## FORM 8-K

## CURRENT REPORT

PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

Date of Report (Date of earliest event reported):
July 14, 2003

# BANK OF AMERICA CORPORATION 

(Exact name of registrant as specified in its charter)
Delaware
(State or other jurisdiction of incorporation or organization)
1-6523
(Commission File Number)
56-0906609
(IRS Employer Identification No.)
100 North Tryon Street Charlotte, North Carolina (Address of principal executive offices)

28255
(Zip Code)
(704) 386-8486
(Registrant's telephone number, including area code)

## ITEM 5. OTHER EVENTS

On July 14, 2003, Bank of America Corporation (the "Registrant") announced financial results for the second quarter ended June 30, 2003, reporting earnings of $\$ 2.74$ billion and diluted earnings per common share of $\$ 1.80$. A copy of the press release announcing the Registrant's results for the second quarter ended June 30,2003 is attached hereto as Exhibit 99.1 and incorporated by reference herein.

## ITEM 7. FINANCIAL STATEMENTS AND EXHIBITS.

(c) Exhibits.

The following exhibits are filed herewith:
EXHIBIT NO. DESCRIPTION OF EXHIBIT
99.1 Press Release dated July 14, 2003 with respect to the Registrant's financial results for the second quarter ended June 30, 2003
99.2

Supplemental Information prepared for use on June 30, 2003 in connection with financial results for the second quarter ended June 30, 2003

## ITEM 9. REGULATION FD DISCLOSURE.

On July 14, 2003, the Registrant held an investor conference and webcast to disclose financial results for the second quarter ended June 30, 2003. The Supplemental Information package for use at this conference is furnished herewith as Exhibit 99.2 and incorporated by reference in Item 9. All information in the Supplemental Information is presented as of June 30, 2003, and the Registrant does not assume any obligation to correct or update said information in the future.

The information in the preceding paragraph, as well as Exhibit 99.2 referenced therein, shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933.

## SIGNATURE

Pursuant to the requirements of the Securities Exchange Act of 1934, as amended, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

## BANK OF AMERICA CORPORATION

By: /s/ MARC D. OKEN

Marc D. Oken
Executive Vice President and
Principal Financial Executive

## EXHIBIT INDEX

Supplemental Information prepared for use on July 14, 2003 in connection with financial results for the second quarter ended June 30, 2003.

July 14, 2003
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# Bank of America earns record \$2.7 billion in second quarter; 

 Earnings per share rise 29\%Shareholder Value Added grows $70 \%$ to $\$ 1.41$ billion<br>Revenue rises 12\%<br>Mortgage banking income quadruples to $\$ 559$ million<br>Core deposits grow 9\%<br>Equities, Mortgage-backed securities achieve<br>significant market share gains<br>Large corporate charge-offs hit three-year low

CHARLOTTE - Bank of America Corporation today reported record earnings of $\$ 2.74$ billion for the second quarter, or $\$ 1.80$ per share (diluted), 23 and 29 percent increases, respectively, from $\$ 2.22$ billion, or $\$ 1.40$ per share, a year ago. The return on common equity increased to 21.86 percent.

Broad-based gains across most product lines reflect the success of the company's customer relationship strategy. Strong gains were achieved in such products as mortgage, debit and credit card, deposits and loans. The company had its best quarter ever in investment banking and continued to make significant progress building its asset management business. In addition, loan charge-offs declined 13 percent from a year earlier.
"These strong results show that we are realizing our potential as the best and most diverse franchise in US banking," said Kenneth D. Lewis, chairman and chief executive officer. "These are the results that our customer-focused strategy intended to produce and they will continue to differentiate Bank of America in the eyes of customers and investors."
"While the consumer bank continues to significantly drive earnings, the core results in our market-related businesses are positive," Lewis said. "And I am especially excited about the increase in customer metrics such as satisfaction across all of these businesses."

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Net income for the first half of 2003 was $\$ 5.16$ billion, or $\$ 3.39$ per share (diluted), 17 and 22 percent increases, respectively, from $\$ 4.40$ billion, or $\$ 2.77$ per share, a year ago.

## Second Quarter Financial highlights (compared to a year earlier)

- Return on assets grew to 1.42 percent.
- Mortgage originations reached a record $\$ 40$ billion.
- Mortgage banking, card and investment banking all achieved record revenue:
- Card income increased 23 percent to $\$ 762$ million.
- Mortgage banking income increased 305 percent to $\$ 559$ million.
- Investment banking income increased 5 percent to $\$ 488$ million.
- Net loan charge-offs hit a two-year low of $\$ 772$ million.
- Marsico Capital Management increased its assets under management 49 percent to $\$ 20.8$ billion on strong inflows amid solid performance.
- The consumer and commercial bank's efficiency ratio dropped to 47 percent.


## Customer highlights (compared to a year earlier)

- The number of customers expressing the highest level of satisfaction with the company increased 14 percent. This equates to an increase of 1.5 million customers being highly satisfied with their banking experience. These customers are more likely to expand their relationships and refer others to the bank. In addition:
- Checking account satisfaction increased 9 percent.
- Small-business satisfaction with the bank increased 7 percent.
- Online banking satisfaction increased 6 percent.
- Problem incidence decreased 9 percent.
- The company closed the quarter with 74 percent of its mutual fund assets in the top two Lipper quartiles for investment performance over three years.
- Product sales in the banking centers increased 32 percent.
- In the first half of the year, the company's market share in the US equities and equity-related securities business increased to 7.5 percent from 2.9 percent in the same time-period a year ago. Mortgage-backed securities' market share increased to 8.5 percent from 5.5 percent.
- The company is on target to reach its goal of increasing consumer checking accounts by one million this year. Year to date, the company has opened 560,000 net new accounts as consumers continue to be attracted to the My Access Checking ${ }^{\text {TM }}$ product.


## Revenue

Revenue grew 12 percent from the previous year to $\$ 9.78$ billion on a fully-taxable equivalent basis.
Net interest income increased 5 percent to $\$ 5.52$ billion on a fully-taxable equivalent basis, driven by consumer loan growth, and by higher mortgage warehouse levels, core funding levels, discretionary portfolios levels, and trading-related assets. These factors were partially offset by the impact of lower interest rates and declines in various loan portfolios.

Net interest yield declined 42 basis points to 3.33 percent. Half of the decline was due to asset growth supporting the initiative to increase distribution to Global Corporate \& Investment Bank customers.

Noninterest income increased 22 percent to $\$ 4.26$ billion. Strong refinance levels continued to drive higher mortgage banking income results. Card income rose as a result of an increase in transaction volume. Investment banking income rose as a result of strong securities underwriting. Total service charges increased 6 percent.

Other income was up due primarily to $\$ 282$ million in gains on residential loan sales taken to reduce prepayment risk.
During the quarter, the company realized $\$ 296$ million in net securities gains as the discretionary portfolio was repositioned in line with market conditions.

## Efficiency

Expenses increased 13 percent from a year ago to $\$ 5.06$ billion. This growth was driven by the development and launch of several new marketing campaigns, an increase in employee incentives and benefits costs and an increase in litigation reserves. This quarter, the company also recorded a pre-tax impact of $\$ 32$ million related to expensing employee stock options. The efficiency ratio was 51.73 percent.

## Credit quality

Credit losses declined from the prior quarter and year and were at their lowest level since first quarter 2001. While there were significant declines in loan losses, the company continues to remain cautious about the large corporate portfolio. The middle market and consumer portfolios remain stable. Managed consumer credit card losses increased, reflecting the growth and seasoning of the portfolio as well as the impact of the economy.

- Provision for credit losses was $\$ 772$ million, down 7 percent from $\$ 833$ million in the first quarter and down 13 percent from $\$ 888$ million a year earlier.
- Net charge-offs were also $\$ 772$ million, or 0.88 percent of loans and leases, down from $\$ 833$ million, or 0.98 percent, in the first quarter and down from $\$ 888$ million, or 1.06 percent, a year earlier.
- Nonperforming assets were $\$ 4.43$ billion, or 1.23 percent of loans, leases and foreclosed properties as of June 30, 2003. This was down 12 percent from the first quarter and down 10 percent from $\$ 4.94$ billion a year earlier
- The allowance for credit losses, at $\$ 6.84$ billion or 1.90 percent of loans and leases, was virtually unchanged from both the first quarter and the prior year. As of June 30,2003 , the allowance for credit losses represented 163 percent of nonperforming loans, up from 143 percent in the first quarter and 148 percent a year earlier.


