

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
WASHINGTON, D.C. 20549**

**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, 2004**

**BANK OF AMERICA CORPORATION**

(Exact name of registrant as specified in its charter)

**Delaware**  
(State of Incorporation)

**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)

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**Item 5. OTHER EVENTS AND REQUIRED FD DISCLOSURE.**

On July 14, 2004, Bank of America Corporation (the “Registrant”) announced financial results for the second quarter ended June 30, 2004, reporting earnings of \$3.85 billion and diluted earnings per common share of \$1.86. A copy of the press release announcing the Registrant’s results for the second quarter ended June 30, 2004 is attached hereto as Exhibit 99.1 and incorporated by reference herein.

**Item 7. FINANCIAL STATEMENTS, *PRO FORMA* FINANCIAL INFORMATION AND EXHIBITS.****(c) Exhibits.**

The following exhibits are filed herewith:

**Exhibit No.**

|      |                                                                                                                                             |
|------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 99.1 | Press Release dated July 14, 2004 with respect to the Registrant’s financial results for the second quarter ended June 30, 2004.            |
| 99.2 | Supplemental Information prepared for use on July 14, 2004 in connection with financial results for the second quarter ended June 30, 2004. |

**Item 9. REGULATION FD DISCLOSURE.**

On July 14, 2004, the Registrant held an investor conference and webcast to disclose financial results for the second quarter ended June 30, 2004. 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 package is presented as of June 30, 2004, 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 filings under the Securities Act of 1933.

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**Item 12. RESULTS OF OPERATIONS AND FINANCIAL CONDITION.**

On June 14, 2004, the Registrant announced financial results for the second quarter ended June 30, 2004, reporting earnings of \$3.85 billion and diluted earnings per common share of \$1.86. A copy of the press release announcing the Registrant's results for the second quarter ended June 30, 2004 is attached hereto as Exhibit 99.1 and incorporated by reference herein.

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**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, 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/ Teresa M. Brenner  
Teresa M. Brenner  
Associate General Counsel

Dated: July 14, 2004

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## EXHIBIT INDEX

### EXHIBIT NO.

### DESCRIPTION OF EXHIBIT

|      |                                                                                                                                             |
|------|---------------------------------------------------------------------------------------------------------------------------------------------|
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July 14, 2004

**Investors may contact:**

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**Bank of America reports second quarter earnings of \$3.85 billion;  
Earnings per share of \$1.86**

*Ahead of schedule on merger integration*

CHARLOTTE — Bank of America Corporation today reported second quarter earnings of \$3.85 billion, or \$1.86 per share (diluted), compared to earnings of \$2.74 billion, or \$1.80 per share, a year ago. Return on common equity was 16.63 percent. Current results reflect the addition of FleetBoston Financial Corporation, which the company acquired on April 1, 2004. Under purchase accounting rules, year-ago and first quarter 2004 results do not include the impact of Fleet.

Second quarter earnings included pre-tax merger-related expenses of \$125 million, which reduced earnings per share 4 cents. Estimated cost savings from the merger were \$206 million in the quarter.

In addition to the impact of the merger, the company's results were driven by continued strong performance in consumer banking and improved results in the commercial banking sector. The company also achieved record investment banking income and higher trading results, strong control of core expenses and increased securities gains. Significantly higher litigation expense was recorded.

For the first six months of 2004, Bank of America earned \$6.53 billion, or \$3.70 per share, compared to \$5.16 billion, or \$3.39 per share, a year earlier.

"Our results indicate the power and potential of the franchise we have built, as well as our customers' desire to do more business with us," said Kenneth D. Lewis, president and chief executive officer. "I am particularly pleased that even as we successfully execute on the merger with FleetBoston Financial, our associates continue to grow customer relationships and gain market share in key products throughout our franchise, including in the Northeast.

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“We are ahead of schedule in integrating Fleet. All key consumer and commercial market executives in the Northeast have been named. Commercial Banking, Global Corporate and Investment Banking, Global Treasury Services and Premier have all been rebranded. Loan Solutions and Bank of America Spirit, the company’s training program, are being introduced in the Northeast banking centers. Our new Fleet teammates are contributing significantly to the company’s progress, which is shown by the net increase in consumer customer accounts at Fleet during the quarter. We look forward to converting Fleet banking centers to the Bank of America brand beginning this quarter.”

### Second Quarter Business Highlights

*To provide a meaningful period-to-period comparison and one that is more reflective of ongoing operations, this section’s highlights are calculated by combining Bank of America and Fleet results on a pro forma basis for the applicable comparisons.*

- Product sales in the banking centers increased 32 percent from a year ago.
- Strong deposit growth continued.
- Nonperforming assets continued to trend downward.
- The number of consumer checking accounts grew by net 575,000 during the quarter, including 43,000 opened in the former Fleet franchise. Year to date, the company has increased accounts by 1,003,000 and is on target to meet its combined goal of 2.2 million for the year.
- The number of consumer savings accounts grew by net 740,000 during the quarter, including 63,000 opened in the former Fleet franchise. Year to date, the company has increased accounts by 1,278,000 and is on target to exceed its combined goal of 2.0 million for the year.
- The company opened 1.5 million new credit card accounts during the quarter. This growth was driven by the development of more competitive offers, improved technology at the point of sale and an increase in direct mail marketing.
- The company is on track to meet its target of opening 150 new banking centers this year.
- Online banking, with more than 11.2 million users, achieved a 48 percent penetration rate among all customers with a checking account. Customers using online banking are 27 percent more profitable than those who do not use it.
- In the first half of the year, the company’s market share in leveraged loans increased to 22.6 percent from 18.9 percent in the same time-period a year ago. Mergers and acquisitions’ market share nearly doubled to 7.1 percent.
- The company also became the top US deal manager in commercial mortgage-backed securities.

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**Second Quarter Financial Summary**

*Compared to a year ago, using GAAP-reported results which exclude Fleet results in prior periods*

**Revenue**

Revenue on a fully taxable-equivalent basis grew to \$13.19 billion from \$9.79 billion the previous year.

Net interest income on a fully taxable-equivalent basis was \$7.75 billion compared to \$5.52 billion a year earlier. This increase was driven by the impact of the Fleet merger. Other contributing factors, as measured on a combined company comparative basis, included the impact of consumer loan growth, higher asset/liability management portfolio and rate levels, domestic deposit growth, and larger contributions from trading-related activities. These increases were partially offset by the impact of lower large corporate and foreign loan balances.

Noninterest income was \$5.44 billion compared to \$4.26 billion a year earlier. This increase was driven primarily by the impact of the Fleet merger. Other factors included record investment banking income and higher card income. This was somewhat offset by lower mortgage banking income as mortgage originations declined from year-ago levels.

During the quarter, the company realized \$795 million in securities gains as it repositioned its balance sheet for expected movements in interest rates.

**Efficiency**

Noninterest expense of \$7.20 billion included merger costs and approximately \$300 million charge for litigation costs, which covered the recently announced settlement of the Enron lawsuit and other issues. Total noninterest expense was \$5.07 billion a year ago.

**Credit quality**

Overall credit quality continued to improve. As a percentage of total loans, both net charge-offs and nonperforming assets continued to decline. All major commercial asset quality indicators showed positive trends and consumer asset quality remained stable and continued to perform well.

- Provision for credit losses was \$789 million compared to \$772 million a year earlier and \$624 million in the first quarter.
- Net charge-offs were 0.67 percent of average loans and leases, or \$829 million, down from 0.88 percent of loans and leases, or \$772 million, a year earlier and 0.77 percent, or \$720 million, in the first quarter.

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- Nonperforming assets were 0.64 percent of total loans, leases and foreclosed properties, or \$3.18 billion, as of June 30, 2004. This compared to 1.23 percent, or \$4.43 billion, on June 30, 2003 and 0.66 percent, or \$2.49 billion, on March 31, 2004.
- The allowance for loan and lease losses stood at 1.76 percent of loans and leases, or \$8.77 billion, on June 30, 2004. This compared to 1.77 percent or \$6.37 billion on June 30, 2003 and 1.62 percent or \$6.08 billion on March 31, 2004. As of June 30, 2004, the allowance for loan and lease losses represented 305 percent of nonperforming loans and leases, compared to 152 percent on June 30, 2003 and 258 percent as of March 31, 2004.

#### **Capital management**

Total shareholders' equity was \$95.8 billion on June 30, 2004, compared to \$51.0 billion a year ago, and represented 9 percent of period-end assets of \$1.04 trillion. The Tier 1 Capital Ratio was 8.20 percent, compared to 8.08 percent a year ago and 7.73 percent on March 31, 2004.

During the quarter, Bank of America issued 17.4 million shares related to employee options and stock ownership plans and repurchased 24.5 million shares. Average common shares issued and outstanding were 2.03 billion in the second quarter, up from 1.49 billion a year earlier. In June, the company's board of directors declared a 2-for-1 stock split in the form of a common stock dividend, effective August 27, 2004.

#### **Business Segments Results**

*With the merger of Fleet, the company reorganized its business segments. What was formerly Consumer and Commercial Banking has been separated into two segments — Consumer and Small Business Banking; and Commercial Banking. Wealth and Investment Management now includes private banking, asset management, premier banking, brokerage and the NYSE Specialist firm. Global Corporate and Investment Banking is relatively unchanged and Corporate Other includes Latin America, equity investments, liquidating businesses and treasury.*

#### **Consumer and Small Business Banking**

Consumer and Small Business Banking earned \$1.91 billion. Total revenue was \$7.15 billion. Expenses were \$3.47 billion. Net interest income was \$4.51 billion and noninterest income was \$2.64 billion.

