



Opportunity in Motion

Corporate Social Responsibility Report 2010

Executive Summary



All of us at Bank of America share a commitment to core values and operating principles that drive our business decisions, guide our activities and focus our resources.

Bank of America Core Values

Deliver for our customers, clients and shareholders — We share a passion for winning and serving the financial needs of individuals, corporate clients and institutional investors. We believe that disciplined execution will lead to sustainable, long-term performance.

Trust in our team — We work together around the globe to deliver the entire franchise to all our constituents. We strive to be consistent and straightforward in our interactions.

Embrace the power of our people — We value our differences, understanding that diversity and inclusion are good for business and make our company stronger.

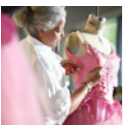
Act responsibly — We are aware that our decisions and actions affect people's lives every day. We hold ourselves accountable for the disciplined management of risk and for doing the right thing.

Promote opportunity — We are committed to helping each other achieve our potential in order to build a better future for ourselves and the customers, clients, communities and shareholders we serve.

Bank of America Operating Principles

- We are customer-driven
- We will pursue operational excellence in both efficiency and risk management
- We are focused on creating a fortress balance sheet
- We are focused on our shareholder return model
- We are focused on cleaning up our legacy issues
- We will be the best place for people to work

Cover images



We fund innovative arts and culture organizations, like the North Carolina Dance Theatre in Charlotte.



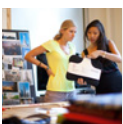
Last year, our employees volunteered over a million hours in nonprofits and community organizations, like Free Arts NYC.



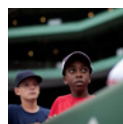
We support the revitalization of neighborhoods across the U.S., like Fells Point in Baltimore.
Baltimore Mural Program Artist: Nelson Rivas, 2008



Our funding supports solar power and energy efficiency programs, like one in Milpitas, California, part of our 10-year, \$20 billion environmental business initiative.



We lend and invest in small businesses that are the backbone of our economy, like New York City tote manufacturer, Built.



Last year, we gave over \$200 million to nonprofit and community programs, like a youth baseball clinic in Boston, part of our 10-year, \$2 billion philanthropic goal.



To our customers, clients, shareholders, neighbors and teammates:

We are pleased to present this executive summary of Bank of America’s Corporate Social Responsibility (CSR) Report. In this document, we have highlighted how Bank of America conducts its global business and how we hold ourselves accountable to our customers, employees, shareholders and the communities in which we do business. Our full CSR Report can be found online at bankofamerica.com/opportunity.

In 2010, the global economy continued its recovery from the worst recession since the 1930s. While there are a number of positive signs that the economy is improving, we recognize the role the financial industry played in this crisis and are committed to working with policymakers, financial institutions and others in the private sector to restore growth and foster greater stability going forward. This is as important for the individuals and communities we serve as it is for the long-term success of Bank of America. It will continue to be the primary focus of the approximately 288,000 Bank of America employees who live and work throughout the U.S. and around the globe.

Specifically, we will continue working to deliver on five fronts:

- Responding to the needs of our customers and clients
- Ensuring transparency and clarity in our products, services and policies
- Providing capital needed to drive economic growth
- Supporting the communities in which we do business
- Generating attractive, sustainable, long-term returns for our shareholders

As part of a company with a 227-year history of leadership, all of us at Bank of America share a commitment to the operating principles and core values that drive our business decisions and practices. Our commitment to promote trust in the company and the products and services we offer is evident in decisions we made in 2010, including the extension of our Clarity Commitment® statements to small business credit card accounts, the elimination of overdraft fees for everyday debit card transactions at point-of-sale and our modification of nearly 285,000 mortgage loans for distressed homeowners. These were responsible actions, which I believe will deepen relationships with our customers and ultimately add bottom-line value for our shareholders.

There continue to be challenges ahead as the U.S. and global economies slowly grow their way out of the crisis. We see opportunities, too. In this report, you will find a summary of the many specific steps we are taking to address both.

Thank you for your interest in Bank of America. We hope you will read our full 2010 report as a scorecard of what we have accomplished and a blueprint for creating opportunity in the days ahead.