## Capital management

Total shareholders' equity was $\$ 51.0$ billion at June 30 , 2003, up 7 percent from a year ago and represented 7 percent of period-end assets of $\$ 769$ billion. The preliminary Tier 1 Capital Ratio was 8.08 percent, a decrease of 1 basis point from a year ago and 12 basis points from the March 31, 2003 level.

During the quarter, Bank of America issued 29 million shares related to employee options and stock ownership plans, and repurchased 30 million shares. Average common shares outstanding were 1.49 billion in the second quarter, down 3 percent from 1.53 billion a year earlier.

## Consumer and Commercial Banking

Consumer and Commercial Banking (CCB) earnings rose 18 percent from a year ago, to $\$ 1.87$ billion. Total revenue grew 15 percent to $\$ 6.59$ billion while noninterest expense was up 12 percent, driven primarily by volume-related expenses in mortgage banking. Return on equity was 39 percent and SVA grew $\$ 325$ million to $\$ 1.38$ billion.

Improved results reflected the ongoing strength of the consumer and middle market businesses. Mortgage originations reached a record $\$ 40$ billion. Credit and debit card purchase volumes increased 9 and 19 percent, respectively, and managed outstandings increased 11 percent. Checking, credit card and debit card accounts also increased.

Noninterest income was up 30 percent to $\$ 2.62$ billion, driven by higher mortgage banking income, card income and consumer service charges. It was also driven by a 38 percent increase in middle market investment banking income.

Net interest income increased 7 percent to $\$ 3.97$ billion. Average loans grew 3 percent. Consumer loans grew 6 percent as customers continued to take advantage of the interest rate environment for home equity lines and automobile loans, while credit card increased due to higher outstandings related to growth in new accounts. This was partially offset by a 2 percent decline in the commercial loan portfolio. However, the commercial portfolio grew from the first quarter, as did commercial deposits.

## Global Corporate and Investment Banking

Global Corporate and Investment Banking (GCIB) earned $\$ 440$ million, down 14 percent from a year ago. Revenue decreased 2 percent to $\$ 2.26$ billion while expenses increased 10 percent. Return on equity was 18 percent and SVA decreased $\$ 8$ million to $\$ 175$ million.

The quarter was marked by the strength of the core debt business as investment banking and high yield, high grade and mortgage-backed securities trading continued to show strong results. In addition, there was a significant decline in credit costs. These trends were offset by markdowns of values on credit derivatives and losses in the commodities market.

Investment banking income increased 4 percent to $\$ 462$ million from last year. The increase in fees was led by the strong demand for fixed income and equities. Total tradingrelated revenue in GCIB, which includes trading-related net interest income and trading fees, was $\$ 661$ million, down 12 percent from last year due to mark to market losses on credit derivatives used to manage exposures in the large corporate loan portfolio.

Net interest income was up 4 percent to $\$ 1.20$ billion from a year ago, primarily driven by the growth in trading assets as the company focuses on the investor/client sector. Period-end corporate loans and leases in the quarter were $\$ 46.6$ billion, down from $\$ 61.7$ billion a year earlier.

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## Asset Management

Asset Management net income rose 118 percent from a year ago to $\$ 144$ million primarily as a result of lower provision expense. Despite more than $10 \%$ declines in average market indices, overall revenue decreased only 2 percent to $\$ 612$ million. Expenses increased 2 percent, reflecting the increase in distribution capabilities over the last five quarters. Return on equity was 21 percent and SVA increased $\$ 72$ million to $\$ 70$ million.

Assets under management increased 7 percent to $\$ 315$ billion, even as the $\mathrm{S} \& \mathrm{P} 500$ dropped 2 percent, led by increases in money market and other short-term funds. Balances in equity funds grew 6 percent from a year earlier, led by the strong performance of the Marsico funds.

Continuing to focus on expanding distribution capabilities, Asset Management is on target to increase its number of financial advisors by approximately 20 percent again this year. Additionally, the business has rolled out the advice-focused High Net Worth client service model in 23 markets and will complete the rollout to all markets later this year.

## Equity Investments

Equity Investments reported a loss of $\$ 28$ million, compared to a loss of $\$ 55$ million a year ago. Principal Investing reported cash gains of $\$ 87$ million and $\$ 41$ million in mark-to-market adjustments in the second quarter offset by $\$ 107$ million in impairments.
Note: James H. Hance, Jr., vice chairman and chief financial officer, will discuss second quarter results in a conference call at 9:30 a.m. (Eastern Time) today. The call can be accessed via a webcast available on the Bank of America Web site at http://www.bankofamerica.com/investor/.

One of the world's leading financial services companies, Bank of America is committed to making banking work for customers and clients like it never has before. Bank of America provides individuals, small businesses and commercial, corporate and institutional clients across the United States and around the world new and better ways to manage their financial lives.

Shares of Bank of America (ticker: BAC), the second largest banking company in the United States by market capitalization, are listed on the New York, Pacific and London stock exchanges. The company's Web site is www.bankofamerica.com. News, speeches and other corporate information can be found at www.bankofamerica.com/newsroom.

Additional financial tables are available at www.bankofamerica.com/investor/.

This press release contains forward-looking statements, including statements about the financial conditions, results of operations and earnings outlook of Bank of America Corporation. The forward-looking statements involve certain risks and uncertainties. Factors that may cause actual results or earnings to differ materially from such forwardlooking statements include, among others, the following: 1) projected business increases following process changes and other investments are lower than expected; 2 ) competitive pressure among financial services companies increases significantly; 3) general economic conditions are less favorable than expected; 4) political conditions and related actions by the United States military abroad may adversely affect the company's businesses and economic conditions as a whole; 4) changes in the interest rate environment reduce interest margins and impact funding sources; 5) changes in foreign exchange rates increases exposure; 6) changes in market rates and prices may adversely impact the value of financial products and assets; 7) legislation or regulatory environments, requirements or changes adversely affect the businesses in which the company is engaged; 8) litigation liabilities, including costs, expenses, settlements and judgments, may adversely affect the company or its businesses; and 9) decisions to downsize, sell or close units or otherwise change the business mix of any of the company. For further information regarding Bank of America Corporation, please read the Bank of America reports filed with the SEC and available at www.sec.gov.

## Bank of America

## (Dollars in millions, except per share data; shares in thousands)

|  |  | Three Months <br> Ended June 30 |  |
| :--- | ---: | ---: | ---: | ---: | ---: |



[^0]|  | $\begin{aligned} & \text { Consumer and } \\ & \text { Commercial } \\ & \text { Banking } \end{aligned}$ |  | $\begin{gathered} \text { Asset } \\ \text { Management } \end{gathered}$ |  | Global Corporate and Investment Banking |  | $\begin{gathered} \text { Equity } \\ \text { Investments } \end{gathered}$ |  | CorporateOther |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| BUSINESS SEGMENT RESULTS |  |  |  |  |  |  |  |  |  |  |
| Three months ended June 30, 2003 |  |  |  |  |  |  |  |  |  |  |
| Total revenue | \$ | 6,590 | \$ | 612 | \$ | 2,262 | \$ | (12) |  | 327 |
| Net income |  | 1,871 |  | 144 |  | 440 |  | (28) |  | 311 |
| Shareholder value added |  | 1,381 |  | 70 |  | 175 |  | (84) |  | (128) |
| Return on average equity |  | 38.5\% |  | 21.1\% |  | 17.8\% |  | (5.5)\% |  | $\mathrm{n} / \mathrm{m}$ |
| Average loans and leases | \$ | 187,811 | \$ | 22,866 | \$ | 51,285 | \$ | 414 |  | 87,903 |
| Three months ended June 30, 2002 |  |  |  |  |  |  |  |  |  |  |
| Total revenue | \$ | 5,723 | \$ | 622 | \$ | 2,306 | \$ | (84) |  | 176 |
| Net Income |  | 1,587 |  | 66 |  | 509 |  | (55) |  | 114 |
| Shareholder value added |  | 1,056 |  | (2) |  | 183 |  | (120) |  | (283) |
| Return on average equity |  | 33.1\% |  | 11.4\% |  | 18.3\% |  | (10.1)\% |  | n/m |
| Average loans and leases | \$ | 182,012 | \$ | 24,308 | \$ | 64,114 | \$ | 448 |  | 64,802 |