In addition to the impact of the merger with Fleet, the company continued to see strong benefits from organic growth as average deposits and loans grew significantly. Both credit card purchase volume and the average dollar amount per transaction increased. Debit card purchase volume increased as more customers moved away from writing checks. Home equity lines and balances increased. Growth in the Hispanic market continued to draw strength from the company's Nuevo Futuro checking account and SafeSend, its remittance product that allows customers to send money to friends and family members in Mexico.

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### **Commercial Banking**

Commercial Banking earned \$642 million. Total revenue was \$1.74 billion. Expenses were \$714 million. Net interest income was \$1.24 billion and noninterest income was \$503 million.

In addition to the impact of the merger with Fleet, the results were driven by deposit growth, an increase in investment banking fees and lower provision expense. Loans continued to grow modestly.

### **Global Corporate and Investment Banking**

Global Corporate and Investment Banking earned \$429 million. Total revenue was \$2.63 billion. Expenses were \$2.00 billion, which included the majority of the litigation charge. Net interest income was \$1.14 billion and noninterest income was \$1.49 billion.

Record levels of investment banking fees and strong trading results drove this growth. The increase in investment banking fees was led by improved deal volume and strong demand for syndications and advisory services. Strong trading results were led by commercial mortgage-backed securities and sales of risk management products. Also driving increased results were improvements in commodities and significantly lower hedging costs of the corporate loan portfolio. Provision expense was negative for the third straight quarter.

### **Wealth and Investment Management**

Wealth and Investment Management earned \$392 million. Total revenue was \$1.51 billion. Expenses were \$887 million. Net interest income was \$672 million and noninterest income was \$841 million.

Assets under management were \$440 billion and continued to see a significant change in mix as equities increased to 43 percent of total assets under management.

### **Corporate Other**

Corporate Other earned \$476 million. Principal Investing continued to show improvements, reporting cash gains of \$223 million in the second quarter offset by \$132 million in impairments and \$35 million in mark-to-market adjustments. Latin America earned \$66 million on total revenue of \$269 million with expenses of \$170 million.

***Note:** Marc D. Oken, 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/>.*

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Bank of America is one of the world's largest financial institutions, serving individual consumers, small businesses and large corporations with a full range of banking, investing, asset management and other financial and risk-management products and services. The company provides unmatched convenience in the United States, serving 33 million consumer relationships with 5,700 retail banking offices, more than 16,000 ATMs and award-winning online banking with more than ten million active users. Bank of America is the No. 1 Small Business Administration Lender in the United States by the SBA. The company serves clients in 150 countries and has relationships with 96 percent of the U.S. Fortune 500 companies and 82 percent of the Global Fortune 500. Bank of America Corporation stock (ticker: BAC) is listed on the New York Stock Exchange.

#### **Forward-Looking Statements**

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 forward-looking 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 including the threat of future terrorist activity 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; 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](http://www.sec.gov).

###

**Bank of America**

|                                                                                    | Three Months<br>Ended June 30 |            | Six Months<br>Ended June 30 |            |
|------------------------------------------------------------------------------------|-------------------------------|------------|-----------------------------|------------|
|                                                                                    | 2004                          | 2003       | 2004                        | 2003       |
| (Dollars in millions, except per share data; shares in thousands)                  |                               |            |                             |            |
| <b>Financial Summary</b>                                                           |                               |            |                             |            |
| Earnings                                                                           | \$ 3,849                      | \$ 2,738   | \$ 6,530                    | \$ 5,162   |
| Earnings per common share                                                          | 1.89                          | 1.83       | 3.76                        | 3.45       |
| Diluted earnings per common share                                                  | 1.86                          | 1.80       | 3.70                        | 3.39       |
| Dividends paid per common share                                                    | 0.80                          | 0.64       | 1.60                        | 1.28       |
| Closing market price per common share                                              | 84.62                         | 79.03      | 84.62                       | 79.03      |
| Average common shares issued and outstanding                                       | 2,031,192                     | 1,494,094  | 1,735,758                   | 1,496,827  |
| Average diluted common shares issued and outstanding                               | 2,065,645                     | 1,523,306  | 1,765,519                   | 1,524,715  |
| <b>Summary Income Statement</b>                                                    |                               |            |                             |            |
| Net interest income                                                                | \$ 7,581                      | \$ 5,365   | \$ 13,382                   | \$ 10,574  |
| Total noninterest income                                                           | 5,440                         | 4,262      | 9,157                       | 7,955      |
| Total revenue                                                                      | 13,021                        | 9,627      | 22,539                      | 18,529     |
| Provision for credit losses                                                        | 789                           | 772        | 1,413                       | 1,605      |
| Gains on sales of debt securities                                                  | 795                           | 296        | 1,290                       | 569        |
| Merger and restructuring charges                                                   | 125                           | —          | 125                         | —          |
| Other noninterest expense                                                          | 7,076                         | 5,065      | 12,493                      | 9,790      |
| Income before income taxes                                                         | 5,826                         | 4,086      | 9,798                       | 7,703      |
| Income tax expense                                                                 | 1,977                         | 1,348      | 3,268                       | 2,541      |
| Net income                                                                         | \$ 3,849                      | \$ 2,738   | \$ 6,530                    | \$ 5,162   |
| <b>Summary Average Balance Sheet</b>                                               |                               |            |                             |            |
| Total loans and leases                                                             | \$ 497,158                    | \$ 350,279 | \$ 435,618                  | \$ 347,983 |
| Debt securities                                                                    | 159,797                       | 94,017     | 129,776                     | 80,178     |
| Total earning assets                                                               | 944,990                       | 663,500    | 844,350                     | 638,435    |
| Total assets                                                                       | 1,108,307                     | 775,084    | 978,967                     | 744,602    |
| Total deposits                                                                     | 582,305                       | 405,307    | 503,690                     | 395,587    |
| Shareholders' equity                                                               | 93,266                        | 50,269     | 70,976                      | 49,837     |
| Common shareholders' equity                                                        | 92,943                        | 50,212     | 70,787                      | 49,780     |
| <b>Performance Indices</b>                                                         |                               |            |                             |            |
| Return on average assets                                                           | 1.40%                         | 1.42%      | 1.34%                       | 1.40%      |
| Return on average common shareholders' equity                                      | 16.63                         | 21.86      | 18.53                       | 20.90      |
| <b>Credit Quality</b>                                                              |                               |            |                             |            |
| Net charge-offs                                                                    | \$ 829                        | \$ 772     | \$ 1,549                    | \$ 1,605   |
| Annualized net charge-offs as a % of average loans and leases outstanding          | 0.67%                         | 0.88%      | 0.72%                       | 0.93%      |
| Managed credit card net losses as a % of average managed credit card receivables   | 5.88                          | 5.74       | 5.54                        | 5.50       |
|                                                                                    |                               |            |                             |            |
|                                                                                    |                               |            | At June 30                  |            |
|                                                                                    |                               |            | 2004                        | 2003       |
| <b>Balance Sheet Highlights</b>                                                    |                               |            |                             |            |
| Loans and leases                                                                   |                               |            | \$ 498,481                  | \$ 360,305 |
| Total debt securities                                                              |                               |            | 166,653                     | 112,925    |
| Total earning assets                                                               |                               |            | 882,852                     | 655,684    |
| Total assets                                                                       |                               |            | 1,037,202                   | 769,654    |
| Total deposits                                                                     |                               |            | 575,413                     | 421,935    |
| Total shareholders' equity                                                         |                               |            | 95,821                      | 51,016     |
| Common shareholders' equity                                                        |                               |            | 95,499                      | 50,960     |
| Book value per share                                                               |                               |            | 47.01                       | 34.06      |
| Total equity to assets ratio (period end)                                          |                               |            | 9.24%                       | 6.63%      |
| Risk-based capital ratios:                                                         |                               |            |                             |            |
| Tier 1                                                                             |                               |            | 8.20                        | 8.08       |
| Total                                                                              |                               |            | 11.83                       | 11.95      |
| Leverage ratio                                                                     |                               |            | 5.83                        | 5.92       |
| Period-end common shares issued and outstanding                                    |                               |            | 2,031,328                   | 1,496,314  |
| Allowance for credit losses:                                                       |                               |            |                             |            |
| Allowance for loan and lease losses                                                |                               |            | \$ 8,767                    | \$ 6,366   |
| Reserve for unfunded lending commitments                                           |                               |            | 486                         | 475        |
| Total                                                                              |                               |            | \$ 9,253                    | \$ 6,841   |
| Allowance for loan and lease losses as a % of total loans and leases               |                               |            |                             |            |
|                                                                                    |                               |            | 1.76%                       | 1.77%      |
| Allowance for loan and lease losses as a % of total nonperforming loans and leases |                               |            |                             |            |
|                                                                                    |                               |            | 305                         | 152        |
| Total nonperforming loans and leases                                               |                               |            | \$ 2,879                    | \$ 4,187   |

|                                                                 |         |         |
|-----------------------------------------------------------------|---------|---------|
| Total nonperforming assets                                      | 3,179   | 4,430   |
| Nonperforming assets as a % of:                                 |         |         |
| Total assets                                                    | 0.31%   | 0.58%   |
| Total loans, leases and foreclosed properties                   | 0.64    | 1.23    |
| Nonperforming loans and leases as a % of total loans and leases | 0.58    | 1.16    |
| <b>Other Data</b>                                               |         |         |
| Full-time equivalent employees                                  | 177,986 | 132,796 |
| Number of banking centers                                       | 5,790   | 4,200   |
| Number of ATMs                                                  | 16,696  | 13,250  |