Brian T. Moynihan
Chief Executive Officer



To our stakeholders:

I want to join Brian in thanking you for taking the time to review this executive summary of Bank of America's Corporate Social Responsibility Report. Our new management team started the year by setting an ambitious agenda: *for Bank of America to become, and to be seen as, the world's finest financial services company*. Central to that vision is our promise to be a purpose-driven company that makes opportunity possible for customers and clients across the economic spectrum, and throughout their economic lives. We know we will be successful in fulfilling this mission when we retain the trust and confidence of our customers, clients, shareholders, employees, policymakers and community leaders.

Candidly, while we have made good progress, there is much more for us to do. Large financial institutions across the industry sector are eager to build public goodwill since the onset of the global economic crisis. The aftereffects of the crisis and the slow economic recovery on Main Street have resulted in increased skepticism of our motives, constant scrutiny of our actions and compromised credibility of our claims. Consumers across all segments of income and wealth want our industry to acknowledge that we understand how they feel about the economy and the relationship they want with their bank. They want tangible actions that demonstrate that we have their interests at heart rather than our own. Our full report provides an overview of the many substantive actions that we have taken in 2010 in response to this challenge.

As you read this report, you will find ample evidence of our progress and the advantages of being big. Our size, scope, capabilities and commitment can be a powerful source for doing good. Whether it's working with legislators to find solutions that drive economic growth, financing the low-carbon economy, harnessing the volunteer spirit of our employees or simplifying the language of financial services so that customers really understand what they are choosing and the value they are getting, we are taking actions necessary to be responsive, responsible and to successfully realize our mission.

Thank you again for your interest in Bank of America.

Anne M. Finucane
Global Strategy and Marketing Officer

Opportunity and Action in 2010

During 2010, we tackled a number of major issues facing our industry and embarked on a series of significant internal and policy changes intended to strengthen our business, improve our relationships with customers and clients, and create opportunity wherever we operate. Outlined below is a summary of some of the actions we have taken.

To view our full 2010 Corporate Social Responsibility Report, please visit bankofamerica.com/opportunity

Acquisitions and legacy issues

During the past several years, we made a number of significant acquisitions. While they have helped us to become one of the preeminent financial services companies in the world, they have also presented challenges. Our merger with Merrill Lynch now allows us to serve more international markets, and has strengthened our positions in global investment banking and wealth management. Legacy issues from the purchase of Countrywide continued to remain a focus in 2010. In June 2011, we announced an \$8.5 billion settlement with The Bank of New York Mellon (BNY Mellon), the trustee representing a number of major institutional investors holding first-lien mortgage-backed securitizations (RMBS) issued by Countrywide. Combined with similar agreements made earlier in the year with Fannie Mae, Freddie Mac and Assured Guaranty Ltd, we have made substantial progress in resolving the legacy issues associated with Countrywide-issued mortgage-backed securitizations.

288,000

Number of people employed by Bank of America in 2010, up by 41,000 since 2008

#1

Rated: Primary small business provider, U.S. online banking capabilities, U.S. mobile banking and customer safety features

Fairness and responding to consumers

Since the onset of the financial crisis, we have redoubled our commitment to listen to our customers. In response to industrywide frustration and complaints focused on fees, overly complicated banking statements and agreements and unsatisfactory customer service, we expanded our industry-leading Clarity Commitment® statements and introduced new policies to achieve greater clarity, choice and control for our customers. Eliminating overdraft fees for everyday debit card transactions at point-of-sale and introducing easy-to-read banking statements were just initial steps toward upholding this commitment. We will continue making enhancements to better understand what customers want and need, and translate that into solutions to help them be in control of their financial decisions.

\$0

Our new late fee on small amounts owed by consumers

15 million

Number of active online users who paid bills totaling \$304.3 billion in 2010

\$25.3 billion

Credit extended to consumers and small businesses in 2010

“As a global financial institution, the most significant impact we have on both the people and communities we serve is through our investing, our lending and our philanthropic giving. Our practices, policies, programs and actions in these three areas are also the most material to our business as a sustainable enterprise and a responsible company.”

— Andrew Plepler, Global Corporate Social Responsibility and Consumer Policy Executive

Lending to small and medium-sized businesses

Credit for small and medium-sized businesses is critical for the U.S. economic recovery. Bank of America is at the forefront of helping small and medium-sized businesses weather the sluggish economy and position themselves for growth. In 2010, we pledged to increase our lending to small and medium-sized businesses by \$5 billion. We also extended credit through other innovative approaches such as loans and investments to Community Development Financial Institutions. Due in part to these efforts, we lent more than \$92 billion to small and medium-sized businesses in 2010 — \$10 billion more than in 2009.

