

# **2023 Bank of America Financial Services Conference**

February 15, 2023

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## **Key Messages**

- Our culture and purpose drive outperformance
- Powerful franchise with distinguished brand and reputation
- Broad-based organic growth opportunities
- Focused and disciplined execution
- Uniquely positioned to deliver substantial value creation

## **Medium-Term Financial Targets**



**ROTCE** 20%+

**ROTCE ex-AOCI** 17% – 19%

**Positive Operating** Leverage

Operating **Assumptions** 

- CFT1 Ratio: 9 10%
- Net Charge-offs: 25 45 bps through the cycle
- Tax Rate: 19 21%



## **Positioned to Outperform**

#### **Operating from a Position of Strength**

**Increased CET1 QoQ to 9.4%** Strong Flexibility with \$1bln share **Capital** repurchase authorization Robust ACL coverage ratio 1.90%, Reserves above peer median of 1.45% **Top Tier** 26.0% ROTCE (4Q22); **Profitability** 19.8% adjusted ROTCE ex AOCI **Profile** 

## **Proactively Executing Strategic Priorities**

#### **Investing In Sustainable Revenue Growth**

- Incremental investments in technology development, marketing, revenue-linked key personnel additions
- Strategic investments share of total expenses continues to increase

#### **Disciplined Expense Management**

- Self-funding strategic, revenue-producing investments
- Well controlled underlying "run the bank" core expense growth



## **Disciplined Expense Management Driving Positive Operating Leverage**

## **Efficiency Initiatives**

#### **Operation Accelerate**

- ✓ Simplifying customer journeys
- ✓ Reduce inefficiencies and drive productivity

## **Branch Optimization**

- ✓ Closed 30 locations (1Q23)
- ✓ Expanding in high opportunity markets

## **Voluntary** Retirement **Program**

- ✓ Focused on middle & senior level roles
- ✓ Offering opened late January

## **Organizational** Realignment

- ✓ Consolidation of operating segments
- ✓ Supports focus on the customer and drives efficiencies

Continuous Expense Improvement Supports Re-Investment into Key Revenue **Producing Initiatives** 



## **Organizational Realignment Aligned to Strategic Priorities**

#### **Current State**

## Commercial Banking

- Middle Market
- Corporate & Specialty Banking
- Asset Finance
- Capital Markets

## Consumer & Business Banking

- Consumer Banking
- Business Banking
- Home Lending

## Vehicle Finance

- Consumer Auto & Commercial Dealer Floorplan
- Consumer RV/Marine

# Regional Banking & Private Client Group

- Private Banking
- WealthManagement
  - Insurance

#### **Future State**(1)

Consumer & Regional Banking

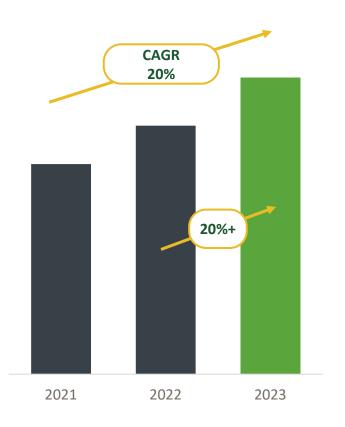
Commercial Banking

- ✓ Focused on the customer at the center
- ✓ Promotes speed of execution & agility
- ✓ Drives efficiency and simplifies organizational structure



## **Strategic Investments for Sustainable Growth**

## **Operating Investments**<sup>(1)</sup>



#### **Key Initiatives (2023)**

- 1 Technology Development
  - New consumer products (marketplace and deepening)
  - Expanded capabilities in wealth and advisory
  - Commercial origination and servicing
  - Enhanced payment capabilities (card and TM)
  - Operation Accelerate (use and access to data | ease of transacting | improved customer experience)
  - Investment in Mobile and AI platform
- 2 Marketing
  - Customer acquisition and brand awareness
  - Marketing technology personalized delivery and targeting
- **3** Personnel Additions
  - Specialty banking verticals
  - Climate finance

Increased Capacity Utilized to Self-fund Strategic Initiatives to Drive Sustainable Growth



## **Purposeful Execution Towards Our Long-Term Strategy**

## **Investing**

for sustainable profitable growth

## Differentiating

our culture, brand, and customer experience

## **Optimizing**

for top quartile performance and value creation