## BUSINESS SEGMENT RESULTS

|                                         | Consumer and<br>Small Business<br>Banking | Commercial<br>Banking | Global Corporate<br>and Investment<br>Banking | Wealth and<br>Investment<br>Management | Corporate<br>Other |
|-----------------------------------------|-------------------------------------------|-----------------------|-----------------------------------------------|----------------------------------------|--------------------|
| <b>Three Months Ended June 30, 2004</b> |                                           |                       |                                               |                                        |                    |
| Total revenue (FTE) <sup>(1)</sup>      | \$ 7,149                                  | \$ 1,741              | \$ 2,630                                      | \$ 1,513                               | \$ 158             |
| Net income                              | 1,910                                     | 642                   | 429                                           | 392                                    | 476                |
| Shareholder value added                 | 1,036                                     | 59                    | 145                                           | 172                                    | 179                |
| Return on average equity                | 20.74%                                    | 11.60%                | 15.91%                                        | 18.03%                                 | n/m                |
| Average loans and leases                | \$ 145,830                                | \$ 139,032            | \$ 38,125                                     | \$ 44,107                              | \$ 130,064         |
| <b>Three Months Ended June 30, 2003</b> |                                           |                       |                                               |                                        |                    |
| Total revenue (FTE) <sup>(1)</sup>      | \$ 5,224                                  | \$ 1,144              | \$ 2,113                                      | \$ 987                                 | \$ 318             |
| Net income                              | 1,408                                     | 378                   | 413                                           | 300                                    | 239                |
| Shareholder value added                 | 1,130                                     | 173                   | 177                                           | 186                                    | (252)              |
| Return on average equity                | 49.19%                                    | 19.78%                | 18.78%                                        | 27.73%                                 | n/m                |
| Average loans and leases                | \$ 91,497                                 | \$ 93,598             | \$ 38,475                                     | \$ 37,617                              | \$ 89,092          |

n/m=not meaningful

| Three Months Ended<br>June 30 |      | Six Months Ended<br>June 30 |      |
|-------------------------------|------|-----------------------------|------|
| 2004                          | 2003 | 2004                        | 2003 |

## SUPPLEMENTAL FINANCIAL DATA

### Fully taxable-equivalent basis data <sup>(1)</sup>

|                     |          |          |           |           |
|---------------------|----------|----------|-----------|-----------|
| Net interest income | \$ 7,751 | \$ 5,524 | \$ 13,721 | \$ 10,885 |
| Total revenue       | 13,191   | 9,786    | 22,878    | 18,840    |
| Net interest yield  | 3.29%    | 3.33%    | 3.26%     | 3.42%     |
| Efficiency ratio    | 54.59    | 51.76    | 55.15     | 51.96     |

### Reconciliation of net income to operating earnings

|                                  |          |          |          |          |
|----------------------------------|----------|----------|----------|----------|
| Net income                       | \$ 3,849 | \$ 2,738 | \$ 6,530 | \$ 5,162 |
| Merger and restructuring charges | 125      | —        | 125      | —        |
| Related income tax benefit       | (42)     | —        | (42)     | —        |
| Operating earnings               | \$ 3,932 | \$ 2,738 | \$ 6,613 | \$ 5,162 |

### Operating Basis

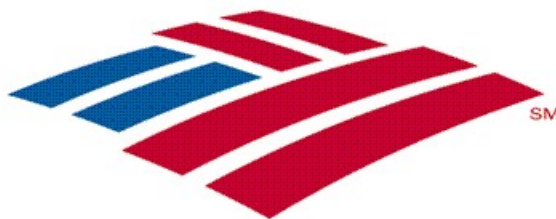
|                                           |         |         |         |         |
|-------------------------------------------|---------|---------|---------|---------|
| Diluted earnings per common share         | \$ 1.90 | \$ 1.80 | \$ 3.74 | \$ 3.39 |
| Return on average assets                  | 1.43%   | 1.42%   | 1.36%   | 1.40%   |
| Return on avg common shareholders' equity | 16.99   | 21.86   | 18.77   | 20.99   |
| Efficiency ratio                          | 53.64   | 51.76   | 54.61   | 51.96   |

### Reconciliation of net income to shareholder value added

|                                                      |          |          |          |          |
|------------------------------------------------------|----------|----------|----------|----------|
| Net income                                           | \$ 3,849 | \$ 2,738 | \$ 6,530 | \$ 5,162 |
| Amortization of intangibles                          | 201      | 54       | 255      | 108      |
| Merger and restructuring charges, net of tax benefit | 83       | —        | 83       | —        |
| Capital charge                                       | (2,542)  | (1,378)  | (3,872)  | (2,716)  |
| Shareholder value added                              | \$ 1,591 | \$ 1,414 | \$ 2,996 | \$ 2,554 |

<sup>(1)</sup> Fully taxable-equivalent (FTE) basis is a performance measure used by management in operating the business that management believes provides investors with a more accurate picture of the interest margin for comparative purpose.

# Bank of America®



**Supplemental Information  
Second Quarter 2004**

**July 14, 2004**

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](http://www.sec.gov)) or at Bank of America's website ([www.bankofamerica.com](http://www.bankofamerica.com)). Bank of America's future financial performance is subject to risks and uncertainties as described in its SEC filings.

**2nd Quarter 2004 Results**

- Net income of \$3.85 billion or \$1.86 per diluted share includes results from FleetBoston acquisition.  
Excluding merger and restructuring charges of \$125 million, \$83 million after tax, earnings were \$1.90 per diluted share.  
Prior period results on a GAAP basis under purchase accounting rules do not include FleetBoston history.
- Results include \$125 million merger and restructuring charges, or \$0.04 after tax.
- Revenue of \$13.0 billion increased 37% from 1Q04 on a reported basis. On a combined basis, revenue increased 3%.
- Noninterest expense of \$7.2 billion increased 33% from 1Q04 on a reported basis and includes a pre-tax merger charge of \$125 million.  
On a combined basis, noninterest expense, excluding the merger charge, decreased 6%.
  - Current quarter includes \$300 million litigation costs while 1Q04 included \$425 million mutual fund settlement charges.
  - Current quarter includes an estimated \$206 million in merger cost saves.
- Securities gains in the quarter were \$795 million as the company repositioned from lower to higher coupon mortgages. Security gains for 1Q04 were \$495 million on a reported basis and \$544 million on a combined basis.
- Provision expense of \$789 million increased 26% from 1Q04 on a reported basis as well as on a combined basis as Fleet reported no provision expense in the 1Q04.
- Credit quality trends in 2Q04 continue to show improvement in commercial and large corporate businesses, while consumer businesses remain stable and are performing well.
  - Nonperforming assets of \$3.18 billion, or 0.64% of loans, leases and foreclosed properties, increased \$694 million on a reported basis. On a combined basis, nonperforming assets declined \$527 million from 1Q04 levels.
  - Net loan charge-offs were \$829 million, or 0.67% of average loans and leases. This compares to reported 1Q04 net charge-offs of \$720 million or 0.77% of average loans and leases. On a combined basis, net charge-offs declined \$124 million from \$953 million, or 0.76% of average loans and leases.
- Second quarter business highlights presented on a combined basis include:
  - Product sales in the banking centers increased 32% from a year ago.
  - Average core retail deposits grew \$14 billion, or 4%, from the prior quarter.
  - Net new checking accounts grew by 575,000 during the quarter including 43,000 in the former Fleet franchise.
  - Net new savings accounts grew by 740,000 during the quarter, including 63,000 in the former Fleet franchise.
  - Opened 1.5 million new credit card accounts during 2Q04.
  - Middle market loans continue steady growth.
  - Record investment banking revenue led by strength in leveraged loan syndications.
  - Online banking now includes more than 11.2 million active online banking customers with 4.5 million of these customers paying more than \$21 billion in bills online quarterly.
- Merger integration ahead of schedule.
  - All key consumer and commercial market executives in the Northeast are in place and trained.
  - Bank of America Spirit rolled out to New England banking centers in June.
  - Loan Solutions mortgage platform rolled out to Connecticut stores and will be fully implemented in the Northeast by end of 3Q.
  - Re-issuance of Fleet credit and debit cards will begin in 3Q04 and will be completed by end of 1Q05.
  - Sign changes in the Northeast will start in 3Q04 and will be completed by end of 2004.
  - Accounting back-office systems conversions are expected to be completed during 3Q04.
  - Model Bank scheduled implementation is 2Q05.



