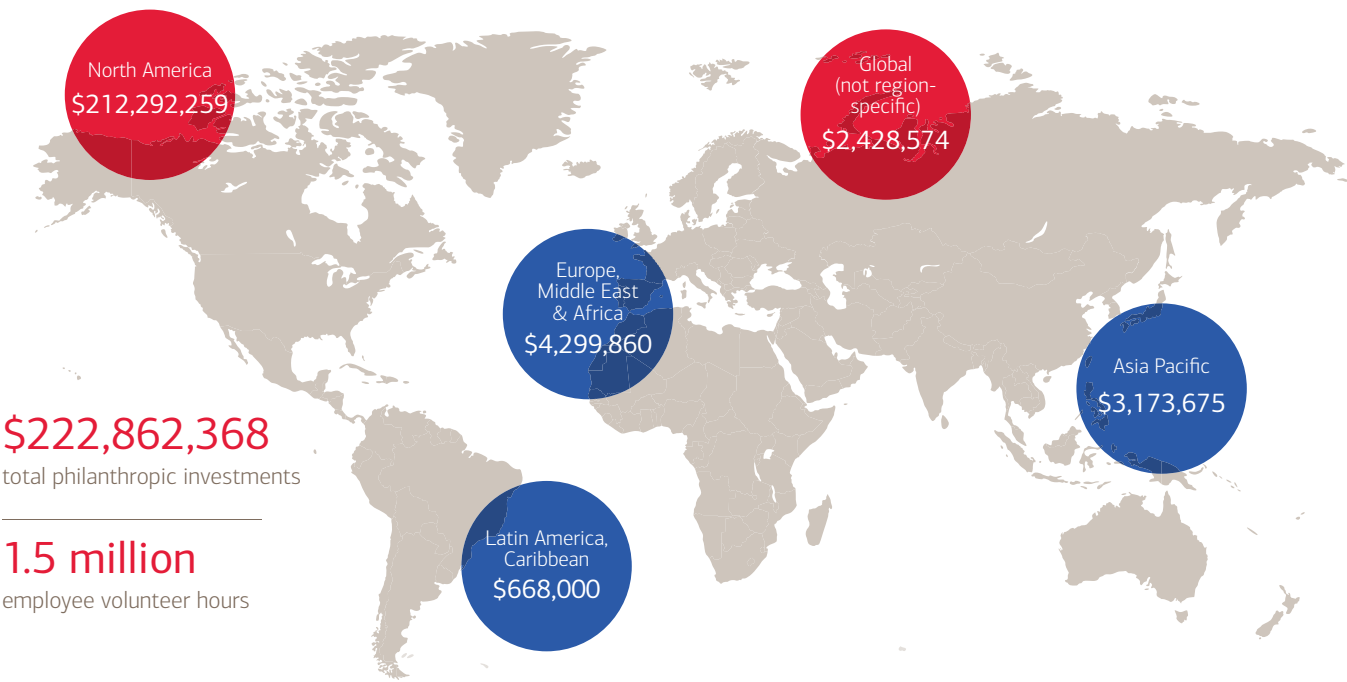
Of our \$222.9 million in philanthropic investments in 2012, more than \$36 million was from in-kind property donations. The remaining \$187 million was cash giving.

We are focused on tracking the impact of our philanthropic investments. Some U.S. examples follow.

Community development:

- Providing financial support to 650 national and local community nonprofits in 34 U.S. states to help more than 31 million people move into newly built and rehabilitated affordable housing, and offer foreclosure prevention services, homeowner counseling and other services to revitalize neighborhoods.
- Giving nonprofits the funds to underwrite the construction of nearly 8,000 new affordable housing units and the rehabilitation of over 11,000 units.

2012 PHILANTHROPIC INVESTMENTS BY GEOGRAPHY



PHILANTHROPIC INVESTMENTS BY AREA

\$72,774,772	\$44,058,163	\$30,528,343	\$14,277,102	\$4,555,834	\$29,444,311	\$27,223,843
Community development	Workforce development & education	Critical needs	Arts & culture	Environment	Employee-directed	Other

Workforce development & education:

- Helping more than 1,000 nonprofits in 34 U.S. states to assist the unemployed, underemployed, youth, veterans and the disabled in obtaining and retaining jobs.
- Assisting organizations to reach more than six million people, match over 100,000 youth with mentors and help 29,000 individuals graduate with a degree or certification.

Critical needs:

- Supporting more than 1,000 nonprofits across the U.S. that address immediate critical needs, such as hunger and shelter, or provide longer-term solutions that promote financial wellness through access to additional benefits and resources.
- Funding from the majority of grants supported nonprofits serving low-income communities, with more than half of the funding helping to meet the growing demands for assistance in hunger relief and shelter.

IN ACTION:

Boston Private Industry Council

In line with our focus on connecting individuals to jobs and the skills that will propel them toward career success, we have taken a comprehensive approach to working with young people — providing them with exposure to the workplace and financial education to help them better manage their finances. With a U.S. teenage unemployment rate of 23 percent, giving young people opportunities to gain practical workforce experience is critical. In 2012, we responded to the growing need for youth employment by launching the Bank of America Summer Youth Employment Initiative, investing more than \$1.5 million to support nonprofit job opportunities through mayors’ summer programs that offered jobs to more than 800 at-risk young people in 20 communities across the country. In Boston, our engagement with the Boston Private Industry Council (PIC), an organization that connects local youth and adults to education and employment opportunities, supports a robust

and proven program that places underserved and underemployed teenagers in meaningful, paying summer jobs at nonprofit organizations and at our banking centers.

The program provides operating support and capacity building to nonprofit organizations. Teenagers gain workforce experience, leadership and team-building skills, and earn money for themselves and their families.

Our commitment to supporting workforce development for young people extends across our lines of business. For example, a pilot program within our consumer banking business placed 67 teenagers in local banking center jobs in Charlotte, Washington, D.C., and Boston during the summer of 2012. These young people worked as “Convenient Way to Bank Ambassadors,” helping customers use the ATM and other available technology.

Tohoku disaster recovery efforts

Since the earthquake and tsunami hit the Tohoku region of Japan in March 2011, Bank of America and our employees have donated \$384,500 in 2012 and \$1.23 million in 2011 to recovery-related initiatives and supported 15 projects with seven of our nonprofit partners.

Most recently, our employees supported projects with Arts for Hope, and Hands on Tokyo, that included painting the walls of temporary housing and helping elderly community members pack holiday gifts.

As part of our ongoing efforts, we continue to sponsor an after-school program in Otsuchi-cho, Iwate. The program, which helps students pass high-school entrance exams, not only benefits the nearly 200 junior high-school students who participate, but also helps to find employment for teachers who lost jobs during the disaster.

Village Water

In the Western Province of Zambia, approximately 83 percent of the population lives in poverty, and more than half of rural Zambians lack access to sanitation and clean water. In 2012, we provided a grant to Village Water, a program that aims to dramatically improve the health status, education and economic opportunities for more than 40,000 people. With the support of our grant, Village Water is helping to build wells, provide training on pump use, construct facilities and bring hygiene and sanitation training to remote locations.

Leadership development

Our financial support and expertise help community leaders and nonprofit organizations play a vital role in advancing economies and addressing community challenges. Our employees worldwide also make a significant impact by volunteering their time and expertise and providing monetary donations to local programs where support is most needed. These actions generate significant social returns, improving the livelihood of employees, customers, clients and businesses, and building our relationships with communities.

Since 2004, we have supported nearly 700 nonprofit organizations through our Neighborhood Builders® program, which offers a unique combination of funding and leadership training to nonprofit leaders. The program is recognized by the Bridgespan Group as the largest philanthropic investment in nonprofit leadership in the U.S. The combined funding and leadership offers high-performing nonprofits addressing needs related to housing, jobs and hunger an opportunity to strategically position their organizations for long-term success. Additionally, our Student Leaders® program has helped more than 1,800 community-minded U.S. high-school students gain valuable leadership skills and workforce experience through a paid summer internship with a local nonprofit and participation in a student leadership summit in Washington, D.C.

1,000 nonprofits were funded across the U.S., addressing critical needs, such as hunger and shelter

\$848 million toward our 10-year philanthropic goal since 2009

IN ACTION:

Women's empowerment initiatives

By investing in and empowering women inside and outside our organization, we encourage the ideas of aspiring entrepreneurs, create employment opportunities and contribute to the growth of local economies.

Our Global Ambassadors Program, developed in conjunction with Vital Voices Global Partnership, has connected women leaders from emerging countries with established women leaders from a range of business sectors, including Bank of America, for one-on-one mentoring. The program

aims to help women overcome personal, business, civic and other barriers to economic empowerment. Through mentoring forums held in India, South Africa and Haiti, we have convened hundreds of women to discuss opportunities for leadership to address economic issues facing their countries.

