

To our valued clients:

We know that many of you are still dealing with the effects of Hurricane Harvey. We want you to know that we're here to help in any way we can. Our Client Assistance Program is available for personalized assistance with loans and payments. If you or someone you know needs help, please call our Customer Care line at **888.852.5000**.

We recognize that calling may be difficult, so you don't need to contact us for fee refunds. **Please rest assured that we will automatically refund the following fees in the areas impacted by Hurricane Harvey:**

- Deposit fees for overdraft, non-sufficient funds, overdraft protection transfers, extended overdrawn balance charges, and non-Bank of America ATM fees
- Debit card rush and replacement fees
- Fees for early withdrawal on a CD
- Bank of America credit card cash advance fees and overdraft protection transfer fees on credit cards
- Late payment fees on credit cards, and some consumer and small business loans, including home equity, auto and personal loans

Our Client Assistance team can also help you with solutions, including:

- Credit line increases on your existing Bank of America Visa® and MasterCard®
- Modified or extended payments on loans, credit cards or lines of credit

You can use our [financial center and ATM locator](#), so that you know which of your local branches are open as the city works on getting back to normal. We are working hard to open all of our branches as soon as we can. You can also [schedule an appointment](#) to speak to a specialist. Please remember that our Mobile Banking app and [Online Banking](#) are available as safe, convenient ways to check account status, pay bills and deposit checks at any time.

We are committed to helping you and to rebuild the communities in which we work and live. We are directing \$1 million in funding from the Bank of America Charitable Foundation in support of communities impacted by Hurricane Harvey and subsequent flooding. This includes \$250K to the American Red Cross Disaster Relief Fund to support immediate shelter needs.

We wish you the best during these challenging times.