\$92 billion

Amount lent to small and medium-sized businesses in 2010

+13%

Increase in lending to small and medium-sized businesses compared to 2009

26,000

Small business card customers received \$1.4 billion in new credit

Home lending and helping distressed customers

Lending responsibly and helping to create successful homeowners is critical to strengthening the economy as well as ensuring the future of our business. Recognizing that maintaining the flow of credit for home financing is a linchpin for the housing recovery, we provided \$306 billion in mortgage lending to help 1.4 million customers in 2010. Of this, we originated \$70 billion in lending to more than 452,000 low- and moderate-income customers.

We also completed nearly 285,000 home loan modifications in 2010 (almost 775,000, since January 2008) to help as many of our customers as possible remain in their homes. This included converting 109,000 customers from trial period to permanent modifications under the federal government’s Home Affordable Modification Program (HAMP). We expanded default management staffing to 30,000 to help homeowners in financial difficulty; that is a 200 percent increase since January of 2009. We believe that foreclosure should be the option of last resort, and home lending is one area where Bank of America is helping to move the housing recovery and U.S. economy forward.

1.4 million

Number of first mortgage customers in 2010

\$298 billion

Value of first mortgages in 2010

Nearly 285,000

Number of home loan modifications in 2010

88%

Percentage of our 13.9 million home loan customers that were broadly paying on time in 2010

Size, stability and accountability

In 2010, we worked to build a “fortress balance sheet” by strengthening liquidity, credit reserve positions, asset quality and overall capital levels. We responded to the charge that we are “too big to fail” by reinforcing the foundation of our business. We conducted a thorough overhaul of our internal governance processes to make us more accountable and transparent, and we introduced a new risk management framework to help us better manage risk across our business. With the size and interconnectedness of our company comes a responsibility for ensuring financial stability. We acknowledge, and are acting on, this great responsibility.

We also share a responsibility of citizenship in the many communities in which we operate and our employees live and work. Despite reporting a loss in 2010, we paid more than \$2 billion in U.S. state and local, payroll, property, sales and use and other taxes. These taxes, which are included in our operating expenses, are a significant source of funding for U.S. federal, state and local governments.

8.6%

Our Tier 1 capital ratio in the fourth quarter of 2010

11 out of 13

Number of independent board members

248,121

Number of shareholders at the end of 2010

More than \$2 billion

Amount paid in U.S. taxes in 2010

Executive compensation and incentives

Compensation across the financial services industry continues to be a topic of global debate. We have a longstanding pay-for-performance philosophy that ties executive performance to the performance of our company, lines of business and individual executive officers over the short- and long-term. In addition, consistent with our compensation principles, our executive compensation program provides a mix of salary, benefits and incentives paid over time that we believe properly aligns the interests of our executive officers with the interests of our shareholders. 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.

Executive Compensation

Tied to the company’s financial and nonfinancial performance

\$35.1 billion

Invested in personnel expenses for current and retired employees

43%

Female percentage of our management team

215,000

Employees who received Rewarding Success® awards in 2010

Regulatory reform

The events of the past few years have shown that the U.S. financial system needed to change. We were early supporters of comprehensive regulatory reform. We support many of the steps that have been taken to better protect consumers in the financial services sector, including the creation of a Consumer Financial Protection Bureau. We also have been vigorous in defending shareholder and associate interests. If properly implemented, reform should contribute to future stability of the financial system. However, much work remains to be done. We recognize that no regulatory policy is a substitute for management’s core responsibility to run a company correctly, balancing short- and long-term risk and reward.

Investing in the environment

Environmental sustainability continues to be an issue of critical importance to Bank of America and those we serve. We recognize our responsibility to take action to reduce our environmental footprint, while having an opportunity to use our business resources to enable our clients, customers and employees to reduce their own environmental impacts. We invested \$4 billion toward our environmental business in 2010, delivering \$11.6 billion since 2007, by financing a wide range of energy-efficiency, renewable and other low-carbon energy projects on behalf of our clients. In our own operations, we achieved a 7.5 percent reduction in Scope 1 and 2 GHG emissions between 2009 and 2010. We also reached 13.2 million square feet of U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) certified space, which is more than 10 percent of our total real estate occupancy.