Through our support of the Cherie Blair Foundation, we have paired employee mentors with women entrepreneurs in emerging markets to help build their businesses, as well as develop their critical communications, advocacy and business skills. As a founding sponsor of MENTOR's 1000 Women for Mentoring, we are helping to create a network of U.S. women leaders committed to advancing quality mentoring relationships for the 15 million young people in need of a mentor.

These efforts expand upon our programs aimed at enabling women within our organization to develop as leaders, including line of business councils, engagement forums and an enterprise group focused on women's professional development: Leadership, Education, Advocacy and Development (LEAD) for Women.

Mentorship programs in India

For the past eight years, Bank of America Merrill Lynch employees in the Mumbai office have dedicated two hours a week to mentor children between the ages of 13 and 18 from disadvantaged backgrounds in India. The program's weekly activities are designed to improve the children's confidence and social and conversation skills. The mentors also aim to help children identify and successfully overcome social and academic hurdles and to become achievers in their respectively chosen fields.

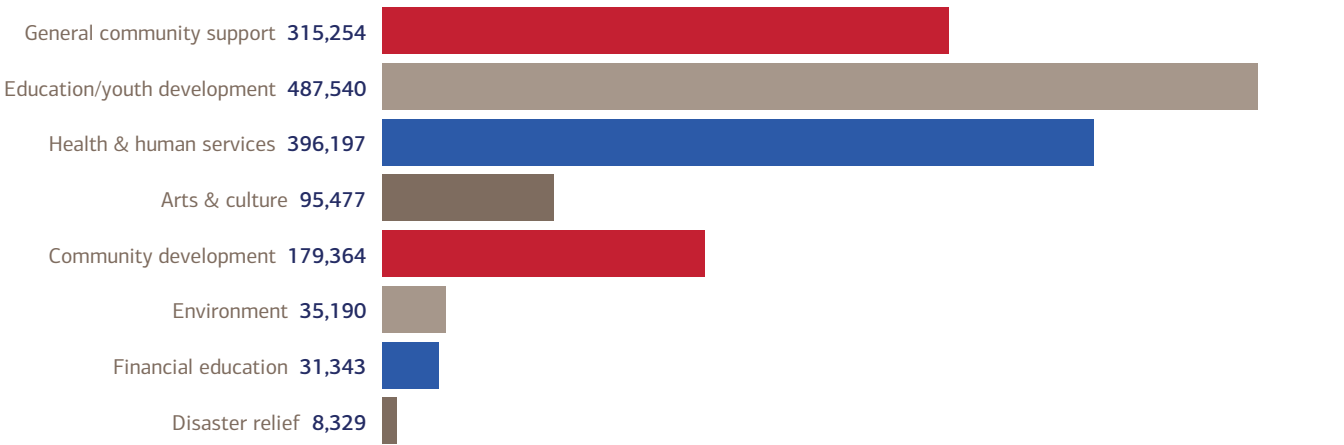
We continue to deliver this program in conjunction with the Akanksha Foundation, which has recognized Bank of America Merrill Lynch as a Socially Responsible Corporation.

Communiversy BA (Hons) degree in Social Enterprise
In the UK, Bank of America Merrill Lynch continued to support a three-year, part-time BA (Hons) degree in Social Enterprise, delivered in a community setting at the Bromley by Bow Centre in partnership with the University of East London. This unique degree, called Communiversy, educates students to be social entrepreneurs and to create sustainable businesses in London.

In addition to providing necessary funding, our employees contribute to the degree program by acting as mentors to students throughout the year and advising them on how best to develop their social businesses.

Asia Business Leaders Forum on environment
In Asia, the convergence of population growth and increasing environmental constraints poses significant challenges for businesses, governments and communities. Against this backdrop, Bank of America Merrill Lynch, together with The Nature Conservancy, hosted the inaugural Asia Business Leaders Forum in Hong Kong on the topic of business and the environment. The Forum focused on the importance of corporate strategic commitments to addressing environmental sustainability, as well as the need for greater collaboration between public, private and nonprofit sectors to help speed the transition to a sustainable global economy.

2012 VOLUNTEER HOURS



Total: 1,548,694 hours

Teach for India

Through our work with Teach for India, an affiliate of our partner Teach for America, we are helping to improve the Indian education system, which faces challenging problems due to population growth and urbanization. Our partnership supports teacher training, recruitment and day-to-day operations of schools and facilities in areas including Pune and Mumbai. In 2012, we provided a grant to fund 22 fellowships in seven schools serving 880 students. Over the past two years, the program has helped to improve students’ literacy and math skills, equipping them with the tools needed to achieve long-term success.

Volunteerism

Our Employee Volunteer Program (Bank of America Community Volunteers) is an integral component of how we improve the economic and social health of the communities we serve. As a business operating in communities across the U.S. and around the globe, civic engagement represents a key opportunity for us to create tangible impact and support our business strategy to foster connections with our customers, clients and stakeholders.

To extend our impact, we have aligned our volunteer efforts with our philanthropic priorities, focusing on issues related to housing, hunger and jobs. Our employees make a significant impact on their communities by volunteering their time and expertise, helping to build economic success in communities across the globe. Employees have continued to generously give their time and provided 1.5 million hours in 2012. Employee volunteering is strongly supported by our leadership and business lines as an opportunity to connect to the communities we serve.

In support of our employees’ commitment to strengthening communities, the Bank of America Charitable Foundation offers a matching gift program and awards volunteer grants. In 2012, employees donated more than \$29 million to issues they care about, which when augmented by our matching gift program resulted in more than \$57.7 million of community impact.

IN ACTION:

Hunger relief projects

With one in six people in the United States unsure where they will obtain their next meal, hunger remains a pervasive national issue and a global challenge, impacting the health of communities large and small. Through local and national relationships, we provide our employees with opportunities to help address hunger in local communities and we are helping food pantries, soup kitchens and school programs access a valuable resource to deliver on their missions.

During the 2012 holiday season, in conjunction with our U.S. customer engagement program (providing a 2:1 match to

individual donations in support of Feeding America’s Give a Meal program), our volunteers participated in hunger relief activities across the country. In conjunction with U.S. sports franchises, such as the New England Patriots and the Atlanta Braves, more than 400 volunteer events were held, helping to raise awareness of hunger issues in the U.S.

In 2012, our employees donated more than 57,000 volunteer hours to helping the hungry, including working at food banks to prepare food or package food donations to be distributed to individuals and families in need. These volunteer activities extend the impact of our efforts to address hunger, through a comprehensive approach that combines community development investments and philanthropic grants.

TETO project in Brazil

For the past two years, our employees in Brazil have worked with TETO, a nonprofit organization that alleviates extreme poverty and provides housing for the country’s poor. Since 2011, we have donated \$230,000, including \$50,000 directly from employees. Employees have also participated in building approximately 142 houses. For the second consecutive year, Bank of America Merrill Lynch Brazil was recognized as one of TETO’s main corporate partners.

International Coastal CleanUp

In 2012, hundreds of Bank of America Community Volunteers worked along rivers, streams, lakes and oceans as part of the Ocean Conservancy’s 27th Annual International Coastal CleanUp. Volunteers from around the world, from Istanbul to Portland, Oregon, and Johannesburg to Shanghai, worked together to remove trash from the ocean.

Hurricane Sandy aid

As a company, we responded to customers, employees and communities impacted by Hurricane Sandy and also provided financial assistance to help with recovery efforts. We helped rebuild homes, businesses and community facilities in the hardest hit areas, and employees gave more than 7,000 volunteer hours within those affected communities. Our disaster relief giving included a \$500,000 contribution to the American Red Cross Hurricanes 2012 fund, underlining our commitment as one of the American Red Cross’ Annual Disaster Giving Partners. We also provided \$2 million through our recovery loan fund program and \$20 million in funding for Community Development Financial Institutions to finance low-cost loans to small businesses and homeowners affected by the hurricane.

57,000+ volunteer hours donated by our employees to helping the hungry

\$500,000 donated to the American Red Cross Hurricanes 2012 fund after Hurricane Sandy

Employees

Employee Diversity

With a global workforce in more than 40 countries, diversity and inclusion — in thought, style, experience, culture, ethnicity and sexual orientation — are good for business, attract and retain talent and enable our company to better serve employees, customers, clients and shareholders.

Our commitment to diversity and inclusion is helping us to create not only a great place to work, but also an environment where our employees, our customers and our communities around the world can reach their goals and connect with each other.

We promote diversity and inclusion among our workforce of 267,000 people at all levels of the organization and across our operations around the world.

Our commitment to diversity starts at the top with our CEO Brian Moynihan, who chairs our Global Diversity & Inclusion Council, which is composed of senior leaders from around the world. Their leadership has created a culture that keeps diversity and inclusion top of mind for managers throughout our organization.