**Bank of America Corporation**
**Consolidated Financial Highlights**
*(Dollars in millions, except per share information; shares in thousands)*

|                                                         | Year-to-<br>Date<br>2004 | Year-to-<br>Date<br>2003 | Second<br>Quarter<br>2004 | First<br>Quarter<br>2004 | Fourth<br>Quarter<br>2003 | Third<br>Quarter<br>2003 | Second<br>Quarter<br>2003 |
|---------------------------------------------------------|--------------------------|--------------------------|---------------------------|--------------------------|---------------------------|--------------------------|---------------------------|
| <b>Income statement</b>                                 |                          |                          |                           |                          |                           |                          |                           |
| Total revenue                                           | \$ 22,539                | \$ 18,529                | \$ 13,021                 | \$ 9,518                 | \$ 9,635                  | \$ 9,750                 | \$ 9,627                  |
| Provision for credit losses                             | 1,413                    | 1,605                    | 789                       | 624                      | 583                       | 651                      | 772                       |
| Gains on sales of debt securities                       | 1,290                    | 569                      | 795                       | 495                      | 139                       | 233                      | 296                       |
| Noninterest expense                                     | 12,618                   | 9,790                    | 7,201                     | 5,417                    | 5,288                     | 5,077                    | 5,065                     |
| Income tax expense                                      | 3,268                    | 2,541                    | 1,977                     | 1,291                    | 1,177                     | 1,333                    | 1,348                     |
| Net income                                              | 6,530                    | 5,162                    | 3,849                     | 2,681                    | 2,726                     | 2,922                    | 2,738                     |
| Diluted earnings per common share                       | 3.70                     | 3.39                     | 1.86                      | 1.83                     | 1.83                      | 1.92                     | 1.80                      |
| Average diluted common shares issued<br>and outstanding | 1,765,519                | 1,524,715                | 2,065,645                 | 1,466,701                | 1,489,481                 | 1,519,641                | 1,523,306                 |
| Dividends paid per common share                         | \$ 1.60                  | \$ 1.28                  | \$ 0.80                   | \$ 0.80                  | \$ 0.80                   | \$ 0.80                  | \$ 0.64                   |
| <b>Performance ratios</b>                               |                          |                          |                           |                          |                           |                          |                           |
| Return on average assets                                | 1.34%                    | 1.40%                    | 1.40%                     | 1.27%                    | 1.39%                     | 1.48%                    | 1.42%                     |
| Return on average common<br>shareholders' equity        | 18.53                    | 20.90                    | 16.63                     | 22.16                    | 22.42                     | 23.74                    | 21.86                     |
| Book value per share of common stock                    | \$ 47.01                 | \$ 34.06                 | \$ 47.01                  | \$ 33.71                 | \$ 33.26                  | \$ 33.83                 | \$ 34.06                  |
| Market price per share of common<br>stock:              |                          |                          |                           |                          |                           |                          |                           |
| High closing price for the period                       | \$ 85.44                 | \$ 79.89                 | \$ 85.44                  | \$ 82.76                 | \$ 82.50                  | \$ 83.53                 | \$ 79.89                  |
| Low closing price for the period                        | 77.17                    | 65.63                    | 77.17                     | 78.30                    | 72.85                     | 74.87                    | 68.00                     |
| Closing price                                           | 84.62                    | 79.03                    | 84.62                     | 80.98                    | 80.43                     | 78.04                    | 79.03                     |
| Market capitalization                                   | 171,891                  | 118,254                  | 171,891                   | 117,056                  | 115,911                   | 116,236                  | 118,254                   |
| Number of banking centers                               | 5,790                    | 4,200                    | 5,790                     | 4,272                    | 4,277                     | 4,211                    | 4,200                     |
| Number of ATMs                                          | 16,696                   | 13,250                   | 16,696                    | 13,168                   | 13,241                    | 13,120                   | 13,250                    |
| Full-time equivalent employees                          | 177,986                  | 132,796                  | 177,986                   | 134,374                  | 133,549                   | 132,749                  | 132,796                   |

*Certain prior period amounts have been reclassified to conform to current period presentation.*
**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Supplemental Financial Data**
*(Dollars in millions)*
**Fully taxable-equivalent basis data**

|                     | Year-to-<br>Date<br>2004 | Year-to-<br>Date<br>2003 | Second<br>Quarter<br>2004 | First<br>Quarter<br>2004 | Fourth<br>Quarter<br>2003 | Third<br>Quarter<br>2003 | Second<br>Quarter<br>2003 |
|---------------------|--------------------------|--------------------------|---------------------------|--------------------------|---------------------------|--------------------------|---------------------------|
| Net interest income | \$ 13,721                | \$ 10,885                | \$ 7,751                  | \$ 5,970                 | \$ 5,745                  | \$ 5,477                 | \$ 5,524                  |
| Total revenue       | 22,878                   | 18,840                   | 13,191                    | 9,687                    | 9,794                     | 9,923                    | 9,786                     |
| Net interest yield  | 3.26%                    | 3.42%                    | 3.29%                     | 3.22%                    | 3.39%                     | 3.22%                    | 3.33%                     |
| Efficiency ratio    | 55.15                    | 51.96                    | 54.59                     | 55.92                    | 53.98                     | 51.16                    | 51.76                     |

**Reconciliation to GAAP financial measures**

Supplemental financial data presented on an operating basis is a basis of presentation not defined by GAAP (generally accepted accounting principles) that excludes merger and restructuring charges. We believe that the exclusion of the merger and restructuring charges, which represent events outside of our normal operations, provides a meaningful period-to-period comparison and is more reflective of normalized operations.

Shareholder value added (SVA) is a key measure of performance not defined by GAAP that is used in managing our growth strategy orientation and strengthening our focus on generating long-term growth and shareholder value. SVA is used in measuring performance of our different business units and is an integral component for allocating resources. Each business segment has a goal for growth in SVA reflecting the individual segment's business and customer strategy.

Other companies may define or calculate supplemental financial data differently. See the Tables below for supplemental financial data and corresponding reconciliation to GAAP financial measures for year-to-date ended June 30, 2004 and 2003, and the quarters ended June 30, 2004, March 31, 2004, December 31, 2003, September 30, 2003 and June 30, 2003.

**Reconciliation of net income to operating earnings**

|                                  | Year-to-<br>Date<br>2004 | Year-to-<br>Date<br>2003 | Second<br>Quarter<br>2004 | First<br>Quarter<br>2004 | Fourth<br>Quarter<br>2003 | Third<br>Quarter<br>2003 | Second<br>Quarter<br>2003 |
|----------------------------------|--------------------------|--------------------------|---------------------------|--------------------------|---------------------------|--------------------------|---------------------------|
| Net income                       | \$ 6,530                 | \$ 5,162                 | \$ 3,849                  | \$ 2,681                 | \$ 2,726                  | \$ 2,922                 | \$ 2,738                  |
| Merger and restructuring charges | 125                      | —                        | 125                       | —                        | —                         | —                        | —                         |
| Related income tax benefit       | (42)                     | —                        | (42)                      | —                        | —                         | —                        | —                         |
| Operating earnings               | \$ 6,613                 | \$ 5,162                 | \$ 3,932                  | \$ 2,681                 | \$ 2,726                  | \$ 2,922                 | \$ 2,738                  |

**Operating Basis**

|                                           |         |         |         |         |         |         |         |
|-------------------------------------------|---------|---------|---------|---------|---------|---------|---------|
| Diluted earnings per common share         | \$ 3.74 | \$ 3.39 | \$ 1.90 | \$ 1.83 | \$ 1.83 | \$ 1.92 | \$ 1.80 |
| Return on average assets                  | 1.36%   | 1.40%   | 1.43%   | 1.27%   | 1.39%   | 1.48%   | 1.42%   |
| Return on avg common shareholders' equity | 18.77   | 20.99   | 16.99   | 22.16   | 22.42   | 23.74   | 21.86   |
| Efficiency ratio                          | 54.61   | 51.96   | 53.64   | 55.92   | 53.98   | 51.16   | 51.76   |

**Reconciliation of net income to shareholder value added**

|                                                         |          |          |          |          |          |          |          |
|---------------------------------------------------------|----------|----------|----------|----------|----------|----------|----------|
| Net income                                              | \$ 6,530 | \$ 5,162 | \$ 3,849 | \$ 2,681 | \$ 2,726 | \$ 2,922 | \$ 2,738 |
| Amortization of intangibles                             | 255      | 108      | 201      | 54       | 54       | 55       | 54       |
| Merger and restructuring charges,<br>net of tax benefit | 83       | —        | 83       | —        | —        | —        | —        |
| Capital charge                                          | (3,872)  | (2,716)  | (2,542)  | (1,330)  | (1,337)  | (1,353)  | (1,378)  |
| Shareholder value added                                 | \$ 2,996 | \$ 2,554 | \$ 1,591 | \$ 1,405 | \$ 1,443 | \$ 1,624 | \$ 1,414 |

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Consolidated Statement of Income**
*(Dollars in millions, except per share information; shares in thousands)*