\$4 billion

Toward our environmental business initiative in 2010; more than \$11.6 billion between 2007 and 2010

7.5%

Corporatewide reductions in net GHG emissions from 2009 to 2010

13.2 million

Square feet of LEED certified space

Community development and philanthropic investments

Our greatest impact in communities is through our lending to businesses, entrepreneurs and households worldwide. We have a history of deep-seated commitment to community development leadership. Our resources help set opportunities in motion for individuals, companies and nonprofit organizations as they pursue their goals every day.

As we grow globally, Bank of America's roots deliberately remain in local communities. Our work with communities spans the spectrum — including the purely philanthropic, strictly commercial lending and investment, and often innovative hybrids of the two. Nonprofit organizations are critical to the economic vitality of our communities. Our nonprofit support extends beyond philanthropy. Through lending and investing, we support vital community resources — nonprofits, government entities and anchor institutions such as hospitals and colleges — that are struggling financially and need support to meet the critical needs in their communities.

\$168.5 billion

Community development lending and investing in 2010

\$207.9 million

Invested in charitable giving in 2010

\$48 billion

Credit to nonprofit, government and anchor institutions

6,000

Arts organizations supported

Employee volunteerism

Bank of America Community Volunteers provides employees and retirees with the opportunity to help others through a wide range of volunteer activities in local communities. From picking up a hammer and nail to help build affordable housing for working families to teaching financial education and serving meals to the homeless, there are a million ways our employees are serving in their communities. In 2010, we surpassed our Million-Hour Challenge, volunteering 1.3 million hours of service.

1.3 million hours

Employee volunteerism and service

76,000 hours

Environmental volunteerism

8 hours

Paid time off for volunteerism for every full time U.S. employee every month

Employee and supplier diversity

Diversity strengthens our business. Employees with diverse backgrounds and perspectives enrich our business, enable us to better serve our customers and make us a better community partner. By choosing to source from diverse, small and medium-sized suppliers, we are also creating opportunities in the thousands of communities in which we operate.

43%

U.S. employees who are people of color

\$4.1 billion

Spent with diverse, small and medium-sized suppliers, or 28% of our total procurement

Over 30,000 hours

Diversity and inclusion training

100% rating

Human Rights Campaign Corporate Equality Index

Well-being of employees

Attracting the very best talent means providing a comprehensive range of benefits and incentives as well as opportunities for training, professional development and personal growth. From adoption reimbursement to commuter benefits to flextime and job sharing, we continued to support and improve our wide-ranging employee benefits programs.

205,000

Employees who received comprehensive health insurance

\$30.6 million

Reimbursed to employees and dependents for education program

“Top Ten Company for Working Mothers”

As recognized by *Working Mother* magazine

Thinking Ahead: Our Big Goals

In 2011, we will continue to strive toward our goal of being the world's finest financial services company. Our policies, practices and business decisions will continue to be guided by our core values.

Specifically, we will continue to respond to the changing needs of customers and clients with new products and services. We will build new partnerships across our businesses to serve these customers and clients in a more seamless and integrated way. And, of course, we continue to work through legacy issues, and help our customers and clients address challenges related to the economic downturn.

We also will be guided by a number of ambitious goals, commitments and initiatives, each of which aims to support the communities in which we do business and helps us continue to set opportunity in motion.

- **Invest and lend \$1.5 trillion in community development projects by 2019**
- **Spend \$10 billion with small, medium-sized and diverse suppliers by 2015**
- **Invest \$20 billion in environmentally friendly businesses by 2017**
- **Reduce our total greenhouse gas emissions by a further 15 percent between 2010 and 2015**
- **Invest \$2 billion through philanthropy by 2019 — at least \$200 million annually**
- **Volunteer 1.5 million employee hours of service in 2011**