$\mathrm{n} / \mathrm{m}=$ not meaningful

|  | Three Months Ended June 30 |  |  |  | Six Months Ended |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2003 |  | 2002 |  | 2003 |  | 2002 |  |
| SUPPLEMENTAL FINANCIAL DATA |  |  |  |  |  |  |  |  |
| Taxable-equivalent basis data |  |  |  |  |  |  |  |  |
| Net interest income | \$ | 5,524 | \$ | 5,262 | \$ | 10,885 | \$ | 10,509 |
| Total revenue |  | 9,779 |  | 8,743 |  | 18,825 |  | 17,430 |
| Net interest yield |  | 3.33\% |  | 3.75\% |  | 3.42\% |  | 3.80\% |
| Efficiency Ratio |  | 51.73 |  | 51.34 |  | 51.93 |  | 51.54 |
| Reconciliation of net income to shareholder value added |  |  |  |  |  |  |  |  |
| Net income | \$ | 2,738 | \$ | 2,221 | \$ | 5,162 | \$ | 4,400 |
| Amortization expense |  | 54 |  | 55 |  | 108 |  | 110 |
| Capital charge |  | $(1,378)$ |  | $(1,442)$ |  | $(2,716)$ |  | $(2,844)$ |
| Shareholder value added | \$ | 1,414 | \$ | 834 | \$ | 2,554 | \$ | 1,666 |

# Bank of America. 



## Supplemental Information

## Second Quarter 2003

July 14, 2003
This information is preliminary and based on company data available at the time of the presentation. It speaks only as of the particular date or dates included in the accompanying pages. Bank of America does not undertake an obligation to, and disclaims any duty to, correct or update any of the information provided. Any forward-looking statements in this information are subject to the forward-looking language contained in Bank of America's reports filed with the SEC pursuant to the Securities Exchange Act of 1934, which are available at the SEC's website (www.sec.gov) or at Bank of America's website (www.bankofamerica.com). Bank of America's future financial performance is subject to risks and uncertainties as described in its SEC filings.

## Bank of America Corporation

## Results Overview

- Diluted EPS of $\$ 1.80$, up $13 \%$ and $29 \%$ over 1 Q 03 and 2 Q 02 , respectively.
- Total revenue rose $8 \%$ over 1Q03 and $12 \%$ over 2 Q 02 .
- Consumer and Commercial Banking segment revenue rose $9 \%$ over 1 Q 03 and $15 \%$ over 2 Q 02 led by record quarters in card services and consumer real estate.
- Consumer loans grew 17\% while deposit levels rose 9\% over the second quarter 2002.
- Added 560,000 net new checking accounts in first half of 2003 versus 528,000 for full year of 2002.
- Customer satisfaction for Top 2 box scores of most delighted customers rose $14 \%$ over year ago.
- Banking center product sales increased $32 \%$ in the past year.
- Asset Management segment growth over 1st quarter levels fueled by $26 \%$ growth in sales by Marsico.
- Record quarter in investment banking driven by strong debt issuance as well as market share gains in equities and equity linked securities.
- Net charge-offs were down 7\% from 1Q03 and 13\% from a year earlier.
- Nonperforming asset levels declined $12 \%$ from March 2003 driven by declines in large corporate and commercial levels.
- Beginning in September, our quarterly dividend will increase $25 \%$ to $\$ 0.80$ per common share.


## Bank of America Corporation

## Consolidated Financial Highlights

| (Dollars in millions, except per share information; shares in thousands) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2003 \end{gathered}$ |  | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2002 \end{gathered}$ |  | Second Quarter 2003 |  | First Quarter 2003 |  | Fourth Quarter 2002 |  | Third Quarter 2002 |  | Second Quarter 2002 |  |
| Income statement |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total revenue | \$ | 18,514 | \$ | 17,168 | \$ | 9,620 | \$ | 8,894 | \$ | 8,804 | \$ | 8,522 | \$ | 8,575 |
| Provision for credit losses |  | 1,605 |  | 1,728 |  | 772 |  | 833 |  | 1,165 |  | 804 |  | 888 |
| Gains on sales of securities |  | 569 |  | 137 |  | 296 |  | 273 |  | 304 |  | 189 |  | 93 |
| Noninterest expense |  | 9,775 |  | 8,984 |  | 5,058 |  | 4,717 |  | 4,832 |  | 4,620 |  | 4,490 |
| Income tax expense |  | 2,541 |  | 2,193 |  | 1,348 |  | 1,193 |  | 497 |  | 1,052 |  | 1,069 |
| Net income |  | 5,162 |  | 4,400 |  | 2,738 |  | 2,424 |  | 2,614 |  | 2,235 |  | 2,221 |
| Diluted earnings per common share |  | 3.39 |  | 2.77 |  | 1.80 |  | 1.59 |  | 1.69 |  | 1.45 |  | 1.40 |
| Average diluted common shares outstanding |  | 1,524,715 |  | 1,586,836 |  | ,523,306 |  | ,526,288 |  | ,542,482 |  | 46,347 |  | 592,250 |
| Dividends paid per common share | \$ | 1.28 | \$ | 1.20 | \$ | 0.64 | \$ | 0.64 | \$ | 0.64 | \$ | 0.60 | \$ | 0.60 |
| Performance ratios |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on average assets |  | 1.40\% |  | 1.38\% |  | 1.42\% |  | 1.38\% |  | 1.49\% |  | 1.33\% |  | 1.38\% |
| Return on average common shareholders' equity |  | 20.90 |  | 18.55 |  | 21.86 |  | 19.92 |  | 21.58 |  | 19.02 |  | 18.47 |
| Book value per share of common stock | \$ | 34.06 | \$ | 31.47 | \$ | 34.06 | \$ | 33.38 | \$ | 33.49 | \$ | 32.07 | \$ | 31.47 |
| Market price per share of common stock: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| High for the period | \$ | 80.00 | \$ | 77.08 | \$ | 80.00 | \$ | 72.50 | \$ | 71.99 | \$ | 71.94 | \$ | 77.08 |
| Low for the period |  | 64.26 |  | 57.51 |  | 67.20 |  | 64.26 |  | 53.98 |  | 57.90 |  | 66.82 |
| Closing price |  | 79.03 |  | 70.36 |  | 79.03 |  | 66.84 |  | 69.57 |  | 63.80 |  | 70.36 |
| Market capitalization |  | 118,254 |  | 106,642 |  | 118,254 |  | 100,095 |  | 104,403 |  | 95,838 |  | 106,642 |
| Number of banking centers |  | 4,200 |  | 4,232 |  | 4,200 |  | 4,202 |  | 4,208 |  | 4,226 |  | 4,232 |
| Number of ATM's |  | 13,250 |  | 12,827 |  | 13,250 |  | 13,266 |  | 13,013 |  | 12,489 |  | 12,827 |
| Full-time equivalent employees |  | 132,796 |  | 135,489 |  | 132,796 |  | 132,583 |  | 133,944 |  | 34,135 |  | 135,489 |

[^1]
## Bank of America Corporation

## Supplemental Financial Highlights

## (Dollars in millions)

## Taxable-equivalent basis data

|  | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2003 \end{gathered}$ | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2002 \end{gathered}$ | Second Quarter 2003 | $\begin{gathered} \text { First } \\ \text { Quarter } \\ 2003 \end{gathered}$ | Fourth <br> Quarter <br> 2002 | $\begin{aligned} & \text { Third } \\ & \text { Quarter } \\ & 2002 \end{aligned}$ | Second Quarter 2002 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Net interest income | \$ 10,885 | \$ 10,509 | \$ 5,524 | \$ 5,361 | \$ 5,537 | \$ 5,465 | \$ 5,262 |
| Total revenue | 18,825 | 17,430 | 9,779 | 9,046 | 8,967 | 8,685 | 8,743 |
| Net interest yield | 3.42\% | 3.80\% | 3.33\% | 3.52\% | 3.66\% | 3.75\% | 3.75\% |
| Efficiency ratio | 51.93 | 51.54 | 51.73 | 52.14 | 53.90 | 53.19 | 51.34 |

## Reconciliation to GAAP Financial Measures

Shareholder value added (SVA) is a performance measure used in managing the corporation's growth strategy and is not defined in GAAP (generally accepted accounting principles). Management believes that this measure provides users of this financial information with a more accurate picture of returns on capital used in operating the business for comparative purposes. Other companies may define or calculate supplemental financial data differently. See the Table below for supplemental financial data and corresponding reconciliations to GAAP financial measures for the six months ended June 30, 2003 and 2002, and the three months ended June 30, 2003, March 31, 2003, December 31, 2002, September 30, 2002 and June 30, 2002.