|                                                                           | Year-to-<br>Date<br>2004 | Year-to-<br>Date<br>2003 | Second<br>Quarter<br>2004 | First<br>Quarter<br>2004 | Fourth<br>Quarter<br>2003 | Third<br>Quarter<br>2003 | Second<br>Quarter<br>2003 |
|---------------------------------------------------------------------------|--------------------------|--------------------------|---------------------------|--------------------------|---------------------------|--------------------------|---------------------------|
| <b>Interest income</b>                                                    |                          |                          |                           |                          |                           |                          |                           |
| Interest and fees on loans and leases                                     | \$ 12,786                | \$ 10,760                | \$ 7,237                  | \$ 5,549                 | \$ 5,580                  | \$ 5,328                 | \$ 5,412                  |
| Interest on debt securities                                               | 3,119                    | 1,742                    | 1,907                     | 1,212                    | 726                       | 600                      | 988                       |
| Federal funds sold and securities<br>purchased under agreements to resell | 847                      | 387                      | 413                       | 434                      | 506                       | 480                      | 193                       |
| Trading account assets                                                    | 2,020                    | 2,049                    | 1,011                     | 1,009                    | 911                       | 975                      | 1,007                     |
| Other interest income                                                     | 808                      | 782                      | 440                       | 368                      | 345                       | 472                      | 395                       |
| <b>Total interest income</b>                                              | <b>19,580</b>            | <b>15,720</b>            | <b>11,008</b>             | <b>8,572</b>             | <b>8,068</b>              | <b>7,855</b>             | <b>7,995</b>              |
| <b>Interest expense</b>                                                   |                          |                          |                           |                          |                           |                          |                           |
| Deposits                                                                  | 2,735                    | 2,452                    | 1,529                     | 1,206                    | 1,178                     | 1,278                    | 1,269                     |
| Short-term borrowings                                                     | 1,777                    | 967                      | 1,037                     | 740                      | 537                       | 447                      | 514                       |
| Trading account liabilities                                               | 632                      | 624                      | 298                       | 334                      | 317                       | 345                      | 316                       |
| Long-term debt                                                            | 1,054                    | 1,103                    | 563                       | 491                      | 450                       | 481                      | 531                       |
| <b>Total interest expense</b>                                             | <b>6,198</b>             | <b>5,146</b>             | <b>3,427</b>              | <b>2,771</b>             | <b>2,482</b>              | <b>2,551</b>             | <b>2,630</b>              |
| <b>Net interest income</b>                                                | <b>13,382</b>            | <b>10,574</b>            | <b>7,581</b>              | <b>5,801</b>             | <b>5,586</b>              | <b>5,304</b>             | <b>5,365</b>              |
| <b>Noninterest income</b>                                                 |                          |                          |                           |                          |                           |                          |                           |
| Service charges                                                           | 3,199                    | 2,724                    | 1,783                     | 1,416                    | 1,436                     | 1,458                    | 1,370                     |
| Investment and brokerage services                                         | 1,594                    | 1,158                    | 972                       | 622                      | 619                       | 594                      | 610                       |
| Mortgage banking income                                                   | 508                      | 964                      | 299                       | 209                      | 292                       | 666                      | 559                       |
| Investment banking income                                                 | 951                      | 866                      | 547                       | 404                      | 458                       | 412                      | 488                       |
| Equity investment gains (losses)                                          | 217                      | (25)                     | 84                        | 133                      | 215                       | 25                       | 43                        |
| Card income                                                               | 1,951                    | 1,443                    | 1,156                     | 795                      | 815                       | 794                      | 762                       |
| Trading account profits                                                   | 416                      | 207                      | 413                       | 3                        | 27                        | 175                      | 93                        |
| Other income                                                              | 321                      | 618                      | 186                       | 135                      | 187                       | 322                      | 337                       |
| <b>Total noninterest income</b>                                           | <b>9,157</b>             | <b>7,955</b>             | <b>5,440</b>              | <b>3,717</b>             | <b>4,049</b>              | <b>4,446</b>             | <b>4,262</b>              |
| <b>Total revenue</b>                                                      | <b>22,539</b>            | <b>18,529</b>            | <b>13,021</b>             | <b>9,518</b>             | <b>9,635</b>              | <b>9,750</b>             | <b>9,627</b>              |
| <b>Provision for credit losses</b>                                        | <b>1,413</b>             | <b>1,605</b>             | <b>789</b>                | <b>624</b>               | <b>583</b>                | <b>651</b>               | <b>772</b>                |
| <b>Gains on sales of debt securities</b>                                  | <b>1,290</b>             | <b>569</b>               | <b>795</b>                | <b>495</b>               | <b>139</b>                | <b>233</b>               | <b>296</b>                |
| <b>Noninterest expense</b>                                                |                          |                          |                           |                          |                           |                          |                           |
| Personnel                                                                 | 6,401                    | 5,154                    | 3,639                     | 2,762                    | 2,697                     | 2,595                    | 2,695                     |
| Occupancy                                                                 | 1,109                    | 970                      | 621                       | 488                      | 514                       | 522                      | 498                       |
| Equipment                                                                 | 579                      | 537                      | 318                       | 261                      | 263                       | 252                      | 253                       |
| Marketing                                                                 | 648                      | 468                      | 367                       | 281                      | 268                       | 249                      | 238                       |
| Professional fees                                                         | 327                      | 406                      | 180                       | 147                      | 224                       | 214                      | 281                       |
| Amortization of intangibles                                               | 255                      | 108                      | 201                       | 54                       | 54                        | 55                       | 54                        |
| Data processing                                                           | 614                      | 528                      | 330                       | 284                      | 301                       | 275                      | 262                       |
| Telecommunications                                                        | 334                      | 261                      | 183                       | 151                      | 158                       | 152                      | 137                       |
| Other general operating                                                   | 2,226                    | 1,358                    | 1,237                     | 989                      | 809                       | 763                      | 647                       |
| Merger and restructuring charges                                          | 125                      | —                        | 125                       | —                        | —                         | —                        | —                         |
| <b>Total noninterest expense</b>                                          | <b>12,618</b>            | <b>9,790</b>             | <b>7,201</b>              | <b>5,417</b>             | <b>5,288</b>              | <b>5,077</b>             | <b>5,065</b>              |
| <b>Income before income taxes</b>                                         | <b>9,798</b>             | <b>7,703</b>             | <b>5,826</b>              | <b>3,972</b>             | <b>3,903</b>              | <b>4,255</b>             | <b>4,086</b>              |
| <b>Income tax expense</b>                                                 | <b>3,268</b>             | <b>2,541</b>             | <b>1,977</b>              | <b>1,291</b>             | <b>1,177</b>              | <b>1,333</b>             | <b>1,348</b>              |
| <b>Net income</b>                                                         | <b>\$ 6,530</b>          | <b>\$ 5,162</b>          | <b>\$ 3,849</b>           | <b>\$ 2,681</b>          | <b>\$ 2,726</b>           | <b>\$ 2,922</b>          | <b>\$ 2,738</b>           |
| <b>Net income available to common<br/>shareholders</b>                    | <b>\$ 6,524</b>          | <b>\$ 5,160</b>          | <b>\$ 3,844</b>           | <b>\$ 2,680</b>          | <b>\$ 2,725</b>           | <b>\$ 2,921</b>          | <b>\$ 2,737</b>           |
| <b>Per common share information</b>                                       |                          |                          |                           |                          |                           |                          |                           |
| Earnings                                                                  | \$ 3.76                  | \$ 3.45                  | \$ 1.89                   | \$ 1.86                  | \$ 1.86                   | \$ 1.96                  | \$ 1.83                   |
| Diluted earnings                                                          | \$ 3.70                  | \$ 3.39                  | \$ 1.86                   | \$ 1.83                  | \$ 1.83                   | \$ 1.92                  | \$ 1.80                   |
| Dividends paid                                                            | \$ 1.60                  | \$ 1.28                  | \$ 0.80                   | \$ 0.80                  | \$ 0.80                   | \$ 0.80                  | \$ 0.64                   |
| <b>Average common shares issued and<br/>outstanding</b>                   | <b>1,735,758</b>         | <b>1,496,827</b>         | <b>2,031,192</b>          | <b>1,440,153</b>         | <b>1,463,247</b>          | <b>1,490,103</b>         | <b>1,494,094</b>          |
| <b>Average diluted common shares<br/>issued and outstanding</b>           | <b>1,765,519</b>         | <b>1,524,715</b>         | <b>2,065,645</b>          | <b>1,466,701</b>         | <b>1,489,481</b>          | <b>1,519,641</b>         | <b>1,523,306</b>          |

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

Current period information includes the FleetBoston acquisition; prior periods have not been restated.

**Bank of America Corporation**
**Consolidated Balance Sheet**

|                                                                                                                                                  | June 30<br>2004     | March 31<br>2004  | June 30<br>2003   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------|-------------------|
| <i>(Dollars in millions)</i>                                                                                                                     |                     |                   |                   |
| <b>Assets</b>                                                                                                                                    |                     |                   |                   |
| Cash and cash equivalents                                                                                                                        | \$ 31,789           | \$ 22,296         | \$ 25,220         |
| Time deposits placed and other short-term investments                                                                                            | 10,418              | 8,561             | 6,790             |
| Federal funds sold and securities purchased under agreements to resell                                                                           | 81,437              | 73,057            | 64,314            |
| Trading account assets                                                                                                                           | 85,972              | 75,004            | 66,947            |
| Derivative assets                                                                                                                                | 32,241              | 36,488            | 38,587            |
| Debt securities:                                                                                                                                 |                     |                   |                   |
| Available-for-sale                                                                                                                               | 166,175             | 139,546           | 112,646           |
| Held-to-maturity, at cost                                                                                                                        | 478                 | 242               | 279               |
| Total debt securities                                                                                                                            | 166,653             | 139,788           | 112,925           |
| Loans and leases                                                                                                                                 | 498,481             | 375,968           | 360,305           |
| Allowance for loan and lease losses                                                                                                              | (8,767)             | (6,080)           | (6,366)           |
| Loans and leases, net of allowance                                                                                                               | 489,714             | 369,888           | 353,939           |
| Premises and equipment, net                                                                                                                      | 7,797               | 6,076             | 5,899             |
| Mortgage banking assets                                                                                                                          | 3,005               | 2,184             | 1,748             |
| Goodwill                                                                                                                                         | 44,672              | 11,468            | 11,426            |
| Core deposit intangibles and other intangibles                                                                                                   | 3,922               | 854               | 1,010             |
| Other assets                                                                                                                                     | 79,582              | 70,348            | 80,849            |
| <b>Total assets</b>                                                                                                                              | <b>\$ 1,037,202</b> | <b>\$ 816,012</b> | <b>\$ 769,654</b> |
| <b>Liabilities</b>                                                                                                                               |                     |                   |                   |
| Deposits in domestic offices:                                                                                                                    |                     |                   |                   |
| Noninterest-bearing                                                                                                                              | \$ 154,061          | \$ 121,629        | \$ 132,851        |
| Interest-bearing                                                                                                                                 | 369,446             | 267,850           | 256,602           |
| Deposits in foreign offices:                                                                                                                     |                     |                   |                   |
| Noninterest-bearing                                                                                                                              | 5,499               | 2,805             | 2,206             |
| Interest-bearing                                                                                                                                 | 46,407              | 43,308            | 30,276            |
| Total deposits                                                                                                                                   | 575,413             | 435,592           | 421,935           |
| Federal funds purchased and securities sold under agreements to repurchase                                                                       | 119,264             | 115,434           | 104,821           |
| Trading account liabilities                                                                                                                      | 29,689              | 27,402            | 27,708            |
| Derivative liabilities                                                                                                                           | 20,519              | 24,321            | 23,435            |
| Commercial paper and other short-term borrowings                                                                                                 | 69,495              | 64,621            | 43,584            |
| Accrued expenses and other liabilities (includes \$486, \$401 and \$475 of Reserve for unfunded lending commitments)                             | 28,682              | 18,635            | 29,418            |
| Long-term debt                                                                                                                                   | 98,319              | 81,231            | 61,681            |
| Trust preferred securities                                                                                                                       | —                   | —                 | 6,056             |
| <b>Total liabilities</b>                                                                                                                         | <b>941,381</b>      | <b>767,236</b>    | <b>718,638</b>    |
| <b>Shareholders' equity</b>                                                                                                                      |                     |                   |                   |
| Preferred stock, \$0.01 par value; authorized - 100,000,000 shares; issued and outstanding 2,292,013; 1,239,563 and 1,306,463 shares             | 322                 | 53                | 56                |
| Common stock, \$0.01 par value; authorized - 7,500,000,000 shares; issued and outstanding 2,031,328,433; 1,445,487,313; and 1,496,314,280 shares | 45,654              | 14                | 15                |
| Retained earnings                                                                                                                                | 54,045              | 51,823            | 51,374            |
| Accumulated other comprehensive loss                                                                                                             | (3,862)             | (2,743)           | (251)             |
| Other                                                                                                                                            | (338)               | (371)             | (178)             |
| <b>Total shareholders' equity</b>                                                                                                                | <b>95,821</b>       | <b>48,776</b>     | <b>51,016</b>     |
| <b>Total liabilities and shareholders' equity</b>                                                                                                | <b>\$ 1,037,202</b> | <b>\$ 816,012</b> | <b>\$ 769,654</b> |