2010 Business and CSR Data Indicators

Financial, Operations and Employee Indicators	Units	2010
Total Net Revenue	\$	111,390 (millions)
Net Income	\$	(2,238) (millions)
Employees	People	288,000
U.S. employees	People	245,000
Non-white U.S. employees	%	43
Female U.S. employees	%	61
Female executive management	%	43
Total investment in current and retired employees	\$	35.1 billion
Employees undergoing annual performance review	%	97
Independent board directors (out of 13 positions)	People	11
Directors with experience outside the financial services sector	People	8
Shareholders	#	248,121
Total supplier spending	\$	14.6 billion
Supplier spending with diverse, small and medium-sized vendors	\$	4.1 billion
Lending Indicators	Units	2010
Home loan customers generally current with payments	%	88
Value of first mortgages	\$	298 billion
Home loan modifications	#	285,000
Lending to small businesses	\$	18 billion
Lending to small and medium-sized businesses	\$	92 billion
Community Investment Indicators	Units	2010
Community development lending and investing	\$	168.5 billion
Community Development Financial Institutions supported	#	120
Lending to nonprofits, governments and anchor institutions	\$	48 billion
Charitable giving	\$	207.9 million
Consumers provided with financial education	People	12 million
Hours of employee volunteerism	Hours	1.3 million
Annual entitlement for paid time off for employee volunteerism	Days	12
Environmental Indicators	Units	2010
Investments in our environmental business initiative	\$	4 billion
Electricity consumed	MWh	3,491,674
Natural gas consumed	MMBtu	1,439,611
Other indirect energy (purchased steam and cooling)	MMBtu	251,033
Total paper consumption (U.S.)	Metric tons	62,806
Correspondences delivered digitally	#	285 million
Total waste (U.S. and EMEA)	Metric tons	18,065
Total waste recycled (U.S. and EMEA)	Metric tons	3,195
Total corporate real estate	Square feet	120 million
LEED certification of corporate real estate occupancy	Square feet	13.2 million
CO ₂ and Greenhouse Gas Emissions	Units	2010
Scope 1 Direct Emissions	Metric tons CO ₂ e	119,760 (Total)
Scope 2 Indirect Emissions	Metric tons CO ₂ e	1,752,453 (Total)
Total Scope 1 and 2 Emissions	Metric tons CO ₂ e	1,872,212 (Total)
Reduction in Scope 1 and 2 Emissions since 2009	%	7.5

Profile of Bank of America in 2010

“What makes us unique is we can deliver for each customer or client in a manner which no other competitor can do... We are the bank of opportunity for all of our clients, and we deliver for them every day.”

— Brian Moynihan

Global Customers and Clients Our customers provide the foundation for opportunity.

Individuals & Households

- 57 million consumer and small business relationships
- Over 5,800 retail branches
- 19,700 wealth advisors
- \$2.2 trillion in client balances
- \$643 billion in loans
- \$699 billion in deposits

Companies

- 158,000 business banking clients
- 21,000 middle market clients
- 10,000 corporate clients
- \$297 billion in funded loans and leases
- \$311 billion in deposits

Institutional Investors

- 12,000 institutional clients
- 3,200 companies researched in 60 countries
- Primary dealer in 15 countries
- \$414 billion in trading-related assets

Our Business Divisions

Our market-leading positions, products and capabilities allow us to offer a full range of financial products and services to the entire spectrum of customers to help them meet their financial goals.

Deposits

- Serve approximately 57 million consumers and small businesses
- Products include traditional savings accounts, money market savings accounts, CDs and IRAs, and non-interest- and interest-bearing checking accounts
- Present in 32 U.S. states and the District of Columbia with 5,800 banking centers, 18,000 ATMs, call centers and via online and mobile banking platforms

Card Services

- Serve customers in the U.S., Canada, Ireland, Spain and the U.K.
- Products include U.S. consumer and business cards, consumer lending, international cards and debit cards to consumers and small businesses

Global Banking & Markets (GBAM)

- Provide financial products, advisory services, financing, securities clearing, settlement, and custody services globally
- Serve institutional investor, as well as commercial and corporate clients
- Leader in the global distribution of fixed income, currency and energy commodity products and derivatives
- One of the largest equity trading operations in the world

Global Commercial Banking

- Provide lending-related products and services, integrated working capital management and treasury solutions
- Serve clients through a network of offices and client relationship teams and product partners
- Our clients include business banking and middle-market companies, commercial real estate firms and governments

Home Loans and Insurance

- Provide consumer real estate products and services including fixed and adjustable rate first-lien mortgage loans for home purchases and refinancing, home equity lines of credit and home equity loans to customers nationwide
- Products are available through our banking centers, mortgage loan officers in 750 locations and a sales force offering our customers direct telephone and online access to our products
- Products are also offered through our correspondent loan acquisition channel

Global Wealth & Investment Management (GWIM)

- Provide wealth management capabilities to clients ranging from the emerging affluent to the ultra high-net worth individual
- Primary businesses are Merrill Lynch Global Wealth Management, U.S. Trust, Bank of America Private Wealth Management and Retirement Services

2010 Profile and Highlights

Our role as a global financial institution is to help our customers and clients secure the financial resources needed to pursue opportunities that transform lives, communities and nations. When we combine our global reach with our commitment to the community, we are uniquely positioned to help set into motion — through lending, investing and giving — a powerful force for prosperity for everyone. For individuals and families, start-ups and big businesses, towns and nations, we are a catalyst, a facilitator, a conduit and a partner.