## Reconciliation of net income to

## shareholder value added

|  | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2003 \end{gathered}$ | $\begin{gathered} \text { Year-to- } \\ \text { Date } \\ 2002 \end{gathered}$ | Second Quarter 2003 | $\begin{aligned} & \text { First } \\ & \text { Quarter } \\ & 2003 \end{aligned}$ | Fourth Quarter 2002 | Third Quarter 2002 | Second Quarter 2002 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Net income | \$ 5,162 | \$ 4,400 | \$ 2,738 | \$ 2,424 | \$ 2,614 | \$ 2,235 | \$ 2,221 |
| Amortization expense | 108 | 110 | 54 | 54 | 54 | 54 | 55 |
| Capital charge | $(2,716)$ | $(2,844)$ | $(1,378)$ | $(1,338)$ | $(1,454)$ | $(1,409)$ | $(1,442)$ |
| Shareholder value added | \$ 2,554 | \$ 1,666 | \$ 1,414 | \$ 1,140 | \$ 1,214 | \$ 880 | \$ 834 |

Certain prior period amounts have been reclassified to conform to current period presentation.

## Bank of America Corporation

## Consolidated Statement of Income

(Dollars in millions, except per share information; shares in thousands)

|  | Year-toDate 2003 |  | $\begin{aligned} & \text { Year-to- } \\ & \text { Date } \\ & 2002 \end{aligned}$ |  | Second Quarter 2003 |  | First Quarter 2003 |  | Fourth Quarter 2002 |  | Third Quarter 2002 |  | Second Quarter 2002 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Interest income |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Interest and fees on loans and leases | \$ | 10,760 | \$ | 10,975 | \$ | 5,412 | \$ | 5,348 | \$ | 5,502 | \$ | 5,553 | \$ | 5,530 |
| Interest and dividends on securities |  | 1,789 |  | 1,870 |  | 1,011 |  | 778 |  | 1,061 |  | 1,104 |  | 924 |
| Federal funds sold and securities purchased under agreements to resell |  | 387 |  | 485 |  | 193 |  | 194 |  | 208 |  | 177 |  | 270 |
| Trading account assets |  | 2,049 |  | 1,826 |  | 1,007 |  | 1,042 |  | 979 |  | 1,006 |  | 948 |
| Other interest income |  | 735 |  | 699 |  | 372 |  | 363 |  | 371 |  | 345 |  | 312 |
| Total interest income |  | 15,720 |  | 15,855 |  | 7,995 |  | 7,725 |  | 8,121 |  | 8,185 |  | 7,984 |
| Interest expense |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Deposits |  | 2,452 |  | 2,728 |  | 1,269 |  | 1,183 |  | 1,292 |  | 1,414 |  | 1,384 |
| Short-term borrowings |  | 967 |  | 1,006 |  | 514 |  | 453 |  | 557 |  | 526 |  | 529 |
| Trading account liabilities |  | 624 |  | 629 |  | 316 |  | 308 |  | 289 |  | 342 |  | 344 |
| Long-term debt |  | 1,103 |  | 1,245 |  | 531 |  | 572 |  | 609 |  | 601 |  | 633 |
| Total interest expense |  | 5,146 |  | 5,608 |  | 2,630 |  | 2,516 |  | 2,747 |  | 2,883 |  | 2,890 |
| Net interest income |  | 10,574 |  | 10,247 |  | 5,365 |  | 5,209 |  | 5,374 |  | 5,302 |  | 5,094 |
| Noninterest income |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consumer service charges |  | 1,570 |  | 1,426 |  | 793 |  | 777 |  | 802 |  | 761 |  | 732 |
| Corporate service charges |  | 1,154 |  | 1,132 |  | 577 |  | 577 |  | 571 |  | 586 |  | 566 |
| Total service charges |  | 2,724 |  | 2,558 |  | 1,370 |  | 1,354 |  | 1,373 |  | 1,347 |  | 1,298 |
| Consumer investment and brokerage services |  | 779 |  | 801 |  | 401 |  | 378 |  | 370 |  | 373 |  | 420 |
| Corporate investment and brokerage services |  | 369 |  | 348 |  | 204 |  | 165 |  | 171 |  | 174 |  | 178 |
| Total investment and brokerage services |  | 1,148 |  | 1,149 |  | 605 |  | 543 |  | 541 |  | 547 |  | 598 |
| Mortgage banking income |  | 964 |  | 327 |  | 559 |  | 405 |  | 209 |  | 220 |  | 138 |
| Investment banking income |  | 866 |  | 805 |  | 488 |  | 378 |  | 422 |  | 318 |  | 464 |
| Equity investment gains (losses) |  | (25) |  | (10) |  | 43 |  | (68) |  | (54) |  | (216) |  | (36) |
| Card income |  | 1,443 |  | 1,196 |  | 762 |  | 681 |  | 736 |  | 686 |  | 621 |
| Trading account profits |  | 207 |  | 608 |  | 93 |  | 114 |  | 99 |  | 71 |  | 263 |
| Other income |  | 613 |  | 288 |  | 335 |  | 278 |  | 104 |  | 247 |  | 135 |
| Total noninterest income |  | 7,940 |  | 6,921 |  | 4,255 |  | 3,685 |  | 3,430 |  | 3,220 |  | 3,481 |
| Total revenue |  | 18,514 |  | 17,168 |  | 9,620 |  | 8,894 |  | 8,804 |  | 8,522 |  | 8,575 |
| Provision for credit losses |  | 1,605 |  | 1,728 |  | 772 |  | 833 |  | 1,165 |  | 804 |  | 888 |
| Gains on sales of securities |  | 569 |  | 137 |  | 296 |  | 273 |  | 304 |  | 189 |  | 93 |
| Noninterest expense |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Personnel |  | 5,154 |  | 4,832 |  | 2,695 |  | 2,459 |  | 2,482 |  | 2,368 |  | 2,386 |
| Occupancy |  | 970 |  | 873 |  | 498 |  | 472 |  | 450 |  | 457 |  | 441 |
| Equipment |  | 537 |  | 541 |  | 253 |  | 284 |  | 292 |  | 291 |  | 279 |
| Marketing |  | 468 |  | 340 |  | 238 |  | 230 |  | 203 |  | 210 |  | 170 |
| Professional fees |  | 406 |  | 213 |  | 281 |  | 125 |  | 186 |  | 126 |  | 122 |
| Amortization of intangibles |  | 108 |  | 110 |  | 54 |  | 54 |  | 54 |  | 54 |  | 55 |
| Data processing |  | 528 |  | 431 |  | 262 |  | 266 |  | 291 |  | 295 |  | 226 |
| Telecommunications |  | 261 |  | 242 |  | 137 |  | 124 |  | 120 |  | 119 |  | 123 |
| Other general operating |  | 1,343 |  | 1,402 |  | 640 |  | 703 |  | 754 |  | 700 |  | 688 |
| Total noninterest expense |  | 9,775 |  | 8,984 |  | 5,058 |  | 4,717 |  | 4,832 |  | 4,620 |  | 4,490 |
| Income before income taxes |  | 7,703 |  | 6,593 |  | 4,086 |  | 3,617 |  | 3,111 |  | 3,287 |  | 3,290 |
| Income tax expense |  | 2,541 |  | 2,193 |  | 1,348 |  | 1,193 |  | 497 |  | 1,052 |  | 1,069 |
| Net income | \$ | 5,162 | \$ | 4,400 | \$ | 2,738 | \$ | 2,424 | \$ | 2,614 | \$ | 2,235 | \$ | 2,221 |
| Net income available to common shareholders | \$ | 5,160 | \$ | 4,398 | \$ | 2,737 | \$ | 2,423 | \$ | 2,613 | \$ | 2,233 | \$ | 2,220 |
| Per common share information |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Earnings | \$ | 3.45 | \$ | 2.86 | \$ | 1.83 | \$ | 1.62 | \$ | 1.74 | \$ | 1.49 | \$ | 1.45 |
| Diluted earnings | \$ | 3.39 | \$ | 2.77 | \$ | 1.80 | \$ | 1.59 | \$ | 1.69 | \$ | 1.45 | \$ | 1.40 |
| Dividends paid | \$ | 1.28 | \$ | 1.20 | \$ | 0.64 | \$ | 0.64 | \$ | 0.64 | \$ | 0.60 | \$ | 0.60 |
| Average common shares issued and outstanding |  | 1,496,827 |  | 1,538,600 |  | 94,094 |  | 9,405 |  | 9,557 |  | 4,017 |  | 33,783 |


| Average diluted common shares issued and outstanding | 1,524,715 | 1,586,836 | 1,523,306 | 1,526,288 | 1,542,482 | 1,546,347 | 1,592,250 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |

Certain prior period amounts have been reclassified to conform to current period presentation.