Each business and region has its own Diversity & Inclusion Council that defines and executes the business and regional diversity and inclusion priorities. Led by the Chief Diversity & Inclusion executive, the Global Diversity & Inclusion Organization partners with businesses across regions to develop strategy, recruit diverse talent, and manage our diversity sponsorships and strategic alliances.

We also promote diversity and inclusion through our Employee Networks. With more than 200 chapters across the globe, our networks enhance the development and engagement of more than 60,000 employee members through nearly 600 events each year.

Attracting and retaining talent

In 2009, we created the Diversity Executive Recruiting team, which identifies prospective executives and connects talent to leaders within our organization. We also increased our diversity hiring, with a focus on early candidate identification and development through partnerships with approximately 200 schools and external diversity organizations.

In 2012, we continued to hire employees in areas of our business where we have identified growth opportunities or require more employees to serve the needs of customers and clients. We offer competitive compensation and benefits as well as a number of life management programs to attract and retain top talent.

Equal employment opportunity and affirmative action statement:

Through our equal employment opportunity and affirmative action statement, we formalize our commitment to recruiting and hiring diverse talent. This statement is as follows:

“Bank of America and its affiliates recruit and hire qualified candidates without regard to race, religion, color, sex, sexual orientation, gender, gender identity, age, national origin, ancestry, citizenship, veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Bank of America to sponsor individuals for work visas.”

Support for U.S. military

In keeping with our commitment to support the U.S. military, we recruit military personnel and spouses, and employ nearly 6,000 veterans and reservists. We value the training, operational skills and leadership ability these men and women have developed while protecting their country. Their work ethic, integrity, trust and teamwork align with our values and make our company better. We continue to enhance our nationally recognized military recruiting efforts, and in 2012, we hired nearly 1,600 employees with military experience, surpassing our goal of 1,200 of these new hires.

IN ACTION:

Military recruitment & retention

We assist military employees through a variety of programs including the Military Support & Assistance Group, an Employee Network that connects military service members, veterans and their families to networking, mentoring and information forums in 26 chapters across the United States. In 2012, we created the Military Affairs Advisory Group to establish a cohesive enterprise approach focused on supporting active military, reservists, National Guard and veterans. Within the company’s Global Corporate Social Responsibility team, this group supports military service members, their families, and transitioning veterans through philanthropy, hiring, customer service and employee engagement.

“The process helped me to feel like the training and experiences I learned in the military mirror the same training and standards at Bank of America. The U.S. Air Force is a stellar organization and I believe that Bank of America is also stellar; they care about their people and continue to deliver programs and incentives that help make our lives more enjoyable.”

Jeanette Eason,
Retired U.S. Air Force and current employee,
Wealth Management Client Services

Employee benefits

With global operations that include the Americas, Europe, the Middle East, Asia and Africa, we offer our employees a comprehensive set of benefits that is tailored to each local market. Most of the benefits discussed focus on those that are available to U.S. employees.

Retirement benefits

We offer financial and educational tools to help employees develop a personal savings and retirement strategy.

Benefits Education & Planning Center: A confidential service provided at no cost to U.S.-based employees through Ernst & Young. Staffed with experienced financial planners, the Benefits Education & Planning Center — online and through personalized one-on-one conversations with a financial counselor — helps employees achieve their financial goals and get the most out of their benefits, including health-related benefits.

Financial Engines®: An online tool that offers specific, personal advice to help employees make informed decisions about their retirement accounts, including how much to save or investment choices to consider.

Advice Access: An investment advisory service that offers employees a retirement strategy with specific investment recommendations.

In 2012, our employees continued to interact with these tools and services as a result of ongoing company-wide communications and the availability of interactive webinar series. Interactions with our Benefits Education & Planning Center, for example, reached more than 219,000, a 277 percent increase from 2011.

We offer our employees a comprehensive set of retirement benefits that meets or exceeds local standards. At the end of 2012, approximately 81 percent of U.S.-based employees participated in a retirement account. Our U.S. retirement

benefits focus on the 401(k) plan, which gives employees greater control over their retirement savings by allowing them to choose how their money is invested. The plan is funded through employee payroll contributions, and the bank adds to the account through:

- Matching contributions of up to 5 percent of eligible compensation
- An annual company contribution of 2 percent or 3 percent of eligible compensation, based on years of vesting service

Our qualified defined benefits plans were amended to freeze benefits earned, effective June 30, 2012, permitting employees to keep the pension benefits they earned to date but no longer earning additional pension benefits.

Life management/resources

Our life management/resources are designed to assist employees with managing many of life’s responsibilities. They include:

Adoption reimbursement: A program that provides employees up to \$8,000 annually for adoption expense reimbursement, per child.

Child Care Plus®: A program that reached more than 22,000 employees and reimbursed eligible employees up to \$240 per month, per child, for childcare expenses.

Employee assistance program: Voluntary, confidential services that reached more than 17,000 employees and their family members in 2012 to help them manage family problems, job-related issues, stress and other situations. Employees and their families also have access to LifeCare®, a free, confidential resource and referral program offering practical advice and support on topics such as financial management and parenting, and assistance finding child- and eldercare resources.

Commuter benefit program: A program that reached more than 28,000 employees and offers employees who commute the opportunity to pay for work-related commuting expenses with pretax dollars.

Low-carbon vehicle reimbursement program: A program in which eligible U.S. employees receive a \$3,000 reimbursement for the purchase of new hybrid, highway-capable electric or compressed natural gas vehicles. In 2012, the program had more than 1,200 participants.

Returning to work

We support employees who are new parents to help balance work with family life, by offering a number of programs and benefits that encourage them to return to work with

Bank of America. In 2012, more than 6,000 employees took parental leave. Approximately 94 percent of women and 98 percent of men returned to work after their leave.

IN ACTION:

Returning Talent Program

In 2012, we launched the Returning Talent Program in the UK for women and men from a variety of industries who are looking to return to the workplace after taking time away to care for their families. It is designed to provide practical guidance to help participants feel prepared and confident to reenter the workforce.

We opened the program to 21 professionals who had been absent from the workplace for three or more years while caring for their families full time. At our London offices, we provided participants with three one-day workshops that offered guidance on résumé writing and interviewing. Following the workshops, more than half of participants returned to the workplace.

“Above all, our company is about people. A philosophy of inclusion drives us every day and helps us all to succeed in a diverse, global marketplace. Through Returning Talent, we are demonstrating that Bank of America Merrill Lynch is an attractive organization for employees — a place where people want to work.”

Michelle Fullerton,
Head of Diversity and Inclusion for Europe and Emerging Markets (ex-Asia) at Bank of America Merrill Lynch

Health-care coverage

With the rapidly rising cost of health care, providing our employees affordable access to quality health-care coverage is a priority for the bank. We continue to align the cost of health care with compensation — meaning the more employees earn, the more they pay for health-care coverage. However, the bank continues to pay most of the cost for employees’ medical coverage and offers health-care accounts to help employees manage out-of-pocket expenses. Employees regularly scheduled to work 20 or more hours a week are eligible for health and insurance coverage. The bank continues to offer reductions in copayments for generic prescription drugs and low, fixed copayments for doctor visits under the Comprehensive Traditional Plans.

Our benefits also include Health Advocate, Condition Management and Healthy Lifestyle Coaching programs, which provide access to registered nurses and one-on-one assistance to coordinate care for complex health-care needs.

Beginning in 2012, any eligible employee based in the U.S. who elected to cover a same-sex domestic partner and/or same-sex domestic partner’s children through the company’s insurance plans is eligible for a reimbursement to offset the additional required tax paid by the employee for that coverage.

Flexible work programs

Eligible employees in the United States can take advantage of opportunities that encourage flexibility in balancing life and work schedules, including:

My Work®: A formalized plan that gives employees the opportunity to work from a variety of corporate bank locations or from wherever they are most productive as opposed to a traditional, dedicated cubicle or office.

Alternate work location: A program that provides the opportunity for associates to work at a location outside of the bank (home or mobile location).

FlexTime and compressed workweeks: A program that offers employees a flexible option to alter starting and/or departure times, or condense a full-time workweek into fewer days, and job responsibilities for a specific need.