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

# Bank of America Corporation

## Capital Management

(Dollars in millions)

|                                        | 2Q04*     | 1Q04      | 4Q03      | 3Q03      | 2Q03      |
|----------------------------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Tier 1 capital</b>                  | \$ 61,882 | \$ 45,515 | \$ 44,050 | \$ 46,094 | \$ 45,192 |
| <b>Total capital</b>                   | 89,268    | 67,484    | 66,651    | 67,991    | 66,843    |
| <b>Risk-weighted assets</b>            | 754,386   | 588,770   | 561,294   | 558,472   | 559,324   |
| <b>Tier 1 capital ratio</b>            | 8.20%     | 7.73%     | 7.85%     | 8.25%     | 8.08%     |
| <b>Total capital ratio</b>             | 11.83     | 11.46     | 11.87     | 12.17     | 11.95     |
| <b>Ending equity / ending assets</b>   | 9.24      | 5.98      | 6.52      | 6.84      | 6.63      |
| <b>Ending capital / ending assets</b>  | 10.13     | 6.72      | 7.34      | 7.69      | 7.42      |
| <b>Average equity / average assets</b> | 8.42      | 5.73      | 6.19      | 6.22      | 6.49      |
| <b>Leverage ratio</b>                  | 5.83      | 5.43      | 5.73      | 5.95      | 5.92      |

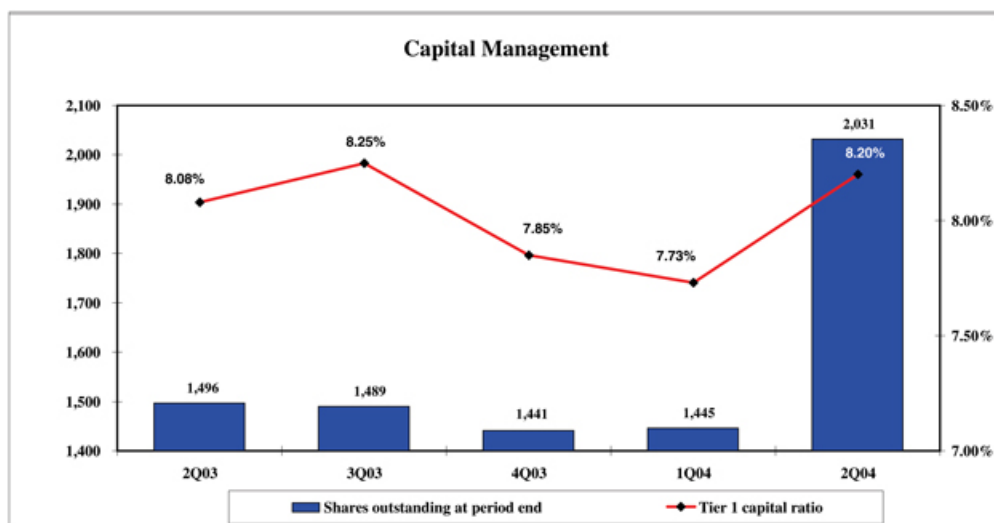
\* Preliminary data on risk-based capital

## Share Repurchase Program

25 million common shares were repurchased in the second quarter of 2004 as a part of ongoing share repurchase programs.

78 million shares remain outstanding under the 2004 authorized program.

610 million shares were issued in the second quarter of 2004, with 593 million issued due to the Fleet acquisition.



Current period information includes the FleetBoston acquisition; prior periods have not been restated.

**Bank of America Corporation**
**Quarterly Average Balances and Interest Rates - Fully Taxable-equivalent Basis**
*(Dollars in millions)*