## Bank of America Corporation

## Consolidated Balance Sheet

## (Dollars in millions)

|  | $\begin{gathered} \text { June } 30 \\ 2003 \end{gathered}$ | $\begin{gathered} \text { March } 31 \\ 2003 \end{gathered}$ | $\begin{gathered} \text { June } 30 \\ 2002 \end{gathered}$ |
| :---: | :---: | :---: | :---: |
| Assets |  |  |  |
| Cash and cash equivalents | \$ 25,220 | \$ 25,069 | \$ 21,309 |
| Time deposits placed and other short-term investments | 6,790 | 5,523 | 6,307 |
| Federal funds sold and securities purchased under agreements to resell | 64,314 | 49,809 | 35,449 |
| Trading account assets | 66,947 | 65,733 | 63,466 |
| Derivative assets | 38,587 | 35,409 | 24,809 |
| Securities: |  |  |  |
| Available-for-sale | 114,250 | 75,511 | 82,143 |
| Held-to-maturity | 279 | 927 | 1,020 |
|  |  | - |  |
| Total securities | 114,529 | 76,438 | 83,163 |
|  |  |  |  |
| Loans and leases | 360,305 | 343,412 | 340,394 |
| Allowance for credit losses | $(6,841)$ | $(6,853)$ | $(6,873)$ |
| Loans and leases, net of allowance for credit losses | 353,464 | 336,559 | 333,521 |
| Premises and equipment, net | 5,899 | 6,643 | 6,755 |
| Mortgage banking assets | 1,748 | 1,995 | 3,404 |
| Goodwill | 11,426 | 11,396 | 10,950 |
| Core deposit intangibles and other intangibles | 1,010 | 1,065 | 1,184 |
| Other assets | 79,245 | 64,126 | 48,131 |
|  |  |  |  |
| Total assets | \$ 769,179 | \$ 679,765 | \$ 638,448 |
|  | - | - | - |
| Liabilities |  |  |  |
| Deposits in domestic offices: |  |  |  |
| Noninterest-bearing | \$ 132,851 | \$ 121,127 | \$ 101,163 |
| Interest-bearing | 256,602 | 242,287 | 224,582 |
| Deposits in foreign offices: |  |  |  |
| Noninterest-bearing | 2,206 | 2,331 | 1,750 |
| Interest-bearing | 30,276 | 29,431 | 33,274 |
|  | - | - |  |
| Total deposits | 421,935 | 395,176 | 360,769 |
|  |  |  |  |
| Federal funds purchased and securities sold under agreements to repurchase | 104,821 | 72,976 | 56,678 |
| Trading account liabilities | 27,708 | 23,578 | 25,751 |
| Derivative liabilities | 23,435 | 22,876 | 17,800 |
| Commercial paper and other short-term borrowings | 43,584 | 29,729 | 32,973 |
| Accrued expenses and other liabilities | 28,943 | 15,905 | 32,002 |
| Long-term debt | 61,681 | 63,442 | 59,181 |
| Trust preferred securities | 6,056 | 6,031 | 5,530 |
|  |  | - |  |
| Total liabilities | 718,163 | 629,713 | 590,684 |
|  | - | - | - |
| Shareholders' equity |  |  |  |
| Preferred stock, \$0.01 par value; authorized-100,000,000 shares; issued and outstanding $1,306,463 ; 1,336,200$; and $1,411,750$ shares | 56 | 57 | 60 |
| Common stock, $\$ 0.01$ par value; authorized- $5,000,000,000$ shares; issued and outstanding $1,496,314,280 ; 1,497,530,740$; and $1,515,667,160$ shares | 15 | 127 | 1,499 |
| Retained earnings | 51,374 | 49,978 | 45,546 |
| Accumulated other comprehensive income (loss) | (251) | 74 | 660 |
| Other | (178) | (184) | (1) |
| Total shareholders' equity | 51,016 | 50,052 | 47,764 |
| Total liabilities and shareholders' equity | \$769,179 | \$ 679,765 | \$ 638,448 |

## Bank of America Corporation

## Capital Management

(Dollars in millions)

|  | 2Q02 | 3Q02 | 4Q02 | 1 Q 03 | 2Q03* |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Tier 1 capital | \$ 41,097 | \$ 41,732 | \$ 43,105 | \$ 43,818 | \$ 45,192 |
| Total capital | 63,108 | 63,505 | 65,169 | 65,688 | 66,863 |
| Risk-weighted assets | 508,008 | 513,085 | 524,175 | 534,378 | 559,324 |
| Tier 1 capital ratio | 8.09\% | 8.13\% | 8.22\% | 8.20\% | 8.08\% |
| Total capital ratio | 12.42 | 12.38 | 12.43 | 12.29 | 11.95 |
| Ending equity / ending assets | 7.48 | 7.31 | 7.62 | 7.36 | 6.63 |
| Ending capital / ending assets | 8.35 | 8.22 | 8.53 | 8.25 | 7.42 |
| Average equity / average assets | 7.47 | 6.97 | 6.91 | 6.92 | 6.49 |

*Preliminary data on risk based capital

## Share Repurchase Program

30 million common shares were repurchased in the second quarter of 2003 as a part of ongoing share repurchase programs.
105 million shares remain outstanding under the current authorized program ( 104 million net of outstanding put options).
29 million shares were issued in the second quarter of 2003, mostly due to stock incentive plans.


## Bank of America Corporation

Average Balances and Interest Rates-Taxable-Equivalent Basis
(Dollars in millions)

(1) Nonperforming loans are included in the respective average loan balances. Income on such nonperforming loans is recognized on a cash basis.


 decreases in the interest paid on the underlying liabilities
(3) Primarily consists of time deposits in denominations of $\$ 100,000$ or more.

## Bank of America Corporation

## Average Balances and Interest Rates-Tax-Equivalent Basis

(Dollars in millions)



(3) Primarily consists of time deposits in denominations of $\$ 100,000$ or more.

## Net Income

Second Quarter 2003


Consumer \&
Commercial Banking
68\%

## Bank of America Corporation

## Consumer and Commercial Banking Segment Results

| (Dollars in millions) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Year-to-Date |  |  |  | Quarterly |  |  |  |  |  |  |  |  |  |
|  | 2003 |  | 2002 |  | 2 Qtr 03 |  | 1 Qtr 03 |  | 4 Qtr 02 |  | 3 Qtr 02 |  | 2 Qtr 02 |  |
| Key Measures |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total revenue* | \$ | 12,623 | \$ | 11,373 | \$ | 6,590 | \$ | 6,033 | \$ | 6,192 | \$ | 6,051 | \$ | 5,723 |
| Provision for credit losses |  | 1,010 |  | 875 |  | 522 |  | 488 |  | 510 |  | 420 |  | 449 |
| Net income |  | 3,462 |  | 3,144 |  | 1,871 |  | 1,591 |  | 1,721 |  | 1,678 |  | 1,587 |
| Shareholder value added |  | 2,480 |  | 2,080 |  | 1,381 |  | 1,099 |  | 1,168 |  | 1,144 |  | 1,056 |
| Return on average equity |  | 35.5\% |  | 32.7\% |  | 38.5\% |  | 32.6\% |  | 34.7\% |  | 34.9\% |  | 33.1\% |
| Efficiency ratio* |  | 48.5 |  | 48.7 |  | 47.1 |  | 50.0 |  | 47.5 |  | 49.4 |  | 48.3 |
| Selected Average Balance |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sheet Components |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total loans and leases |  | 186,789 |  | 181,721 |  | 187,811 |  | 185,756 |  | 84,243 |  | 182,142 |  | 82,012 |
| Total deposits |  | 301,080 |  | 278,418 |  | 306,447 |  | 295,654 |  | 292,259 |  | 283,769 |  | 80,161 |
| Total earning assets |  | 330,535 |  | 277,077 |  | 339,030 |  | 321,945 |  | 314,605 |  | 286,249 |  | 79,024 |
| Period End (in billions) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mortgage servicing portfolio | \$ | 249.6 | \$ | \$ 287.8 | \$ | 249.6 | \$ | 257.2 | \$ | 264.5 | \$ | 278.7 | \$ | 287.8 |
| Mortgage originations: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Retail |  | 50.0 |  | 22.4 |  | 28.2 |  | 21.8 |  | 22.2 |  | 15.3 |  | 9.5 |
| Wholesale |  | 23.0 |  | 9.7 |  | 12.2 |  | 10.8 |  | 9.7 |  | 8.6 |  | 4.9 |

* Taxable-equivalent basis

Certain prior period amounts have been reclassified among the segments to conform to the current period presentation.

