



Overview



As a company that has served the southern California region for more than 100 years, we are committed to supporting our employees, clients and communities impacted by the multiple fires — intensely focused on their safety and ways we can provide assistance as their needs unfold.




We are connecting with clients in impacted areas to ensure they are aware of the financial support and other resources available as well as reminding them of our digital banking options that provide secure access to help with their banking needs. We continue to maintain close coordination with local officials who are leading emergency response efforts in the impacted areas.

Resources

Below is a list of resources to help our clients affected by the California wildfires.

Resource		Description
	Client Assistance Program: 855.729.1764	<ul style="list-style-type: none"> Bank of America clients facing hardship related to the fires can request assistance by contacting us via the following: <ul style="list-style-type: none"> Call our dedicated priority CAP team at 855.729.1764 Access ERICA via our mobile app and state “wildfires” Contact their client manager Clients in impacted areas <p>Note: This number is only for affected clients in Los Angeles County and not to be used for general customer service.</p>
	888-BUSINESS: 888.287.4637	For small business clients seeking assistance with small business card and deposit accounts, refer them to 888-BUSINESS (888.287.4637) for support.

	Resource	Description
	<p>Bank of America Financial Centers and ATMs</p> <p>Digital Solutions</p>	<p>Clients can monitor which financial centers are open and closed as well as identify the nearest ATM locations at BankofAmerica.com/Locator.</p> <p>Any of our financial centers located in evacuation areas or high-risk zones will remain closed until it is safe to reopen. The local authorities, national guard, and the fire department are active at the evacuation zone. Once the area is open, security guards will be stationed at the financial center at all times. Access to the area will be controlled for everyone’s safety.</p> <p>Our teams will work to assess the full extent of any damage to financial centers and any safe deposit boxes as quickly as possible. We will communicate with impacted clients as soon as more information is available.</p> <p>Business Banking clients can access Bank of America’s full range of banking solutions for businesses are available digitally through Business Advantage 360 or CashPro. These platforms offer convenient and secure ways to manage their business efficiently and securely.</p> <p>Consumer clients can access Bank of America’s full range of banking solutions through Online Banking and the company’s mobile app. These channels offer convenient and secure ways to check account status, pay bills, transfer/send money, and deposit checks at any time and from wherever clients are able to connect.</p>
	<p>Visit: www.fema.gov or www.disasterassistance.gov to apply for / review the status of relief applications</p> <p>Contact: 800.621.FEMA (800.621.3362)</p> <p>X: @fema</p> <p>Facebook: FEMA Federal Emergency Mgt. Agency</p>	<p>Federal Emergency Management Agency (FEMA) provides emergency management programs supporting mitigation, preparedness, response and recovery for families and businesses affected by disasters and emergencies.</p>
	<p>Visit: www.redcross.org</p> <p>Contact: 800.RED.CROSS (800.733.2767)</p>	<p>The American Red Cross is a non-profit humanitarian organization that provides emergency assistance and disaster relief resources and support.</p>

	<p>X: @americanredcross</p> <p>Facebook: American Red Cross</p>	<p><i>As part of our ongoing support of our communities, Bank of America partners with the American Red Cross on the work they do to provide shelter, hunger relief and other essential services in impacted areas.</i></p>
	<p>Visit: www.salvationarmyusa.org</p> <p>Contact: 800.SAL.ARMY (800.785.8163)</p> <p>X: @SalvationArmyUS</p> <p>Facebook: The Salvation Army USA</p>	<p>The Salvation Army collaborates with other disaster relief organizations and government agencies to develop and execute recovery plans which includes meeting basic needs, covering medical expenses, and distributing food, water and other essential needs.</p>
	<p>Visit: https://www.fire.ca.gov/</p>	<p>California Department of Forestry and Fire Protection (CAL FIRE) serves and safeguards the people and protects the property and resources of California.</p> <ul style="list-style-type: none"> The https://www.fire.ca.gov/ is a valuable resource for information (fire incidents and % containment).

Community Impact

- Bank of America has contributed \$1 million to the American Red Cross as they focus on providing shelter, food, and relief supplies to those who need assistance. We are a longstanding partner of the American Red Cross and this funding will support relief efforts right now and their ongoing resiliency needs throughout Southern California.
- We are also providing **\$100,000 of support to the LA Chamber's Foundation** to help provide technical assistance and grants to small businesses impacted by the fires.
- Our local leaders will continue to evaluate the needs of impacted communities to identify ways to support local organizations that will lead rebuilding efforts.