|                                                                                                         | Second Quarter 2004 |                         |            | First Quarter 2004 |                         |            | Second Quarter 2003 |                         |            |
|---------------------------------------------------------------------------------------------------------|---------------------|-------------------------|------------|--------------------|-------------------------|------------|---------------------|-------------------------|------------|
|                                                                                                         | Average Balance     | Interest Income/Expense | Yield/Rate | Average Balance    | Interest Income/Expense | Yield/Rate | Average Balance     | Interest Income/Expense | Yield/Rate |
| <b>Earning assets</b>                                                                                   |                     |                         |            |                    |                         |            |                     |                         |            |
| Time deposits placed and other short-term investments                                                   | \$ 14,384           | \$ 59                   | 1.65%      | \$ 12,268          | \$ 48                   | 1.57%      | \$ 7,888            | \$ 39                   | 1.99%      |
| Federal funds sold and securities purchased under agreements to resell                                  | 124,383             | 413                     | 1.33       | 113,761            | 434                     | 1.53       | 70,054              | 194                     | 1.11       |
| Trading account assets                                                                                  | 104,391             | 1,027                   | 3.94       | 105,033            | 1,023                   | 3.90       | 99,129              | 1,022                   | 4.13       |
| Debt securities                                                                                         | 159,797             | 1,925                   | 4.82       | 99,755             | 1,223                   | 4.91       | 94,017              | 1,005                   | 4.28       |
| Loans and leases <sup>(1)</sup> :                                                                       |                     |                         |            |                    |                         |            |                     |                         |            |
| Commercial - domestic                                                                                   | 123,970             | 1,843                   | 5.98       | 90,946             | 1,511                   | 6.68       | 95,089              | 1,690                   | 7.13       |
| Commercial - foreign                                                                                    | 18,144              | 237                     | 5.24       | 10,753             | 95                      | 3.57       | 13,528              | 125                     | 3.70       |
| Commercial real estate - domestic                                                                       | 29,920              | 313                     | 4.20       | 19,491             | 207                     | 4.27       | 20,039              | 218                     | 4.36       |
| Commercial real estate - foreign                                                                        | 391                 | 4                       | 4.26       | 324                | 3                       | 3.63       | 305                 | 3                       | 3.95       |
| Commercial lease financing                                                                              | 20,086              | 237                     | 4.72       | 9,459              | 95                      | 4.00       | 10,108              | 101                     | 3.98       |
| Total commercial                                                                                        | 192,511             | 2,634                   | 5.50       | 130,973            | 1,911                   | 5.87       | 139,069             | 2,137                   | 6.16       |
| Residential mortgage                                                                                    | 173,158             | 2,284                   | 5.29       | 141,898            | 1,960                   | 5.53       | 120,754             | 1,703                   | 5.64       |
| Home equity lines                                                                                       | 40,424              | 450                     | 4.48       | 24,379             | 262                     | 4.31       | 22,763              | 263                     | 4.64       |
| Direct/Indirect consumer                                                                                | 39,763              | 540                     | 5.44       | 34,045             | 464                     | 5.49       | 32,248              | 495                     | 6.17       |
| Consumer finance                                                                                        | 8,142               | 169                     | 8.32       | 7,479              | 120                     | 6.42       | 9,234               | 154                     | 6.69       |
| Credit card                                                                                             | 43,160              | 1,167                   | 10.88      | 35,303             | 870                     | 9.92       | 26,211              | 690                     | 10.56      |
| Total consumer                                                                                          | 304,647             | 4,610                   | 6.07       | 243,104            | 3,676                   | 6.07       | 211,210             | 3,305                   | 6.27       |
| Total loans and leases                                                                                  | 497,158             | 7,244                   | 5.85       | 374,077            | 5,587                   | 6.00       | 350,279             | 5,442                   | 6.23       |
| Other earning assets                                                                                    | 44,877              | 510                     | 4.57       | 38,817             | 426                     | 4.41       | 42,133              | 452                     | 4.30       |
| Total earning assets <sup>(2)</sup>                                                                     | 944,990             | 11,178                  | 4.75       | 743,711            | 8,741                   | 4.72       | 663,500             | 8,154                   | 4.92       |
| Cash and cash equivalents                                                                               | 30,320              |                         |            | 23,187             |                         |            | 23,203              |                         |            |
| Other assets, less allowance for loan and lease losses                                                  | 132,997             |                         |            | 82,729             |                         |            | 88,381              |                         |            |
| <b>Total assets</b>                                                                                     | <b>\$ 1,108,307</b> |                         |            | <b>\$ 849,627</b>  |                         |            | <b>\$ 775,084</b>   |                         |            |
| <b>Interest-bearing liabilities</b>                                                                     |                     |                         |            |                    |                         |            |                     |                         |            |
| Domestic interest-bearing deposits:                                                                     |                     |                         |            |                    |                         |            |                     |                         |            |
| Savings                                                                                                 | \$ 35,864           | \$ 31                   | 0.34%      | \$ 26,159          | \$ 17                   | 0.27%      | \$ 24,420           | \$ 35                   | 0.58%      |
| NOW and money market deposit accounts                                                                   | 233,702             | 488                     | 0.84       | 155,835            | 321                     | 0.83       | 146,284             | 295                     | 0.81       |
| Consumer CDs and IRAs                                                                                   | 93,017              | 587                     | 2.54       | 75,341             | 567                     | 3.03       | 69,506              | 742                     | 4.28       |
| Negotiable CDs, public funds and other time deposits                                                    | 4,737               | 66                      | 5.62       | 5,939              | 74                      | 5.01       | 12,912              | 45                      | 1.41       |
| Total domestic interest-bearing deposits                                                                | 367,320             | 1,172                   | 1.28       | 263,274            | 979                     | 1.50       | 253,122             | 1,117                   | 1.77       |
| Foreign interest-bearing deposits <sup>(3)</sup> :                                                      |                     |                         |            |                    |                         |            |                     |                         |            |
| Banks located in foreign countries                                                                      | 18,945              | 287                     | 6.10       | 18,954             | 171                     | 3.62       | 16,150              | 87                      | 2.16       |
| Governments and official institutions                                                                   | 5,739               | 23                      | 1.58       | 4,701              | 19                      | 1.63       | 2,392               | 8                       | 1.42       |
| Time, savings and other                                                                                 | 29,882              | 47                      | 0.64       | 21,054             | 37                      | 0.71       | 19,209              | 57                      | 1.18       |
| Total foreign interest-bearing deposits                                                                 | 54,566              | 357                     | 2.63       | 44,709             | 227                     | 2.04       | 37,751              | 152                     | 1.61       |
| Total interest-bearing deposits                                                                         | 421,886             | 1,529                   | 1.46       | 307,983            | 1,206                   | 1.57       | 290,873             | 1,269                   | 1.75       |
| Federal funds purchased, securities sold under agreements to repurchase and other short-term borrowings | 243,079             | 1,038                   | 1.72       | 203,398            | 739                     | 1.46       | 152,722             | 514                     | 1.35       |
| Trading account liabilities                                                                             | 31,620              | 297                     | 3.78       | 34,543             | 335                     | 3.90       | 38,610              | 316                     | 3.28       |
| Long-term debt <sup>(4)</sup>                                                                           | 96,395              | 563                     | 2.34       | 78,852             | 491                     | 2.49       | 68,927              | 531                     | 3.08       |
| Total interest-bearing liabilities <sup>(2)</sup>                                                       | 792,980             | 3,427                   | 1.74       | 624,776            | 2,771                   | 1.78       | 551,132             | 2,630                   | 1.91       |
| Noninterest-bearing sources:                                                                            |                     |                         |            |                    |                         |            |                     |                         |            |
| Noninterest-bearing deposits                                                                            | 160,419             |                         |            | 117,092            |                         |            | 114,434             |                         |            |
| Other liabilities                                                                                       | 61,642              |                         |            | 59,073             |                         |            | 59,249              |                         |            |
| Shareholders' equity                                                                                    | 93,266              |                         |            | 48,686             |                         |            | 50,269              |                         |            |
| <b>Total liabilities and shareholders' equity</b>                                                       | <b>\$ 1,108,307</b> |                         |            | <b>\$ 849,627</b>  |                         |            | <b>\$ 775,084</b>   |                         |            |
| Net interest spread                                                                                     |                     |                         | 3.01       |                    |                         | 2.94       |                     |                         | 3.01       |
| Impact of noninterest-bearing sources                                                                   |                     |                         | 0.28       |                    |                         | 0.28       |                     |                         | 0.32       |

| Net interest income/yield on earning assets |          |       |          |       |          |       |  |
|---------------------------------------------|----------|-------|----------|-------|----------|-------|--|
|                                             | \$ 7,751 | 3.29% | \$ 5,970 | 3.22% | \$ 5,524 | 3.33% |  |

- <sup>(1)</sup> Nonperforming loans are included in the respective average loan balances. Income on such nonperforming loans is recognized on a cash basis.
- <sup>(2)</sup> Interest income includes the impact of interest rate risk management contracts, which increased interest income on the underlying assets \$659 and \$715 in the second and first quarters of 2004, respectively, and \$587 in the second quarter of 2003. These amounts were substantially offset by corresponding decreases in the income earned on the underlying assets. Interest expense includes the impact of interest rate risk management contracts, which increased interest expense on the underlying liabilities \$333 and \$183 in the second and first quarters of 2004, respectively, and \$28 in the second quarter of 2003. These amounts were substantially offset by corresponding decreases in the interest paid on the underlying liabilities.
- <sup>(3)</sup> Primarily consists of time deposits in denominations of \$100,000 or more.
- <sup>(4)</sup> Includes long-term debt related to trust preferred securities.

Current period information includes the FleetBoston acquisition; prior periods have not been restated.



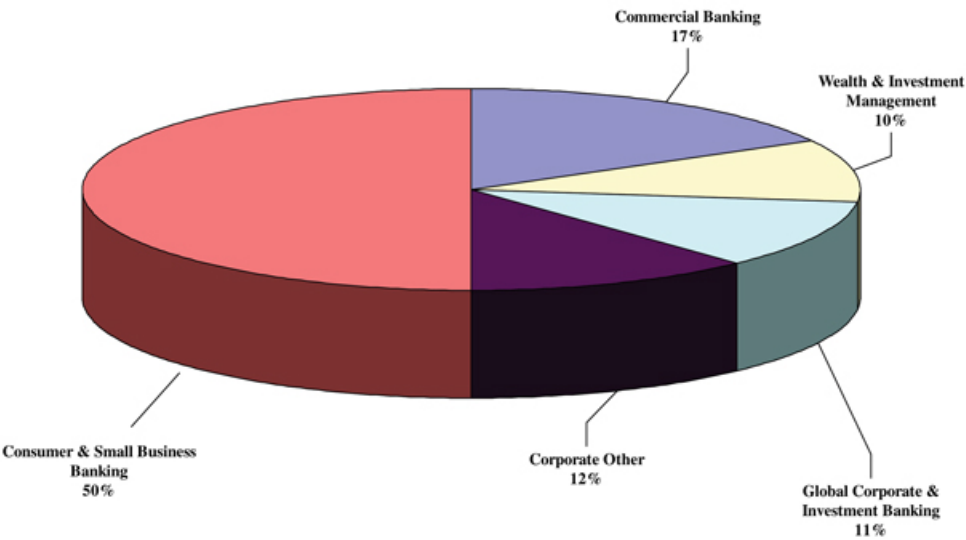
**Bank of America Corporation**
**Year-to-Date Average Balances and Interest Rates - Fully Taxable-equivalent Basis**
*(Dollars in millions)*