## E-Commerce \& BankofAmerica.com



Net Increase in Customer Profitability after Going On-line


Bank of America has the largest active online banking customer base with over 5.6 million subscribers. This represents an active customer penetration rate of $37 \%$.

Bank of America uses a strict Active User standard-customers must have used our online services within the last 90 days.
2.4 million active bill pay users paid over $\$ 10.9$ billion worth of bills this quarter. The number of customers who sign up and use Bank of America Bill Pay Service continues to far surpass that of any other financial institution.

Currently, 240 companies are presenting over 4.0 million e-bills per quarter.



## Bank of America Corporation

## Consumer Credit Card Results

## Included within Consumer Products

(Dollars in millions)

|  | Year-to-Date |  |  |  | Quarterly |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2003 |  | 2002 | 2 Qtr 03 |  | 1 Qtr 03 |  | 4 Qtr 02 |  | 3 Qtr 02 |  | 2 Qtr 02 |  |
| Key Measures |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Outstandings: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Held (Period end) |  | 27,419 |  | 21,155 | \$ | 27,419 | \$ | 24,819 | \$ | 24,729 | \$ | 23,062 | \$ | 21,155 |
| Managed (Period end) |  | 30,807 |  | 27,089 |  | 30,807 |  | 29,064 |  | 29,461 |  | 28,057 |  | 27,089 |
| Held (Average) |  | 25,452 |  | 19,895 |  | 26,211 |  | 24,684 |  | 23,535 |  | 22,263 |  | 20,402 |
| Managed (Average) |  | 29,568 |  | 26,721 |  | 29,970 |  | 29,161 |  | 28,406 |  | 27,540 |  | 26,902 |
| Managed Income Statement: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total revenue | \$ | 2,008 | \$ | 1,633 | \$ | 1,043 | \$ | 965 | \$ | 943 | \$ | 895 | \$ | 806 |
| Provision for credit losses |  | 882 |  | 764 |  | 473 |  | 409 |  | 386 |  | 392 |  | 393 |
| Noninterest expense |  | 554 |  | 493 |  | 279 |  | 275 |  | 244 |  | 254 |  | 249 |
| Income before income taxes |  | 572 |  | 376 |  | 291 |  | 281 |  | 313 |  | 249 |  | 164 |
| Shareholder Value Added | \$ | 262 | \$ | 155 | \$ | 134 | \$ | 128 | \$ | 152 | \$ | 114 | \$ | 62 |

## Credit Quality:

| Held: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Charge-offs \$ | \$ | 701 | \$ | 510 | \$ | 378 | \$ | 323 | \$ | 299 | \$ | 285 | \$ | 269 |
| Charge-offs \% |  | 5.56\% |  | 5.17\% |  | 5.78\% |  | 5.31\% |  | 5.03\% |  | 5.09\% |  | 5.28\% |
| Managed: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Losses \$ | \$ | 807 | \$ | 730 | \$ | 429 | \$ | 378 | \$ | 357 | \$ | 356 | \$ | 375 |
| Losses \% |  | 5.50\% |  | 5.51\% |  | 5.74\% |  | 5.25\% |  | 4.99\% |  | 5.13\% |  | 5.59\% |
| Managed Delinquency \%: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| $30+$ |  | 3.99\% |  | 3.78\% |  | 3.99\% |  | 4.18\% |  | 3.94\% |  | 3.63\% |  | 3.78\% |
| 90+ |  | 1.80 |  | 1.76 |  | 1.80 |  | 1.91 |  | 1.71 |  | 1.66 |  | 1.76 |

## Bank of America Corporation

## Global Corporate and Investment Banking Segment Results

(Dollars in millions)

| Key Measures | Year-to-Date |  |  |  | Quarterly |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2003 |  | 2002 |  | 2 Qtr 03 |  | 1 Qtr 03 |  | 4 Qtr 02 |  | 3 Qtr 02 |  | 2 Qtr 02 |  |
| Total revenue* | \$ | 4,605 | \$ | 4,591 | \$ | 2,262 | \$ | 2,343 | \$ | 2,085 | \$ | 2,001 | \$ | 2,306 |
| Provision for credit losses |  | 444 |  | 481 |  | 172 |  | 272 |  | 524 |  | 203 |  | 216 |
| Net income |  | 921 |  | 967 |  | 440 |  | 481 |  | 206 |  | 385 |  | 509 |
| Shareholder value added |  | 378 |  | 306 |  | 175 |  | 203 |  | (120) |  | 62 |  | 183 |
| Return on average equity |  | 18.2\% |  | 17.1\% |  | 17.8\% |  | 18.6\% |  | 7.4\% |  | 14.0\% |  | 18.3\% |
| Efficiency ratio* |  | 59.6 |  | 56.6 |  | 62.7 |  | 56.5 |  | 60.4 |  | 60.5 |  | 56.2 |
| Selected Average Balance Sheet Components |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total loans and leases | \$ | 53,899 | \$ | 65,552 | \$ | 51,285 | \$ | 56,543 | \$ | 60,475 | \$ | 61,032 | \$ | 64,114 |
| Total deposits |  | 67,106 |  | 63,492 |  | 66,900 |  | 67,315 |  | 65,879 |  | 66,163 |  | 63,770 |
| Total earning assets |  | 229,654 |  | 197,004 |  | 233,125 |  | 226,145 |  | 207,767 |  | 203,537 |  | 201,401 |

Taxable-equivalent basis
Certain prior period amounts have been reclassified among the segments to conform to the current period presentation.

## Bank of America Corporation

Global Corporate \& Investment Banking Strategic Progress Continues


## Significant US market share gains

Convertible debt market share more than doubled its market share year over year, from $4.3 \%$ to $8.7 \%$.
The market share for common stock underwriting more than doubled from $2.0 \%$ in the first half of 2002 to $4.9 \%$ year to date.
Mortgage-backed securities increased from $5.5 \%$ to $8.5 \%$ year over year.

## Bank of America Corporation

Asset Management Segment Results
(Dollars in millions)

|  | Year-to-Date |  | Quarterly |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Key Measures | 2003 | 2002 | 2 Qtr 03 |  | 1 Qtr 03 |  | 4 Qtr 02 |  | 3 Qtr 02 |  | 2 Qtr 02 |  |
| Total revenue* | \$ 1,190 | \$ 1,220 | \$ | 612 | \$ | 578 | \$ | 588 | \$ | 571 | \$ | 622 |
| Provision for credit losses | (1) | 170 |  | 3 |  | (4) |  | 30 |  | 118 |  | 143 |
| Net income | 284 | 203 |  | 144 |  | 140 |  | 108 |  | 63 |  | 66 |
| Shareholder value added | 136 | 67 |  | 70 |  | 66 |  | 26 |  | (14) |  | (2) |
| Return on average equity | 20.7\% | 17.6\% |  | 21.1\% |  | 20.3\% |  | 15.5\% |  | 9.6\% |  | 11.4\% |
| Efficiency ratio* | 63.3 | 60.4 |  | 63.2 |  | 63.3 |  | 67.3 |  | 63.7 |  | 61.0 |


| Selected Average Balance |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sheet Components |  |  |  |  |  |  |  |
| Total loans and leases | \$ 22,775 | \$ 24,550 | \$ 22,866 | \$ 22,683 | \$ 22,950 | \$ 23,637 | \$ 24,308 |
| Total deposits | 12,784 | 11,806 | 12,710 | 12,859 | 12,531 | 11,967 | 11,776 |
| Total earning assets | 23,601 | 25,175 | 23,784 | 23,415 | 23,693 | 24,238 | 24,907 |
| Period End (in billions) |  |  |  |  |  |  |  |
| Assets under management | \$ 314.9 | \$ 295.2 | \$ 314.9 | \$ 297.0 | \$ 310.4 | \$ 271.9 | \$ 295.2 |
| Client brokerage assets | 90.6 | 90.5 | 90.6 | 90.8 | 90.9 | 87.1 | 90.5 |
| Assets in custody | 47.9 | 41.0 | 47.9 | 45.1 | 46.5 | 42.1 | 41.0 |
| Total client assets | \$ 453.4 | \$ 426.7 | \$ 453.4 | \$ 432.9 | \$ 447.8 | \$ 401.1 | \$ 426.7 |

[^2]Certain prior period amounts have been reclassified among the segments to conform to the current period presentation