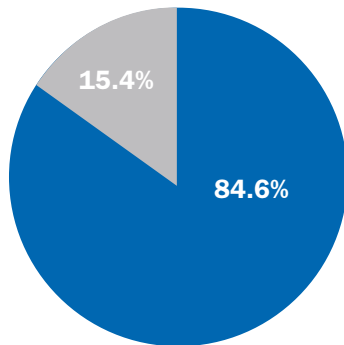
Our Global Footprint

Headquarters: Bank of America Corporate Center in Charlotte, North Carolina, U.S.A.

Employees: Approximately 288,000 full-time employees in 2010. In 2009, we employed 284,000 people; and 243,000 people in 2008.



Workforce Breakdown



■ U.S.
■ International

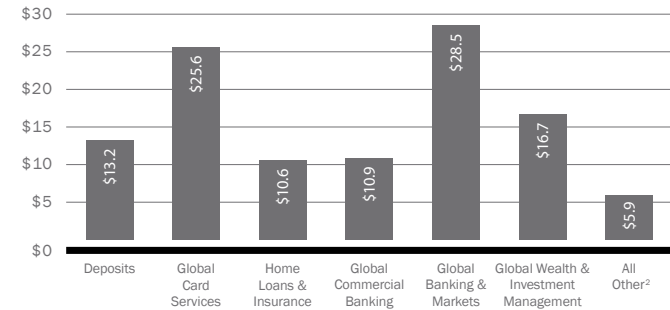
2010 Financial Results

Bank of America Corporation (NYSE: BAC)
Consolidated results for 2009 and 2010:

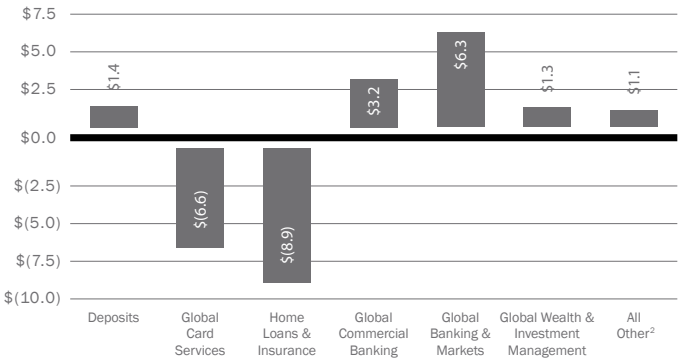
Total Net Revenue (millions)	
2009	2010
\$120,944	\$111,390

Net Income (millions)	
2009	2010
\$6,276	\$(2,238)

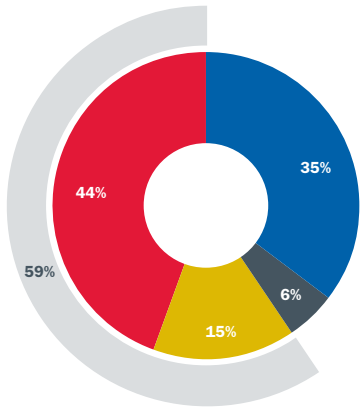
2010 Total Net Revenue Per Line of Business¹ (dollars in billions)



2010 Net Income (Loss) Per Line of Business (dollars in billions)



Revenue Contribution by Client View



- Deposits
Global Card Services
Home Loans and Insurance
Revenue: \$49.4 billion
- Companies and Institutional Investors
Revenue: \$39.4 billion
- All Other²
Revenue: \$5.9 billion
- Global Wealth & Investment Management
Management Revenue: \$16.7 billion
- Consumers

¹ Fully taxable — equivalent (FTE) basis

² All Other consists primarily of equity investments, the residential mortgage portfolio associated with asset and liability management (ALM) activities, the residual impact of the cost allocation process, allowance for credit losses and the cost allocation processes, merger and restructuring charges, intersegment eliminations, fair value adjustments related to structured liabilities and the results of certain consumer finance, investment management and commercial lending businesses that are being liquidated.



CSR Reporting at Bank of America

This document provides highlights from Bank of America’s full 2010 CSR Report. This report was published in July 2011. It provides an account of Bank of America’s CSR work and business impact between January 1 and December 31, 2010. Our last CSR Report covered 2007 to 2008 and was published in 2009.