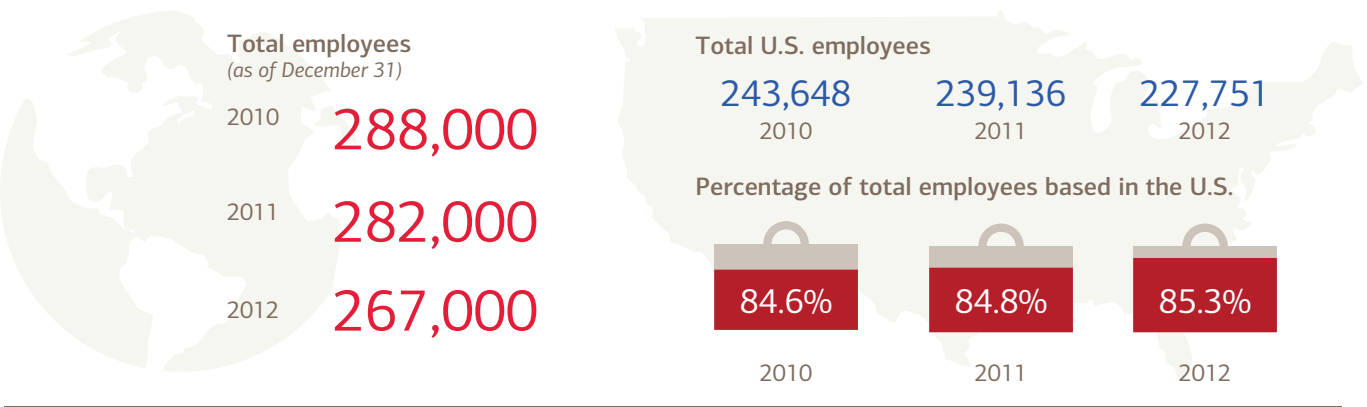
Select time: A program that reduces an employee’s work schedule and job responsibilities for a specific need.

Job sharing: A program that allows two non-overtime-eligible employees to share the responsibilities of one job. For example, two employees can share one full-time job and each work 20 hours a week. This program is one of many discount/resource programs offered by Bank of America.

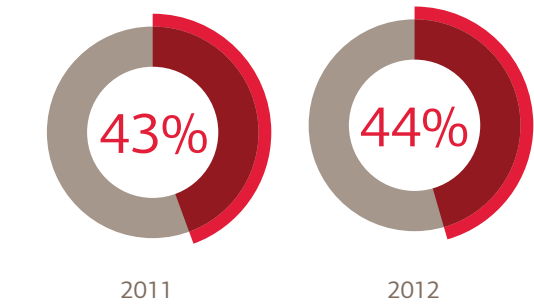
We offer a range of paid and unpaid leave options to enable employees to take the time they need away from work. Parental leave policies differ from country to country. In the United States, we provide 100 percent paid time off — up to 12 weeks for adoption, maternity and paternity leave — for eligible employees to care for and bond with a newborn or adopted child. An employee can take up to 26 weeks total paid and unpaid leave. We also offer Military Leave for eligible employees in the U.S.

Generally, employees regularly scheduled to work 20 or more hours a week are eligible for the same health and insurance coverage as full-time employees.

Workforce diversity



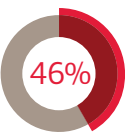
Percentage of people in the U.S. workforce that are of diverse races and ethnic backgrounds



Percentage of U.S. officers and managers* in 2012 who are of diverse races and ethnic backgrounds



Percentage of U.S. workforce (excluding officers and managers*) in 2012 who are of diverse races and ethnic backgrounds



Percentage of board of directors in 2012 who are of diverse races and ethnic backgrounds



Percentage of board of directors who are female



6 | Awards & recognition

In this chapter we highlight the awards and recognition we received in 2012.

In 2012, we were honored by a variety of organizations and publications for our employment and business practices. A representative sample from key areas and markets is listed below.

- For the second consecutive year, Bank of America Merrill Lynch was named the Most Innovative Investment Bank for Climate Change and Sustainability by *The Banker* magazine.
- Bank of America was ranked #27 out of 500 and #2 among our competitors in *Newsweek* Green Rankings 2012.
- In May 2012, Bank of America was added to the NASDAQ OMX CRD Global Sustainability Index. Its inclusion in the Index was reconfirmed in May 2013.
- For the seventh consecutive year, Bank of America was named the best place to work for LGBT equality by the Human Rights Campaign.
- For the third consecutive year, Bank of America was listed among the National Association for Female Executives “Top Companies for Executive Women.”
- For the 23rd year, Bank of America was named a top 10 company on the “2012 *Working Mother* magazine’s 100 Best Companies” list. We also were among the top 10 companies for women’s advancement and best companies for children.
- For the third consecutive year, Bank of America was listed as one of *Military Times EDGE* magazine’s “Best for Vets: Employers.”

- For the seventh year in a row, Bank of America was recognized as being among the “Top 100 Military-Friendly Employers” by *G.I. Jobs* magazine.
- For the eighth year, Bank of America was ranked among *LATINA Style*’s top companies for Latinas.
- For the eighth consecutive year, Bank of America was named as one of the “40 Best Companies for Diversity” by *Black Enterprise* magazine.
- Bank of America was ranked #2 of the “Top 50 Companies for Diverse Managers to Work” by *Diversity MBA* magazine. This was the bank’s fifth year on this list.
- For the 12th consecutive year, Bank of America was listed among *DiversityInc* magazine’s “Top 50 Companies for Diversity.”
- For the fifth consecutive year, Bank of America was listed as one of the Best Adoption-Friendly Workplaces by the Dave Thomas Foundation for Adoption.
- Bank of America was named to The Civic 50 list, placing at #1, by the National Conference on Citizenship and Points of Light in partnership with Bloomberg LP.
- Bank of America was recognized by United Way Worldwide with two Summit awards for volunteer engagement and community impact.
- Bank of America was named the Feeding America 2012 Corporate Partner of the Year in recognition of our commitment to helping to raise awareness about the issue of hunger.
- Bank of America Merrill Lynch Global Research was recognized as the Top Global Research Firm for 2011 by *Institutional Investor* magazine.

- Twenty-two Merrill Lynch financial advisors were ranked among *Barron’s* magazine’s Top 100 Advisors for 2012.
- For the fourth consecutive year, Merrill Lynch led *Barron’s* magazine’s Top 1,000 State-by-State Advisor list, with 287 advisors on the list.
- Merrill Lynch Wealth Management led all financial services firms on *Barron’s* “America’s Top 100 Women Financial Advisors” list, with 34 advisors in the rankings.
- Bank of America Merrill Lynch was named “Best Global Equity House 2012” by *Euromoney* magazine. We also won the following Awards for Excellence:
 - Best Debt House in the U.S.
 - Best Cash Management House in the U.S.
 - Best Equity House in Latin America, Best Equity House in Italy, Best Equity House in the UAE
 - Best M&A House in Turkey, Best M&A House in Israel, Best M&A House in the UAE
- Bank of America Merrill Lynch was recognized as the Best Foreign Securities Firm in 2012 by Hong Kong Commercial Newspapers.
- Bank of America Merrill Lynch was recognized as the Best M&A House in Central and Eastern Europe by the 2012 EMEA Finance Achievement Awards.
- For the second consecutive year, Bank of America Merrill Lynch was recognized as the Best International Debt House in Japan by The J-Money (formerly Euromoney Japan).
- Bank of America Merrill Lynch received seven awards at the FinanceAsia Japan Achievement Awards 2012. In the House Awards, we were selected as Best Foreign Investment Bank and Best International Bond House. We also ranked as Best International Equity House. In the Best Deal categories, we won recognition for:
 - Our role as bookrunner in the Best IPO (Japan Airlines’ \$8.5 billion global offering)
 - Best Domestic M&A (Nippon Steel’s merger with Sumitomo Metal Industries)
 - Best International Bond (Takeda Pharmaceuticals’ \$3 billion dual-tranche offering)
 - Best Samurai Bond (Nordea Bank’s ¥120.2 billion debut samurai)

- For the eighth consecutive year, Bank of America Merrill Lynch Retirement and Benefit Plan Services contact centers were recognized for Customer Satisfaction Excellence under the J.D. Power and Associates Call Center Certification Program.
- Merrill Edge call centers were recognized by J.D. Power and Associates for providing “An Outstanding Customer Service Experience.”
- Bank of America Europe Card Services received two of the UK industry’s most coveted national awards: Best Corporate Social Responsibility Program (for Tackling Numbers), and Best Affinity or Co-Branded Credit Card Program (for the Arsenal FC Rewards Credit Card with Arsenal Football Club).
- Bank of America Merrill Lynch received a 2012 Model Bank award from Celent, for the development and deployment of its global payments hub, CashPro® Payments.
- Bank of America was ranked among *Computerworld* magazine’s “Best Places to Work in IT.”
- Bank of America Merrill Lynch Global Wholesale Banking teams received an FStech award for “Datacenter Excellence.”

