

Our Commitment to Small Business

Small businesses drive the U.S. economy, and more than 3 million entrepreneurs turn to Bank of America® Business Advantage to provide a them with a competitive advantage to help their businesses grow.

Our high-tech, high-touch approach provides industry-leading guidance, connections, tools and solutions, along with the dedicated support that address small business owners' unique needs to bank how, where and when they want. Our small business specialists provide banking, credit and cash management solutions for our small business clients.

Our Small Business group, including our Practice Solutions team, primarily focuses on businesses with up to \$5 million in annual sales.

Industry recognition

- ★ **Best small business brand**, Greenwich Associates
- ★ **No. 1 small business digital platform**, Barlow Research
- ★ **No. 1 in small business mobile banking adoption**, Barlow Research
- ★ **Most small business friendly credit card company**, Card Hub
- ★ **Best practice and equipment lender**, dentaltown
- ★ **No. 2 credit services provider**, J.D. Power
- ★ **No. 2 small business lender**, FDIC

We continue to support small businesses through lending

- Bank of America originated more than \$11.6 billion in new small business lending in 2016, for a 9% increase over the previous year.
- According to the FDIC, Bank of America is one of the nation's top small business lenders, with total outstanding small business loan balances of \$34 billion at the end of 2016.
- Bank of America is a top lender in the SBA 504 program. Bank of America originated more than \$278 million in new first- and second-trust deed loans with long-term, fixed-rate financing in 2016. Additionally, we originated \$100 million in SBA 7(a) loan volume.¹
- Our Business Advantage line of credit helps small business owners who can benefit from a credit line between \$10,000 and \$100,000 and is now available throughout the country in our 4,700 financial centers.

We work with local communities to promote business diversity and access to capital

- Through our supplier diversity program, we spent more than \$2 billion supporting the growth of businesses owned by minorities, individuals with disabilities, veterans, women and the LGBT community in 2016.
- Bank of America is the largest investor in community development financial institutions (CDFIs), with more than \$1 billion in investments to more than 250 CDFIs in all 50 states, the District of Columbia and Puerto Rico. CDFIs provide affordable loans, technical assistance and other resources that may not be accessible through more traditional channels.
- We work with the Tory Burch Foundation and CDFIs to help women entrepreneurs access more capital to grow their businesses. Through the Tory Burch Foundation Capital Program, we've loaned more than \$25 million to nearly 1,100 women business owners since its inception in 2014, increasing the number and size of businesses owned and led by women.
- Our online CDFI Directory at bankofamerica.com/cdfi connects small business owners to more capital. When a traditional bank loan isn't an option, the directory helps small businesses find a CDFI, starting the process for getting a loan.

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We continue to make small business expertise more accessible through small business specialists, 4,600 financial centers, 15,900 ATMs and top-ranked digital business banking solutions

- We have more than 1,600 small business bankers and relationship managers to help bring our small business expertise into local communities and financial centers.

We also have nearly 170 client managers delivering solutions through a phone-based client management model.

- Our Practice Solutions channel delivers custom banking, credit and cash capabilities² to dentists, veterinarians, physicians and other practice groups.
- We have 150 dedicated Small Business Online Chat and direct Phone Associates, who work with hundreds of thousands of clients each year.

We work to provide small businesses with comprehensive and convenient financial solutions

- Bank of America offers a variety of credit solutions to meet the various needs of small businesses – including business credit cards, lines of credit, term loans, owner-occupied commercial real estate loans, equipment financing, vehicle loans and leases, as well as SBA 7(a) and 504 loans.^{2, 3}
- Bank of America business checking solutions – Business Fundamentals® and Business Advantage – are designed to meet the growing needs of businesses and come with a variety of valuable business solutions, including online and mobile banking, savings accounts and much more.⁴
- Bank of America Merchant Services offers mobile payment solution Clover® Go,⁵ our all-in-one Clover® Station, a cloud-based point-of-sale device.⁶
- Payroll & Human Resources Solutions by ADP®.⁷
- Cash management.
- Remote deposit solutions.
- Online invoicing.
- Mobile Check Deposit.

We continue to deliver financial insights and educational resources to small business owners throughout the country

- For the fifth year, we are producing a semi-annual small business owner survey called the Bank of America Small Business Owner Report. The report provides research and insights for the small business community.
- This year, we published the inaugural Hispanic Small Business Owner Spotlight, and last year the inaugural Women Business Owner Spotlight, which explore perceptions, aspirations and concerns of small business owners in these demographics.
- Our online Small Business Community allows more than 100,000 monthly online visitors to network and access financial education.

1. Based on 2016 gross loan approval as provided by the SBA in fiscal year ending 9/30/16.

2. Credit approval and loan amounts are subject to creditworthiness. Some restrictions may apply. Owner-Occupied Commercial Real Estate Loans (OOCRE), 51% owner occupancy required.

3. Loan terms, collateral and documentation requirements are subject to SBA guidelines. Requires approval through the SBA 504 or SAB 7(a) programs. SBA 504 and SBA 7(a) financing up to 90% of purchase price.

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5. Clover Go is compatible with the majority of Apple® and Android™ platform-enabled smartphones and tablets.

Requires wireless internet or cellular connection. Must download the free Clover Go by Bank of America Merchant Services app onto your smartphone or tablet.

6. Merchant Services are provided by Bank of America, N.A. and its representative Banc of America Merchant Services, LLC. Banc of America Merchant Services, LLC is not a bank, does not offer bank deposits, and its services are not guaranteed or insured by the FDIC or any other governmental agency.

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