It aims to present pertinent information about the global business of Bank of America (particularly Bank of America and major subsidiaries, as described in our 2010 10-K filing), as well as important social, environmental and economic impacts. This report should be reviewed alongside the 2010 Bank of America annual financial report, where we provide additional facts, figures and analysis. This report represents an enhancement in our nonfinancial reporting compared to previous years. In the future, Bank of America is committed to continued year-on-year improvement in the way we measure and report our performance. We will collect and assess feedback from stakeholders on this report, which will help determine the content, timing and format of our next report.

Scope and Materiality

A team from across Bank of America’s business lines and corporate functions was responsible for drafting this report. In doing so, we prioritized the report content based on stakeholder and business materiality, which included a qualitative assessment of stakeholder concerns, and an examination of the issues that are important to our business decision making.

For purposes of our analysis, stakeholders included: our customers and clients, shareholders and investors, government officials and regulators, members of the CSR community, our associates, management team and Board of Directors, and our business partners (suppliers and vendors). Priority 2010 issues material to our business and to our stakeholders are highlighted in section 2 of the full report.

Data, Assurance and Review

Data presented in our report was collected by teams embedded in our lines of business from across the company. An external consultant from Science Applications International Corporation (SAIC) was responsible for collecting data on environmental performance, including energy consumption, paper consumption, greenhouse gas emissions, among other data from across the bank. SAIC confirmed the accuracy and reliability of these data. Our 2010 financial reporting was audited by PricewaterhouseCoopers LLP, an independent registered public accounting firm.

We acknowledge the value of third-party engagement and input, and so we invited feedback on an early draft of our 2010 CSR Report from a group of eight external stakeholders who represent expertise across the most material issues surfaced in this report. The stakeholder review process was guided and facilitated by Ceres, a leading environmental nonprofit organization. A summary of this group’s feedback, as well as SAIC’s assurance statement, can be found in the full CSR report.

In compiling this report, which covers Bank of America's nonfinancial performance and impact in 2010, we have been guided by the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines as well as its Financial Services Sector Supplement. GRI reviewed our full report and concluded that it fulfills the requirements of Application Level B+. We provide additional GRI-related information through our annual submissions to the Carbon Disclosure Project, our 2010 Environmental Progress Report, our 2010 Annual Report and Quarterly Impact Reports available at bankofamerica.com/opportunity. As an Equator Principles Financial Institution, we also look at the social and environmental impacts of the development projects we finance, and report annually on our work.

[To view our full 2010 Corporate Social Responsibility Report, please visit bankofamerica.com/opportunity](http://bankofamerica.com/opportunity)

To provide feedback on this report or to contact the Bank of America CSR team, send an email message to Ernesto Anguilla, CSR Communications Executive at csr2@bankofamerica.com



Bank of America Corporation ("Bank of America") is a financial holding company that, through its subsidiaries and affiliated companies, provides banking and nonbanking financial services. Global Wealth & Investment Management is a division of Bank of America Corporation ("BAC"). Merrill Lynch Wealth Management, Merrill Edge®, U.S. Trust, Bank of America Merrill Lynch and BofA™ Global Capital Management are affiliated sub-divisions within Global Wealth & Investment Management. Merrill Lynch Wealth Management makes available products and services offered by Merrill Lynch, Pierce, Fenner & Smith Incorporated ("MLPF&S") and other subsidiaries of BAC. Merrill Edge® is the marketing name for two businesses: Merrill Edge Advisory Center, which offers team-based advice and guidance brokerage services; and a self-directed online investing platform. U.S. Trust, Bank of America Private Wealth Management operates through Bank of America, N.A., and other subsidiaries of BAC. Bank of America Merrill Lynch is a marketing name for the Retirement & Philanthropic Services businesses of BAC. BofA™ Global Capital Management Group, LLC ("BofA Global Capital Management"), is an asset management division of BAC. BofA Global Capital Management entities furnish investment management services and products for institutional and individual investors.

Banking products are provided by Bank of America, N.A., and affiliated banks, Members FDIC and wholly owned subsidiaries of BAC.

MLPF&S is a registered broker-dealer, member SIPC and a wholly owned subsidiary of BAC.

Investment products:

Are Not FDIC Insured	Are Not Bank Guaranteed	May Lose Value
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