7

Global Reporting Initiative disclosures

STANDARD DISCLOSURES PART I: Profile disclosures

1. Strategy and analysis			
Profile disclosure	Disclosure	Level of reporting	Location of disclosure
1.1	Statement from the most senior decision maker of the organization.	Fully	Chapter 1, Page 1
1.2	Description of key impacts, risks and opportunities.	Fully	Chapter 1, Pages 2–5

2. Organizational profile			
Profile disclosure	Disclosure	Level of reporting	Location of disclosure
2.1	Name of the organization.	Fully	Direct answer: Bank of America Corporation
2.2	Primary brands, products and/or services.	Fully	Chapter 2, Pages 8–9
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	2012 10-K Filing, Pages 129, 275–279.
2.4	Location of organization’s headquarters.	Fully	Direct answer: Charlotte, North Carolina, U.S.A.
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Chapter 2, Pages 8–9, 2012 Form 10-K, Pages 105–108
2.6	Nature of ownership and legal form.	Fully	Certificate of Incorporation available at www.bankofamerica.com/investor
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Chapter 2, Pages 8–9; 2012 Form 10-K, Page 25

Profile disclosure	Disclosure	Level of reporting	Location of disclosure
2.8	Scale of the reporting organization.	Fully	Chapter 2, Pages 8–9; 2012 Form 10-K, Page 25
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Chapter 1, Pages 2–4; Chapter 2, Pages 8–9; 2012 Form 10-K, Pages 26–27
2.10	Awards received in the reporting period.	Fully	Chapter 6, Pages 56–57

3. Report parameters			
Profile disclosure	Disclosure	Level of reporting	Location of disclosure
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Direct answer: This report covers CSR activities and business impact between January 1, 2012 and December 31, 2012
3.2	Date of most recent previous report (if any).	Fully	Direct answer: Our last CSR report covered 2011 and was published in August 2012
3.3	Reporting cycle (annual, biennial, etc.).	Fully	Direct answer: Annual
3.4	Contact point for questions regarding the report or its contents.	Fully	Chapter 8, Page 83
3.5	Process for defining report content.	Fully	Chapter 8, Pages 73–78
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Chapter 8, Page 73
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Chapter 8, Page 73
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	This report reflects the performance of wholly owned Bank of America entities and facilities
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Chapter 8, Page 74
3.10	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	Restatements are clearly marked in this report, for example calculation of small business lending (Page 38)

Profile disclosure	Disclosure	Level of reporting	Location of disclosure
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Fully	Direct answer: In November 2012, Bank of America sold the international portfolio of our Global Wealth and Investment Management business
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Chapter 7, Pages 58–72
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Chapter 8, Page 74

4. Governance, commitments and engagement

Profile disclosure	Disclosure	Level of reporting	Location of disclosure
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	2013 Proxy Statement (available here: http://media.corporate-ir.net/Media_Files/IROL/71/71595/Proxy2013.pdf), Pages 13–20
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	2013 Proxy Statement, Pages 14–15
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	2013 Proxy Statement, Pages 13–15
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	2013 Proxy Statement, Page 20
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	2013 Proxy Statement Pages 21, 26–59
4.6	Processes in place for the highest governance body to ensure that conflicts of interest are avoided.	Fully	Direct answer: Bank of America's Code of Ethics guides all staff and management on Conflicts of Interest. Available here: http://investor.bankofamerica.com/phoenix.zhtml?c=71595&p=irol-govconduct
4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Direct answer: We assess board members' capacity to guide overall company strategy, including their ability to understand environmental and social impacts. Additional information is available in our 2013 Proxy Statement

Profile disclosure	Disclosure	Level of reporting	Location of disclosure
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their implementation.	Fully	Chapter 3, Pages 12–14; Chapter 4, Pages 26–30; Chapter 5, Pages 37–38, 51
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Chapter 3, Pages 12–13; 2013 Proxy Statement, Page 19
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	Fully	Chapter 3, Pages 12–13; 2013 Proxy Statement, Page 19
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Chapter 3, Page 13
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.	Fully	Chapter 3, Pages 13–14
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic.	Fully	Chapter 3, Page 15
4.14	List of stakeholder groups engaged by the organization.	Fully	Chapter 3, Pages 14–15; Chapter 4, Page 25; Chapter 8, Pages 73–75
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Chapter 3, Pages 14–15
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Chapter 3, Pages 14–15
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Chapter 8, Pages 75–78

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure
DMA PS	Disclosure on Management Approach PS		
Aspects	Product Portfolio	Fully	Chapter 2, Chapter 3
FS1	Policies with specific environmental and social components applied to business lines.	Fully	Chapter 3, Page 12; Chapter 4, Pages 26–28
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Fully	Chapter 3, Pages 12–13; Chapter 4, Pages 26–30
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Partially	Chapter 4, Pages 26–30
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Partially	Chapter 4, Page 27; Chapter 5, Page 51
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Partially	Chapter 3, Pages 17–18; Chapter 4, Pages 26–30
	Audits	Fully	Chapter 3, Page 14
	Active Ownership	Fully	Chapter 3, Page 14
DMA EC	Disclosure on management aApproach EC		
Aspects	Economic PerformanceCOMM	Fully	Chapter 1, Chapter 2, Chapter 5
	Market presence	Fully	Chapter 2, Chapter 5
	Indirect economic impacts	Fully	Chapter 3, Chapter 5
DMA EN	Disclosure on management approach EN		
Aspects	Materials	Fully	Chapter 4
	Energy	Fully	Chapter 4
	Water	Fully	Chapter 4, Page 24
	Biodiversity	Fully	Chapter 4
	Emissions, effluents and waste	Fully	Chapter 4, Pages 22–24
	Products and services	Fully	Chapter 4
	Compliance	Fully	Chapter 4
	Transport	Fully	Chapter 4
	Overall	Fully	Chapter 4

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure
DMA LA	Disclosure on management approach LA		
Aspects	Employment	Fully	Chapter 5, Pages 43–55
	Labor/management relations	Fully	Code of Ethics, Page 16; Chapter 5, Page 55
	Occupational health and safetyCOMM	Fully	Chapter 5, Page 55
	Training and education	Fully	Chapter 5, Page 55
	Diversity and equal opportunity	Fully	Code of Ethics, Page 16; Chapter 5, Pages 51–54
	Equal remuneration for women and men	Fully	Chapter 5, Pages 51–55
DMA HR	Disclosure on management approach HR		
Aspects	Investment and procurement practices	Fully	Proprietary information
	Nondiscrimination	Fully	Code of Ethics, Page 16; Chapter 5, Page 51
	Freedom of association and collective bargaining	Fully	Proprietary
	Child labor	Not	Not applicable
	Prevention of forced and compulsory labor	Not	Not applicable
	Security practices	Fully	Chapter 5, Page 55
	Indigenous rights	Not	Not applicable
	Assessment	Not	Not applicable
	Remediation	Not	Not applicable
DMA SO	Disclosure on management approach SO		
Aspects	Local communities	Fully	Code of Ethics, Page 16; Chapter 5
	Corruption	Fully	Chapter 3, Page 16
	Public policy	Fully	Chapter 3, Page 16
	Anticompetitive behavior	Partially	2012 Form 10-K, Pages 229–238
	Compliance	Fully	Chapter 3, Page 16
DMA PR	Disclosure on management approach PR		
Aspects	Customer health and safety	Not	Not applicable
	Product and service labeling	Fully	Chapter 3, Pages 16–17
FS15	Policies for the fair design and sale of financial products and services	Fully	Chapter 3, Pages 16–17
	Marketing communications	Fully	Chapter 7, Page 72
	Customer privacy	Partially	Chapter 3, Page 16
	Compliance	Fully	Chapter 3, Page 16

STANDARD DISCLOSURES PART III: Performance indicators

Product and service impact			
Indicator	Disclosure	Level of reporting	Location of disclosure
Product portfolio			
FS6	Percentage of the portfolio for business lines by specific region, size (e.g., micro/SME/large) and by sector.	Fully	Chapter 2, Page 8; Chapter 5, Pages 37–40; 2012 Form 10-K
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose.	Fully	Chapter 5, Pages 37–40; 2012 Form 10-K
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose.	Fully	Chapter 4, Pages 19–22; Chapter 5, Pages 37–44; 2012 Form 10-K
Audit			
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk-assessment procedures.	Partially	Chapter 3, Page 14
Active ownership			
FS10	Percentage and number of companies held in the institution’s portfolio with which the reporting organization has interacted on environmental or social issues.	Not	Proprietary information
FS11	Percentage of assets subject to positive and negative environmental or social screening.	Not	Proprietary information
FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	Fully	Chapter 3, Page 14
Economic			
Indicator	Disclosure	Level of reporting	Location of disclosure
Economic performance			
EC1COMM	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	Fully	Revenue: Chapter 2, Pages 8–9; Social value through lending, investing and giving: Chapter 5