## Bank of America Corporation

Equity Investments Segment Results

| (Dollars in millions) |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Year-to-Date |  | Quarterly |  |  |  |  |
| Key Measures | 2003 | 2002 | 2 Qtr 03 | 1 Qtr 03 | 4 Qtr 02 | 3 Qtr 02 | 2 Qtr 02 |
| Total revenue* | \$ (119) | \$ (112) | \$ (12) | \$ (107) | \$ (100) | \$ (233) | \$ (84) |
| Provision for credit losses | 4 | - | 3 | 1 | 7 | - | - |
| Net income | (114) | (87) | (28) | (86) | (83) | (161) | (55) |
| Shareholder value added | (225) | (215) | (84) | (141) | (146) | (223) | (120) |
| Return on average equity | (11.1)\% | (8.2)\% | (5.5)\% | (16.7)\% | (15.6)\% | (30.6)\% | (10.1)\% |
| Efficiency ratio* | (45.5) | (32.3) | $\mathrm{n} / \mathrm{m}$ | (24.2) | (27.5) | (11.5) | (10.5) |
| Selected Average Balance |  |  |  |  |  |  |  |
| Sheet Components |  |  |  |  |  |  |  |
| Total loans and leases | \$ 424 | \$ 437 | \$ 414 | \$ 434 | \$ 438 | \$ 446 | \$ 448 |
| Total earning assets | 424 | 441 | 414 | 434 | 438 | 446 | 448 |
| Period End |  |  |  |  |  |  |  |
| Investment balances for Principal Investing | \$5,436 | \$5,429 | \$ 5,436 | \$ 5,435 | \$ 5,395 | \$ 5,429 | \$ 5,429 |

* Taxable-equivalent basis
$n / m=$ not meaningful
Certain prior period amounts have been reclassified among the segments to conform to the current period presentation.


## Bank of America Corporation

## Corporate Other Results ${ }^{(1)}$

(Dollars in millions)

| Key Measures | Year-to-Date |  |  |  | Quarterly |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2003 |  | 2002 |  | 2 Qtr 03 |  | 1 Qtr 03 |  | 4 Qtr 02 |  | 3 Qtr 02 |  | 2 Qtr 02 |  |
| Total revenue* | \$ | 525 | \$ | 358 | \$ | 327 | \$ | 198 | \$ | 202 | \$ | 295 | \$ | 176 |
| Provision for credit losses |  | 148 |  | 202 |  | 72 |  | 76 |  | 94 |  | 63 |  | 80 |
| Net income ${ }^{(2)}$ |  | 609 |  | 173 |  | 311 |  | 298 |  | 662 |  | 270 |  | 114 |
| Shareholder value added |  | (215) |  | (572) |  | (128) |  | (87) |  | 286 |  | (89) |  | (283) |
| Selected Average Balance |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sheet Components |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total loans and leases | \$ | 84,096 | \$ | 59,505 | \$ | 87,903 | \$ | 80,246 | \$ | 74,994 | \$ | 73,228 | \$ | 64,802 |
| Total deposits |  | 14,617 |  | 11,482 |  | 19,250 |  | 9,932 |  | 10,712 |  | 12,034 |  | 10,279 |
| Total earning assets |  | 180,128 |  | 135,535 |  | 199,028 |  | 161,018 |  | 71,269 |  | 158,047 |  | 138,771 |

* Taxable-equivalent basis
 mortgages originated by the mortgage group or otherwise acquired and held for asset/liability management purposes
(2) The fourth quarter of 2002 includes $\$ 488$ tax benefit related to the settlement of federal income tax returns through 1999

Certain prior period amounts have been reclassified among the segments to conform to the current period presentation.

## Bank of America Corporation

Net Charge-offs and Net Charge-off Ratios

| (Dollars in millions) |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2 Q 02 |  | 3Q02 |  | 4Q02 |  | 1 Q 03 |  | 2 Q 03 |  |
|  | Amt. | Ratio | Amt. | Ratio | Amt. | Ratio | Amt. | Ratio | Amt. | Ratio |
| Commercial-domestic | \$383 | 1.38\% | \$ 240 | 0.90\% | \$ 478 | 1.80\% | \$ 239 | 0.94\% | \$ 221 | 0.88\% |
| Commercial-foreign | 119 | 2.23 | 148 | 2.77 | 205 | 3.95 | 120 | 2.57 | 53 | 1.19 |
| Commercial real estate-domestic | 8 | 0.14 | 6 | 0.12 | 9 | 0.20 | 9 | 0.18 | 10 | 0.21 |
| Total commercial | 510 | 1.32 | 394 | 1.05 | 692 | 1.87 | 368 | 1.04 | 284 | 0.82 |
| Residential mortgage | 8 | 0.03 | 5 | 0.02 | 18 | 0.07 | 2 | 0.01 | 11 | 0.04 |
| Home equity lines | 7 | 0.12 | 5 | 0.08 | 6 | 0.10 | 6 | 0.11 | 6 | 0.11 |
| Direct/Indirect consumer | 38 | 0.50 | 48 | 0.63 | 60 | 0.78 | 56 | 0.72 | 38 | 0.47 |
| Consumer finance | 49 | 1.77 | 54 | 2.13 | 77 | 3.44 | 68 | 3.42 | 46 | 2.52 |
| Credit card | 269 | 5.28 | 285 | 5.09 | 299 | 5.03 | 323 | 5.31 | 378 | 5.78 |
| Other consumer domestic | 7 | $\mathrm{n} / \mathrm{m}$ | 11 | $\mathrm{n} / \mathrm{m}$ | 11 | $\mathrm{n} / \mathrm{m}$ | 9 | $\mathrm{n} / \mathrm{m}$ | 8 | $\mathrm{n} / \mathrm{m}$ |
| Foreign consumer | - | - | 2 | 0.32 | 2 | 0.38 | 1 | 0.20 | 1 | 0.28 |
|  | -378 |  |  |  |  |  |  |  |  |  |
| Total consumer | 378 | 0.84 | 410 | 0.85 | 473 | 0.95 | 465 | 0.93 | 488 | 0.93 |
| Total net charge-offs | \$888 | 1.06 | \$ 804 | 0.94 | \$ 1,165 | 1.35 | \$833 | 0.98 | \$ 772 | 0.88 |
| By Business Segment: |  |  |  |  |  |  |  |  |  |  |
| Consumer \& commercial banking | \$ 449 | 0.99\% | \$ 420 | 0.92\% | \$ 509 | 1.10\% | \$ 488 | 1.06\% | \$ 522 | 1.12\% |
| Global corporate \& investment banking | 216 | 1.35 | 203 | 1.32 | 526 | 3.44 | 272 | 1.96 | 172 | 1.34 |
| Asset management | 143 | 2.37 | 118 | 1.99 | 30 | 0.52 | (4) | 0.06 | 3 | 0.04 |
| Equity investments | - | - | - | - | 7 | 6.26 | 1 | 0.72 | 3 | 3.36 |
| Corporate other | 80 | 0.50 | 63 | 0.34 | 93 | 0.50 | 76 | 0.38 | 72 | 0.33 |
| Total net charge-offs | \$888 | 1.06 | \$ 804 | 0.94 | \$ 1,165 | 1.35 | \$833 | 0.98 | \$ 772 | 0.88 |

Loans are classified as domestic or foreign based upon the domicile of the borrower.


## Bank of America Corporation

Nonperforming Assets
(Dollars in millions)

|  | 2Q02 | 3Q02 | 4Q02 | 1 Q 03 | 2 Q 03 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Commercial-domestic | \$ 2,847 | \$3,132 | \$ 2,781 | \$ 2,605 | \$ 2,265 |
| Commercial-foreign | 980 | 854 | 1,359 | 1,279 | 1,040 |
| Commercial real estate-domestic | 202 | 172 | 161 | 173 | 154 |
| Commercial real estate-foreign | 3 | 3 | 3 | 3 | 2 |
| Total commercial | 4,032 | 4,161 | 4,304 | 4,060 | 3,461 |
| Residential mortgage | 503 | 585 | 612 | 628 | 618 |
| Home equity lines | 64 | 57 | 66 | 63 | 55 |
| Direct/Indirect consumer | 27 | 31 | 30 | 28 | 33 |
| Consumer finance | 8 | 8 | 19 | 18 | 11 |
| Foreign consumer | 8 | 7 | 6 | 9 | 9 |
| Total consumer | 610 | 688 | 733 | 746 | 726 |
| Total nonperforming loans | 4,642 | 4,849 | 5,037 | 4,806 | 4,187 |
| Foreclosed properties | 297 | 282 | 225 | 227 | 243 |
| Total nonperforming assets(1) | \$4,939 | \$ 5,131 | \$ 5,262 | \$ 5,033 | \$4,430 |
| Loans past due 90 days or more and still accruing | \$ 605 | \$ 726 | \$ 764 | \$ 808 | \$ 726 |
| Nonperforming Assets / Total Assets | 0.77\% | 0.78\% | 0.80\% | 0.74\% | 0.58\% |
| Nonperforming Assets / Total Loans, Leases and Foreclosed Properties | 1.45 | 1.50 | 1.53 | 1.46 | 1.23 |
| Nonperforming Loans / Total Loans and Leases | 1.36 | 1.42 | 1.47 | 1.40 | 1.16 |
| Allowance for Loan Losses | \$ 6,873 | \$ 6,861 | \$ 6,851 | \$ 6,853 | \$ 6,841 |
| Allowance / Total Loans | 2.02\% | 2.01\% | 2.00\% | 2.00\% | 1.90\% |
| Allowance / Total Nonperforming Loans | 148 | 142 | 136 | 143 | 163 |

Loans are classified as domestic or foreign based upon the domicile of the borrower .