Indicator	Disclosure	Level of reporting	Location of disclosure
EC2	Financial implications and other risks and opportunities for the organization’s activities due to climate change.	Fully	Chapter 4. Pages 19–22 detail the business opportunities for Bank of America in helping clients address climate change. Pages 22–36 detail the actions Bank of America is taking to manage its own operations in response to potential risks and opportunities presented by climate change
EC3	Coverage of the organization’s defined benefit plan obligations.	Fully	Chapter 5, Page 52
EC4	Significant financial assistance received from government.	Fully	Direct answer: Bank of America did not benefit from any direct capital or liquidity assistance from the government in 2012
Market presence			
EC5	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation.	Not	Proprietary information
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation.	Partially	Chapter 5, Page 42
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Partially	Chapter 5, Page 55
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	Fully	Chapter 4, Pages 21–22, and Chapter 5, Page 38
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Chapter 5, “Mitigating negative community impacts,” Pages 44–46

Environmental			
Indicator	Disclosure	Level of reporting	Location of disclosure
Materials			
EN1	Materials used by weight or volume.	Fully	Chapter 4, Pages 34–35
EN2	Percentage of materials used that are recycled input materials.	Fully	Chapter 4, Page 34
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	Chapter 4, Page 33
EN4	Indirect energy consumption by primary source.	Fully	Chapter 4, Pages 33–34
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Chapter 4, Page 34

Indicator	Disclosure	Level of reporting	Location of disclosure
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Chapter 4, Pages 23–24
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Chapter 4; Operational efficiency: Pages 22–24; utility portfolio: Page 29; results: Pages 33–34
Water			
EN8	Total water withdrawal by source.	Fully	Chapter 4, Page 35
EN9	Water sources significantly affected by withdrawal of water.	Not	Not available
EN10	Percentage and total volume of water recycled and reused.	Fully	Chapter 4, Page 35
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas.	Not	Proprietary information
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	Not applicable
EN13	Habitats protected or restored.	Not	Proprietary information
EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	Partially	Chapter 4, Page 27
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	Not applicable
Emissions, effluents and waste			
EN16COMM	Total direct and indirect greenhouse gas emissions by weight.	Fully	Chapter 4, Pages 31–32
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Chapter 4, Pages 31–32
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Operations: Pages 22–23; results: Pages 31–32
EN19	Emissions of ozone-depleting substances by weight.	Fully	Chapter 4, Page 33
EN20	NOx, SOx and other significant air emissions by type and weight.	Fully	Chapter 4, Page 33
EN21	Total water discharge by quality and destination.	Fully	Direct answer: This information is not applicable to Bank of America facilities, as our water is discharged to municipal treatment systems
EN22COMM	Total weight of waste by type and disposal method.	Fully	Chapter 4, Page 35
EN23	Total number and volume of significant spills.	Fully	Chapter 4, Page 36

Indicator	Disclosure	Level of reporting	Location of disclosure
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally.	Fully	Direct answer: The total weight of hazardous waste exported by Bank of America is zero
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	Direct answer: The requested information is not material to the bank's operations because we only discharge to municipal treatment systems
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Transformational finance: Pages 21–22; policies and practice: Pages 26–30; electronification of paper: Page 35
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	Direct answer: Bank of America does not manufacture products sold in packaging, therefore this indicator is not applicable
Compliance			
EN28	Monetary value of significant fines and total number of nonmonetary sanctions for noncompliance with environmental laws and regulations.	Fully	Chapter 4, Pages 30, 36
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Travel and transportation: Page 31; employee transit: Page 36
Overall			
EN30	Total environmental protection expenditures and investments by type.	Fully	Total expenditures: Page 36; philanthropic spending: Page 20; training investments: Page 27

Social: labor practices and decent work			
Indicator	Disclosure	Level of reporting	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract and region, broken down by gender.	Partially	Chapter 5, Page 54
LA2	Total number and rate of new employee hires and employee turnover by age group, gender and region.	Not	Confidential information
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Partially	Chapter 5, Page 53

Indicator	Disclosure	Level of reporting	Location of disclosure
LA15	Return-to-work and retention rates after parental leave, by gender.	Partially	Chapter 5, Pages 52–53
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Not	Negligible impact
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	Negligible impact
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Partially	Chapter 5, Page 55
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities, by region and by gender.	Not	Negligible impact
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases.	Partially	Chapter 5, Page 55
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	Confidential information
Training and education			
LA10	Average hours of training per year per employee, by gender and by employee category.	Not	Confidential information
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Chapter 5, Page 55
LA12	Percentage of employees receiving regular performance and career-development reviews, by gender.	Partially	Chapter 5, Page 55. Breakdown by gender is not available
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority-group membership and other indicators of diversity.	Partially	Chapter 5, Page 54
Equal remuneration for women and men			
LA14	Ratio of basic salary and remuneration of women to men, by employee category, by significant locations of operation.	Not	Confidential information

Social: human rights			
Indicator	Disclosure	Level of reporting	Location of disclosure
Investment and procurement practices			
HR1 COMM	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human-rights concerns, or that have undergone human-rights screening.	Not	Confidential information
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human-rights screening, and actions taken.	Not	Direct answer: By the nature of our business, our company is not a major producer of goods, and therefore this is not a statistic that we track
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	Chapter 5, Page 55
Nondiscrimination			
HR4	Total number of incidents of discrimination and corrective actions taken.	Not	Confidential information
Freedom of association and collective bargaining			
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or are at significant risk, and actions taken to support these rights.	Not	Not applicable
Child labor			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not	Not available. By the nature of our business, our company is not a major producer of goods, and therefore this is not a statistic that we track
Prevention of forced and compulsory labor			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	Not available. By the nature of our business, our company is not a major producer of goods, and therefore this is not a statistic that we track
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	Chapter 5, Page 55
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	Not applicable
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	Not available for disclosure at this time

Indicator	Disclosure	Level of reporting	Location of disclosure
Remediation			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	Confidential information

Social: society

Indicator	Disclosure	Level of reporting	Location of disclosure
Local communities			

SO1 (FSSS)	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	Fully	Chapter 5
SO1 (G3.1)	Percentage of operations with implemented local community engagement, impact assessments and development programs.	Fully	Chapter 5
FS13	Access points in low-populated or economically disadvantaged areas by type.	Fully	Chapter 5, Access to financial services, Pages 43–44
FS14	Initiatives to improve access to financial services for disadvantaged people.	Fully	Chapter 5, Page 37, Access to financial services, Pages 43–44
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Chapter 5, Mitigating negative community impacts, Pages 44–46
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Chapter 5, Mitigating negative community impacts, Pages 44–46
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Direct answer: 100 percent of business units are analyzed for risks related to corruption
SO3	Percentage of employees trained in organization's anticorruption policies and procedures.	Fully	Direct answer: 100 percent of Bank of America employees are trained in anticorruption policies as part of Bank of America's Code of Ethics training
SO4	Actions taken in response to incidents of corruption.	Partially	Chapter 3, Page 16
Public policy			
SO5	Public-policy positions and participation in public-policy development and lobbying.	Fully	Chapter 3, Page 16

SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions, by country.	Not	Not available for disclosure at this time
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Indicator	Disclosure	Level of reporting	Location of disclosure
Anticompetitive behavior			
SO7	Total number of legal actions for anticompetitive behavior, antitrust and monopoly practices and their outcomes.	Fully	2012 10-K Filing, Pages 229–238
Compliance			
SO8	Monetary value of significant fines and total number of nonmonetary sanctions for noncompliance with laws and regulations.	Not	Not available for disclosure at this time

Social: product responsibility

Indicator	Disclosure	Level of reporting	Location of disclosure
Customer health and safety			

PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products-and-services categories subject to such procedures.	Not	Not applicable. As a financial services company, Bank of America does not create and package consumer products. The requested information on the health and safety impacts of products and services is therefore not applicable to the business operations of Bank of America
PR2	Total number of incidents of noncompliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	Not applicable. As a financial services company, Bank of America does not create and package consumer products. The requested information on the health and safety impacts of products and services is therefore not applicable to the business operations of Bank of America

Product and service labeling

PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	Not applicable
PR4	Total number of incidents of noncompliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	Not applicable
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Chapter 3, Page 15
FS16	Initiatives to enhance financial literacy, by type of beneficiary.	Fully	Chapter 5, Pages 43–44

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Marketing communications			
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Fully	Direct answer: Bank of America has a robust internal process that reviews marketing communications and aims to ensure compliance with laws and voluntary codes
PR7	Total number of incidents of noncompliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes.	Not	Not available for disclosure at this time
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	Not available for disclosure at this time
Compliance			
PR8	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	Fully	2012 10-K Filing, Pages 229–238

8

Report parameters

In this chapter we explain the parameters of this report including report content, materiality, data measurement, assurance and external review.

To better meet our stakeholder needs and interests, in 2013 we have taken a new approach to our CSR reporting. We are providing information on Bank of America’s CSR activities in three formats.

CSR highlights: Serves as a high-level brief of our CSR work in the areas where we can have the most impact.