## Bank of America Corporation

## Significant Industry Non-Real Estate Outstanding Commercial Loans and Leases

(Dollars in millions)

|  |  | $\begin{gathered} \text { June 30, } \\ 2003 \end{gathered}$ | $\begin{gathered} \text { December 31, } \\ 2002 \end{gathered}$ |  | $\begin{aligned} & \text { Increase (Decrease) } \\ & \text { from } 12 / 31 / 02 \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Retailing | \$ | 11,516 | \$ | 10,572 | 9\% |
| Transportation |  | 8,026 |  | 8,030 | (0) |
| Leisure and sports, hotels and restaurants |  | 7,694 |  | 8,139 | (5) |
| Food, beverage and tobacco |  | 7,038 |  | 7,335 | (4) |
| Materials |  | 6,880 |  | 7,972 | (14) |
| Education and government |  | 6,553 |  | 5,624 | 17 |
| Capital goods |  | 6,393 |  | 7,088 | (10) |
| Commercial services and supplies |  | 5,997 |  | 6,449 | (7) |
| Diversified financials |  | 5,985 |  | 8,344 | (28) |
| Utilities |  | 4,088 |  | 5,590 | (27) |
| Health care equipment and services |  | 3,885 |  | 3,912 | (1) |
| Media |  | 3,802 |  | 5,911 | (36) |
| Energy |  | 2,766 |  | 3,076 | (10) |
| Religious and social organizations |  | 2,639 |  | 2,426 | 9 |
| Telecommunications services |  | 2,516 |  | 3,105 | (19) |
| Consumer durables and apparel |  | 2,494 |  | 2,591 | (4) |
| Banks |  | 1,392 |  | 1,881 | (26) |
| Food and drug retailing |  | 1,258 |  | 1,344 | (6) |
| Automobiles and components |  | 1,192 |  | 1,024 | 16 |
| Insurance |  | 1,182 |  | 1,616 | (27) |
| Technology hardware and equipment |  | 1,076 |  | 1,368 | (21) |
| Other ${ }^{(1)}$ |  | 20,200 |  | 21,568 | (6) |
| Total |  | 114,572 | \$ | 124,965 | (8) |

[^3]
## Bank of America Corporation

## Selected Emerging Markets

(Dollars in millions)

|  | $\begin{gathered} \text { Loans and } \\ \text { Loan } \\ \text { Commitments } \end{gathered}$ |  | Other <br> Financing ${ }^{(1)}$ |  | Derivative Assets |  | Securities/ Other Investments ${ }^{(2)}$ |  | Total CrossBorder Exposure ${ }^{(3)}$ |  | Gross <br> Local Country Exposure ${ }^{(4)}$ |  | Total <br> Foreign <br> Exposure <br> June 30, <br> 2003 |  | Increase/(Decrease)fromDecember 31,2002 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Region/Country |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Asia |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| China | \$ | 54 | \$ | 18 | \$ | 42 | \$ | 26 | \$ | 140 | \$ | 62 | \$ | 202 | \$ | (42) |
| Hong Kong ${ }^{(5)}$ |  | 151 |  | 59 |  | 100 |  | 116 |  | 426 |  | 3,477 |  | 3,903 |  | 99 |
| India |  | 406 |  | 173 |  | 61 |  | 247 |  | 887 |  | 937 |  | 1,824 |  | 451 |
| Indonesia |  | 56 |  | - |  | 18 |  | 26 |  | 100 |  | 2 |  | 102 |  | (18) |
| South Korea |  | 584 |  | 583 |  | 28 |  | 67 |  | 1,262 |  | 841 |  | 2,103 |  | 867 |
| Malaysia |  | 8 |  | 4 |  | - |  | 11 |  | 23 |  | 146 |  | 169 |  | (71) |
| Pakistan |  | 5 |  | - |  | - |  | - |  | 5 |  | - |  | 5 |  | (2) |
| Philippines |  | 26 |  | 27 |  | 3 |  | 13 |  | 69 |  | 57 |  | 126 |  | (30) |
| Singapore |  | 191 |  | 9 |  | 78 |  | 3 |  | 281 |  | 1,116 |  | 1,397 |  | (271) |
| Taiwan |  | 283 |  | 87 |  | 44 |  | - |  | 414 |  | 580 |  | 994 |  | (95) |
| Thailand |  | 71 |  | 5 |  | 20 |  | 26 |  | 122 |  | 194 |  | 316 |  | 53 |
| Other |  | 3 |  | 18 |  | 1 |  | - |  | 22 |  | 84 |  | 106 |  | 10 |
| Total | \$ | 1,838 | \$ | 983 | \$ | 395 | \$ | 535 | \$ | 3,751 | \$ | 7,496 |  | 1,247 | \$ | 951 |
| Central and Eastern Europe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Russian Federation | \$ | 0 | \$ | 0 | \$ | 0 | \$ | 4 | \$ | 4 | \$ | 2 | \$ | 6 | \$ | 1 |
| Turkey |  | 10 |  | 3 |  | - |  | 24 |  | 37 |  | - |  | 37 |  | (21) |
| Other |  | 15 |  | 13 |  | 30 |  | 152 |  | 210 |  | 19 |  | 229 |  | (72) |
| Total | \$ | 25 | \$ | 16 | \$ | 30 | \$ | 180 | \$ | 251 | \$ | 21 | \$ | 272 | \$ | (92) |
| Latin America |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Argentina | \$ | 197 | \$ | 30 | \$ | 2 | \$ | 109 | \$ | 338 | \$ | 74 | \$ | 412 | \$ | (53) |
| Brazil |  | 253 |  | 228 |  | 37 |  | 94 |  | 612 |  | 255 |  | 867 |  | (308) |
| Chile |  | 57 |  | 22 |  | 7 |  | 8 |  | 94 |  | - |  | 94 |  | (47) |
| Colombia |  | 50 |  | 9 |  | 5 |  | 4 |  | 68 |  | - |  | 68 |  | (20) |
| Mexico |  | 777 |  | 152 |  | 123 |  | 1,967 |  | 3,019 |  | 197 |  | 3,216 |  | 1,627 |
| Venezuela |  | 101 |  | 1 |  | - |  | 120 |  | 222 |  | - |  | 222 |  | (10) |
| Other |  | 128 |  | 54 |  | 1 |  | 37 |  | 220 |  | - |  | 220 |  | (5) |
| Total | \$ | 1,563 | \$ | 496 | \$ | 175 | \$ | 2,339 | \$ | 4,573 | \$ | 526 | \$ | 5,099 | \$ | 1,184 |
| Total | \$ | 3,426 | \$ | 1,495 | \$ | 600 | \$ | 3,054 | \$ | 8,575 | \$ | 8,043 |  | 6,618 | \$ | 2,043 |

[^4]
[^0]:    (1) 2003 ratios are preliminary.

[^1]:    Certain prior period amounts have been reclassified to conform to current period presentation.

[^2]:    * Taxable-equivalent basis

[^3]:     remaining balance in Other includes loans to industries which primarily include software and services, pharmaceuticals and biotechnology, and household and personal products.

[^4]:    (1) Includes acceptances, standby letters of credit, commercial letters of credit and formal guarantees.
     $\$ 37$, respectively, at December 31, 2002. Such amounts represent the fair value of U.S. Treasury securities held as collateral outside the country of exposure.
     Federal Financial Institutions Examinations Council (FFIEC) reporting rules.
     funding or liabilities against local exposures as allowed by the FFIEC.
     commercial exposure was primarily to local clients and was diversified across many industries.