CSR report: Responds directly to the Global Reporting Initiative (GRI) 3.1 sustainability reporting guidelines, as well as the Financial Services Sector Supplement. It provides extensive impact data, examples and an explanation of our approach to managing a range of our most material environmental, social and governance (ESG) issues.

Website: Additional information, news and case studies related to CSR at Bank of America can be found on our website at www.bankofamerica.com/about. Our website also hosts quarterly and annual financial reports, SEC filings and executive presentations, as well as environmental sustainability reports and quarterly lending and investing updates at www.bankofamerica.com/reports.

We provide additional GRI-related information through our annual submissions to the Carbon Disclosure Project, our 2012 Annual Report and Quarterly Lending and Investing Updates available at www.bankofamerica.com/reports. Also, as an Equator Principles Financial Institution, we consider the social and environmental impacts of the development projects we finance and report annually on our work.

A team from across Bank of America’s business lines and corporate functions was responsible for drafting this report, published in June 2013. It provides an account of Bank of America’s CSR work and business impact between January 1 and December 31, 2012. Our last CSR report covered 2011 and was published in August of 2012.

This report aims to present pertinent information about the global business of Bank of America (particularly Bank of America and its major subsidiaries including Merrill Lynch Global Wealth Management, U.S. Trust and Bank of America Merrill Lynch, in more than 40 countries and across our six business divisions, as described in our 2012 Form 10-K), as well as important social, environmental and economic impacts. Our CSR report should be reviewed alongside the 2012 Bank of America annual financial report, where we provide additional facts, figures and analysis.

Materiality assessment

For the purposes of CSR activities, Bank of America’s standard of materiality is as follows: Issues that can have a fundamental impact on the reputation or viability of the enterprise and/or impact on stakeholders’ decisions as to whether to do business with us.

Our process to identify and prioritize issues to be included in this report included the following steps:

1. Analysis of external coverage of the bank’s operations and management
2. Interviews with internal subject-matter experts, communication team members and other senior executives
3. Feedback from external sources, including:
 - Our External Review Committee as organized by Business for Social Responsibility (BSR)
 - Staff members of Business for Social Responsibility
 - Members of Bank of America’s National Community Advisory Council, an external group of nationally recognized leaders in community development

The issues identified through this process included:

- Litigation
- Products, services and customer satisfaction, including commitment to mortgage business and business lending
- Regulatory reform

- Taxes
- Business outlook, including international business strategy and expectations and economic uncertainty
- Cost reduction, including closures and layoffs
- Data security
- improved technology systems
- Transparency
- Executive compensation
- IPO advisory services
- Capital market activity

Data measurement

WSP Environment & Energy USA was responsible for the collection of environmental performance indicators, including greenhouse gas emissions, energy consumption, waste generation and water usage. Wherever possible, data was collected in conformance with GRI principles. Nonenvironmental data was collected by teams embedded across our business lines and functions, including Human Resources, The Bank of America Charitable Foundation, and Procurement. The completeness and accuracy of this data were thoroughly checked in accordance with Bank of America’s internal legal and compliance review process.

External assurance

Bureau Veritas North America (BVNA) conducted an independent review to confirm the accuracy and reliability of this environmental data. Additionally, Bureau Veritas evaluated other reported data (e.g., economic, social, human rights, society, product responsibility) against the principles of the GRI Reporting Framework as defined in the GRI G3.1 Sustainability Reporting Guidelines (see Bureau Veritas North America’s statement below).

Our 2012 financial reporting was audited by PricewaterhouseCoopers, LLP, an independent, registered public accounting firm.

External review committee summary

We engaged Business for Social Responsibility (BSR) to bring together a group of external stakeholders to review a draft of the full report and provide feedback and recommendations for improvement.

The Committee included representatives from:

- Committee to Encourage Corporate Philanthropy*
- F&C Investments
- Harvard Initiative for Responsible Investment
- Trillium Asset Management
- The Initiative for Global Environmental Leadership, The Wharton School, University of Pennsylvania*
- Nicholas Institute for Environmental Policy Solutions, Duke University*
- Ceres*
- Enterprise Community Partners*
- REDF*
- United Way*

**Indicates organizations with which the bank has had a relationship as a corporate member, through financial support, or an organization membership.*

Additionally, Bank of America asked MetaVu and CRD Analytics, investment analysts, to review a draft of this report. Their analysts provided important feedback, some of which we have addressed in the final draft of the report.

The following table features highlights of the feedback provided by stakeholders as part of this process and our response.

External review panel recommendations and response

Reporting area	Recommendation	Bank of America response
Balanced Reporting Stakeholders consistently recommended that, in addition to a discussion on achievements, Bank of America include a candid discussion on the challenges faced in 2012 and how they were addressed.	 Like the financial services sector at large, Bank of America received some unfavorable media coverage. Some of these issues are mentioned briefly in the introductory pages of the report. By expanding coverage of these challenges and including a forthcoming and honest assessment of how Bank of America has remedied or will remedy the issues, the report overall will have more credibility with stakeholders and the achievements will also carry more weight. For example, ethics in the sector broadly are in question after the LIBOR scandal and litigation related to mortgage issues. Which changes has the bank implemented specifically in response to these issues, and what risk does the bank face due to ongoing distrust in the financial sector among the general public?	 In response to this feedback, we have provided greater context around a range of challenges we faced in 2012, including: efforts to improve customer and client satisfaction; steps taken to modify our lending practices, including our approach to promoting responsible homeownership; progress in evolving our customer-centric revenue model while serving our shareholder interests; challenges in meeting operational sustainability goals; and a more detailed discussion of our coal lending practices, an area of intensified stakeholder concern. Additionally, we have provided links to other sources where the challenges we faced have been discussed in greater detail, including our 2012 Form 10-K and other legal filings, reports issued by the bank on an annual or quarterly basis, media statements and investor calls. With regard to reporting on litigation, many of these matters remain subject to further legal and regulatory review. As an institution, we only communicate about legal issues through appropriate official and legal channels. Our approach is to keep stakeholders informed in real time. We encourage readers to review our website, which is regularly updated, and to connect with us by email or phone.

Reporting area	Recommendation	Bank of America response
Comparability Bank of America would enable stakeholders to evaluate the company's performance more effectively by providing year-over-year trends on all metrics, providing ratios in addition to absolute figures and providing more substantive narratives that show the bank's interpretation of the data.	In many cases, data and metrics are reported over a three-year period. To the extent possible, disclose all metrics over a five-year period and in the cases where this data is unavailable, clearly state why and whether the bank will report this data over time in subsequent reports. In addition, include more detailed narratives for each data point that indicates whether Bank of America is satisfied with the trend of a metric, what specific action was taken to achieve a certain result, and what significant action will be taken in 2013 and beyond to improve performance.	<p>Our data collection processes are continually improving across all our lines of business. This report is our third year of enterprise-wide GRI-compliant reporting.</p> <p>Additionally, our mergers with Countrywide and Merrill Lynch in 2008 and 2009 impacted significantly the baselines for data collection across the combined organization.</p> <p>In response to this feedback, we have established charts that convey additional detail on progress to achieving our primary goals in the areas of community investment, environment and philanthropy. We have also provided deeper narrative commentary on trends we are seeing within our business. For example, while in 2012 we remained slightly ahead of our target to meet our 10-year Community Development goal, year-over-year lending and investing has declined due to the economic and housing market downturn, which affected credit demand and led to tightened regulatory requirements. We acknowledge these challenges may affect our ability to meet our overall goal within the allotted time period.</p> <p>For comparability, we provide regional breakdowns for our financial performance, philanthropic giving and greenhouse gas emissions, among other things.</p> <p>Based on stakeholder feedback, we have added a map to include representative examples of our work around the world.</p> <p>We will continue to explain the linkage between these metrics and the overall success of the business.</p>
Transparency and disclosure Stakeholders asked for more disclosure on a number of issues that were deemed important and relevant to the bank.	Include more details on how policies are implemented in practice (lobbying, executive compensation, human rights, responsible financing and fair lending, diversity and inclusion). Within the CSR report, in addition to describing a policy, the bank can consider including the details of the policy on its website and including clear signposts in the report to the website. Going forward, pledge to develop sector policies that are publicly available.	<p>We have provided in the report additional detail on the implementation of our environmental risk and due-diligence policies.</p> <p>A list of sector policies is available here: http://about.bankofamerica.com/en-us/global-impact/governance-and-policies.html.</p> <p>We have also provided considerable detail on how we are implementing our responsible lending and investing policies, including action on overdraft fees and our exit from our corresponding lending business. Additionally, we have included a chart that provides more details on specific transactions that were subject to review by our New Business Review Committee and/or Global Environmental Group, as well as transactions escalated for enhanced review by our Global Reputation Risk Committee.</p> <p>Due primarily to privacy and legal concerns, we are limited in our ability to disclose specific details on the implementation of our executive compensation, lobbying, and diversity and inclusion policies.</p>

Reporting area	Recommendation	Bank of America response
Readability Stakeholders felt the report could be easier to read and more impactful if there were a detailed performance summary early in the report, and if there were clear signposts to GRI indicators and related content on the bank's website.	We expect that many of the readability comments are due to the fact that the report is still in draft mode. However, adding a glossary or more context to help define terms would aid reader comprehension. For example, how does Bank of America define low and moderate income? The report will be read by a broad base of stakeholders and therefore should be mindful of using banking-specific jargon (e.g., asset management vs. wealth management). Finally, in the performance summary that appears early in the report, include a broader set of key performance metrics that will enable report readers to get the substance of the company's performance before going into the details found in the subsequent sections.	With limited exceptions, we structured our report to be responsive to GRI 3.1 indicators/disclosure categories. At the start of each chapter, we have indicated the topics covered, as they relate to GRI.
Materiality While Bank of America provides a description of the materiality process, the report should include a more thorough discussion of how the process influences issue prioritization both in reporting and in the bank's strategy and goal setting.	There is a list of material issues defined in the report. These issues could be reported in the form of a materiality matrix, which would indicate their relative priority. If the bank does not have a materiality matrix at this time, consider making a public commitment to going through the process in the near future, and to using the results to inform both reporting and CSR goal setting. Note that the upcoming G4 guidelines by the Global Reporting Initiative will be based on a much stronger foundation of materiality, and it would behoove Bank of America to invest in the process now if it hasn't already. Other suggestions to enhance the materiality discussion in the report are to move the materiality content to the front of the report and consider using the material issues to structure the reporting, rather than the GRI indicators.	<p>In response to this feedback, we have also tried to more clearly define industry-specific terms and phrases for nonspecialist readers. For example, we have included the U.S. government's Housing and Urban Development agency's definition of "low- and moderate-income individuals."</p> <p>In direct response to this feedback, we have included a summary chart on page 5 that captures our 2012 progress against key CSR-related goals and metrics.</p> <p>As we continue to conduct materiality assessments annually to help frame our CSR report content, we are looking to enhance and refine our analyses and processes. Progress remains a subject of interest and discussion within the bank.</p>

Reporting area	Recommendation	Bank of America response
Sustainability governance and integration Stakeholders wanted a deeper explanation of how sustainability is governed at Bank of America, how engaged the company's leadership and board are in sustainability matters and how integrated sustainability is within the business.	Include a discussion on how sustainability drives the way that Bank of America conducts business. For example, how is senior-level decision-making influenced by sustainability issues, and how engaged are senior leaders in the day-to-day management of sustainability? The concept of integrating sustainability throughout the business could be introduced in the CEO letter with more specific examples and developed further in the Governance, Commitment and Engagement sections. The report should also clarify whether ESG issues are a formal part of the board's charter. A diagram or organization chart of Bank of America's CSR governance structure could be helpful, including at which levels of governance the company engages with external stakeholders.	In response to this feedback, we have added details including an organizational chart that represents our governance structure, information about the various board committees involved in overseeing relevant risk and a discussion of how the CSR team manages sustainability issues within our broader enterprise. We have addressed and clarified how ESG issues are specifically handled by relevant committees of our board.



BUREAU VERITAS NORTH AMERICA
INDEPENDENT ASSURANCE STATEMENT

Introduction and objectives of work

Bureau Veritas North America, Inc. (BVNA) was engaged by Bank of America Merrill Lynch to conduct an independent assurance of the environmental data reported in its 2012 Corporate Social Responsibility Report (the Report). This Assurance Statement applies to the related information included within the scope of work described below. The intended users of the assurance statement are the stakeholders of Bank of America Merrill Lynch. The overall aim of this process is to provide assurance to Bank of America Merrill Lynch's stakeholders on the accuracy, reliability and objectivity of select information included in the Report.

This information and its presentation in the Report are the sole responsibility of the management of Bank of America Merrill Lynch. BVNA was not involved in the collection of the information or of the drafting of the Report.

Scope of work

Bank of America Merrill Lynch requested BVNA to include in its independent review the following:

- Assurance of the environmental data and information included in the Report for the calendar year 2012 reporting period, specifically:
 - o Materials (Total, and percentage of recycled input materials)
 - o Energy (Direct and Indirect Consumption; Energy saved due to conservation; Initiatives to provide energy-efficient or renewable energy-based products; and Initiatives to reduce indirect energy consumption)
 - o Water (Total withdrawal and volume recycled)
 - o Emissions (Greenhouse gas emissions: Direct Scope 1, Indirect Scope 2, and Optional Scope 3 emissions by weight; Initiatives to reduce greenhouse gas emissions and reductions achieved; NOx, SOx and other significant air emissions)
 - o Waste Quantities and Disposition
 - o Total number and volume of significant spills
 - o Products and Services (Initiatives to mitigate environmental impacts of products and services)
 - o Compliance (Monetary value of significant fines for non-compliance with environmental laws & regulations)
 - o Transport (Significant environmental impact of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce)
 - o Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse, and review the environmental information reported;
- Review of the data reported for the following other GRI indicators for consistency with a number of other public reports, internal policies and general plausibility:
 - o Economic (Performance, Market Presence, Indirect Economic Impacts);

- o Social: Labor Practices and Decent Work (Employment; Labor/Management Relations; Occupational Health & Safety; Training & Education; Diversity & Equal Opportunity)
- o Social: Human Rights (Diversity & Equal Opportunity; Security Practices)
- o Social: Society (Community; Corruption; Public Policy; Anti-Competitive Behaviour)
- o Social: Product Responsibility (Product & Service Labelling; Marketing Communications; Compliance)
- Evaluation of the reported data against the principles of the Global Reporting Initiative (GRI) Reporting Framework as defined in the GRI G3.1 Sustainability Reporting Guidelines.

Excluded from the scope of our work is any assurance of information relating to:

- Text or other written statements associated with Bank of America Merrill Lynch's 2012 CSR Report
- Activities outside the defined assurance period

Methodology

BVNA undertook the following activities:

1. Interviews with relevant personnel of Bank of America Merrill Lynch (11 individuals including employees and external contractors at the corporate level);
2. Review of internal and external documentary evidence produced by Bank of America Merrill Lynch;
3. Audit of environmental performance data presented in the Report, including a detailed review of a sample of data; and
4. Review of Bank of America Merrill Lynch information systems for collection, aggregation, analysis and internal verification and review of environmental data.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Verification of Sustainability Reports, based on current best practice in independent assurance. Bureau Veritas procedures are based on principles and methods described in the International Standard on Assurance Engagements (ISAE) 3000.

The work was planned and carried out to provide limited, rather than absolute assurance and we believe it provides an appropriate basis for our conclusions.

Our findings

On the basis of our methodology and the activities described:

- Nothing has come to our attention to indicate that the reviewed information within the scope of our verification is not materially correct.
- Nothing has come to our attention to indicate that the reviewed information is not a fair representation of the actual environmental data for calendar year 2012.
- The performance indicators included within the scope of work conform to the GRI G3.1 Guidelines.
- Bank of America Merrill Lynch has established appropriate systems for the collection, aggregation and analysis of relevant environmental information, and has implemented underlying internal assurance practices that provide a reasonable degree of confidence that such information is complete and accurate.

Statement of independence, impartiality and competence

BVNA is an independent professional services company that specializes in Quality, Health, Safety, Social and Environmental management with over 180 years history in providing independent assurance services, and an annual 2012 revenue of \$3.9 billion Euros.

No member of the assurance team has a business relationship with Bank of America Merrill Lynch, its Directors or Managers beyond that of verification and assurance of sustainability data and reporting. We have conducted this verification independently and we believe there to have been no conflict of interest.

BVNA has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of BVNA standard methodology for the Assurance of Sustainability Reports.



Bureau Veritas North America, Inc.

San Ramon, California

May 2013



Statement GRI Application Level Check

GRI hereby states that **Bank of America** has presented its report “Bank of America 2012 CSR Report” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level B+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 30 May 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, large watermark of the GRI logo in the background.



Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative

The “+” has been added to this Application Level because Bank of America has submitted (part of) this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.
www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 20 May 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

Contact us

We appreciate your interest in Bank of America’s Corporate Social Responsibility and would greatly appreciate your feedback on this report. Please contact the Bank of America CSR team by sending an email message to T.J. Crawford, CSR Communications Executive, at csr2@bankofamerica.com.

To report concerns about Bank of America’s reporting, internal controls and procedures, auditing or other corporate matters, contact the Bank of America board of directors:

Corporate Secretary at Bank of America Corporation
214 N. Tryon St.
NCI-027-20-05
Charlotte, NC 28255

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