|                                                                                                         | Six Months Ended June 30 |                         |            |                   |                         |            |
|---------------------------------------------------------------------------------------------------------|--------------------------|-------------------------|------------|-------------------|-------------------------|------------|
|                                                                                                         | 2004                     |                         |            | 2003              |                         |            |
|                                                                                                         | Average Balance          | Interest Income/Expense | Yield/Rate | Average Balance   | Interest Income/Expense | Yield/Rate |
| <b>Earning assets</b>                                                                                   |                          |                         |            |                   |                         |            |
| Time deposits placed and other short-term investments                                                   | \$ 13,326                | \$ 107                  | 1.61%      | \$ 7,440          | \$ 82                   | 2.22%      |
| Federal funds sold and securities purchased under agreements to resell                                  | 119,072                  | 847                     | 1.43       | 63,997            | 388                     | 1.22       |
| Trading account assets                                                                                  | 104,712                  | 2,050                   | 3.92       | 99,107            | 2,075                   | 4.20       |
| Debt securities                                                                                         | 129,776                  | 3,148                   | 4.85       | 80,178            | 1,774                   | 4.43       |
| Loans and leases <sup>(1)</sup> :                                                                       |                          |                         |            |                   |                         |            |
| Commercial - domestic                                                                                   | 107,457                  | 3,354                   | 6.28       | 96,473            | 3,457                   | 7.23       |
| Commercial - foreign                                                                                    | 14,449                   | 332                     | 4.62       | 13,935            | 248                     | 3.59       |
| Commercial real estate - domestic                                                                       | 24,706                   | 520                     | 4.23       | 19,997            | 433                     | 4.36       |
| Commercial real estate - foreign                                                                        | 357                      | 7                       | 3.98       | 303               | 6                       | 3.92       |
| Commercial lease financing                                                                              | 14,773                   | 332                     | 4.49       | 10,213            | 203                     | 3.98       |
| Total commercial                                                                                        | 161,742                  | 4,545                   | 5.65       | 140,921           | 4,347                   | 6.22       |
| Residential mortgage                                                                                    | 157,528                  | 4,244                   | 5.40       | 117,243           | 3,285                   | 5.62       |
| Home equity lines                                                                                       | 32,402                   | 712                     | 4.42       | 22,908            | 531                     | 4.67       |
| Direct/Indirect consumer                                                                                | 36,904                   | 1,004                   | 5.47       | 31,824            | 998                     | 6.32       |
| Consumer finance                                                                                        | 7,810                    | 289                     | 7.41       | 9,635             | 325                     | 6.79       |
| Credit card                                                                                             | 39,232                   | 2,037                   | 10.44      | 25,452            | 1,333                   | 10.57      |
| Total consumer                                                                                          | 273,876                  | 8,286                   | 6.07       | 207,062           | 6,472                   | 6.28       |
| Total loans and leases                                                                                  | 435,618                  | 12,831                  | 5.91       | 347,983           | 10,819                  | 6.26       |
| Other earning assets                                                                                    | 41,846                   | 936                     | 4.49       | 39,730            | 893                     | 4.52       |
| Total earning assets <sup>(2)</sup>                                                                     | 844,350                  | 19,919                  | 4.73       | 638,435           | 16,031                  | 5.05       |
| Cash and cash equivalents                                                                               | 26,754                   |                         |            | 22,455            |                         |            |
| Other assets, less allowance for loan and lease losses                                                  | 107,863                  |                         |            | 83,712            |                         |            |
| <b>Total assets</b>                                                                                     | <b>\$ 978,967</b>        |                         |            | <b>\$ 744,602</b> |                         |            |
| <b>Interest-bearing liabilities</b>                                                                     |                          |                         |            |                   |                         |            |
| Domestic interest-bearing deposits:                                                                     |                          |                         |            |                   |                         |            |
| Savings                                                                                                 | \$ 31,012                | \$ 48                   | 0.31%      | \$ 23,672         | \$ 69                   | 0.59%      |
| NOW and money market deposit accounts                                                                   | 194,768                  | 809                     | 0.84       | 144,322           | 586                     | 0.82       |
| Consumer CDs and IRAs                                                                                   | 84,179                   | 1,154                   | 2.76       | 68,228            | 1,437                   | 4.25       |
| Negotiable CDs, public funds and other time deposits                                                    | 5,338                    | 140                     | 5.28       | 8,281             | 61                      | 1.49       |
| Total domestic interest-bearing deposits                                                                | 315,297                  | 2,151                   | 1.37       | 244,503           | 2,153                   | 1.78       |
| Foreign interest-bearing deposits <sup>(3)</sup> :                                                      |                          |                         |            |                   |                         |            |
| Banks located in foreign countries                                                                      | 18,950                   | 458                     | 4.86       | 15,189            | 167                     | 2.21       |
| Governments and official institutions                                                                   | 5,220                    | 42                      | 1.60       | 2,090             | 14                      | 1.37       |
| Time, savings and other                                                                                 | 25,468                   | 84                      | 0.67       | 18,643            | 118                     | 1.27       |
| Total foreign interest-bearing deposits                                                                 | 49,638                   | 584                     | 2.37       | 35,922            | 299                     | 1.68       |
| Total interest-bearing deposits                                                                         | 364,935                  | 2,735                   | 1.51       | 280,425           | 2,452                   | 1.76       |
| Federal funds purchased, securities sold under agreements to repurchase and other short-term borrowings | 223,238                  | 1,777                   | 1.60       | 137,964           | 967                     | 1.41       |
| Trading account liabilities                                                                             | 33,082                   | 632                     | 3.84       | 36,745            | 624                     | 3.42       |
| Long-term debt <sup>(4)</sup>                                                                           | 87,623                   | 1,054                   | 2.41       | 68,167            | 1,103                   | 3.24       |
| Total interest-bearing liabilities <sup>(2)</sup>                                                       | 708,878                  | 6,198                   | 1.76       | 523,301           | 5,146                   | 1.98       |
| Noninterest-bearing sources:                                                                            |                          |                         |            |                   |                         |            |
| Noninterest-bearing deposits                                                                            | 138,755                  |                         |            | 115,162           |                         |            |
| Other liabilities                                                                                       | 60,358                   |                         |            | 56,302            |                         |            |
| Shareholders' equity                                                                                    | 70,976                   |                         |            | 49,837            |                         |            |
| <b>Total liabilities and shareholders' equity</b>                                                       | <b>\$ 978,967</b>        |                         |            | <b>\$ 744,602</b> |                         |            |
| Net interest spread                                                                                     |                          |                         | 2.97       |                   |                         | 3.07       |
| Impact of noninterest-bearing sources                                                                   |                          |                         | 0.29       |                   |                         | 0.35       |
| Net interest income/yield on earning assets                                                             |                          | \$ 13,721               | 3.26%      |                   | \$ 10,885               | 3.42%      |

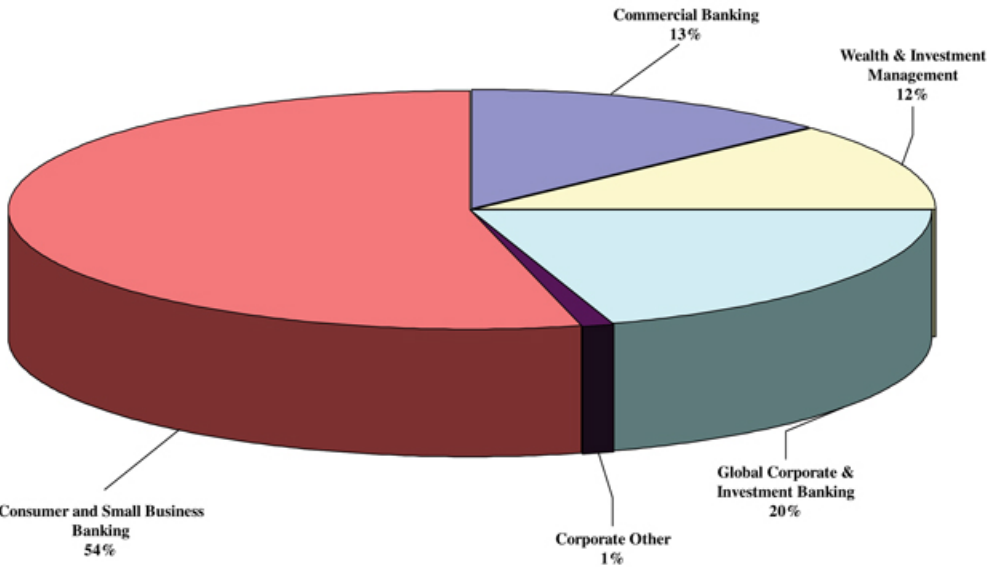
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- (1) *Nonperforming loans are included in the respective average loan balances. Income on such nonperforming loans is recognized on a cash basis.*
- (2) *Interest income includes the impact of interest rate risk management contracts, which increased interest income on the underlying assets \$1,373 and \$1,163 in the six months ended June 30, 2004 and 2003, respectively. These amounts were substantially offset by corresponding decreases in the income earned on the underlying assets. Interest expense includes the impact of interest rate risk management contracts, which increased interest expense on the underlying liabilities \$516 and \$74 in the six months ended June 30, 2004 and 2003, respectively. These amounts were substantially offset by corresponding decreases in the interest paid on the underlying liabilities.*
- (3) *Primarily consists of time deposits in denominations of \$100,000 or more.*
- (4) *Includes long-term debt related to trust preferred securities.*

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

Net Income  
Second Quarter 2004



Revenue  
Second Quarter 2004



Current period information includes the FleetBoston acquisition; prior periods have not been restated.

**Bank of America Corporation**

**Consumer and Small Business Banking Segment Results<sup>(1)</sup>**

(Dollars in millions)

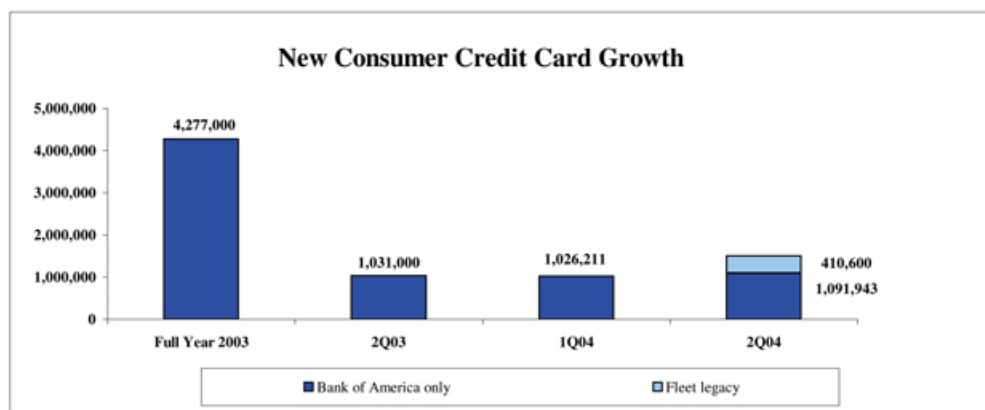
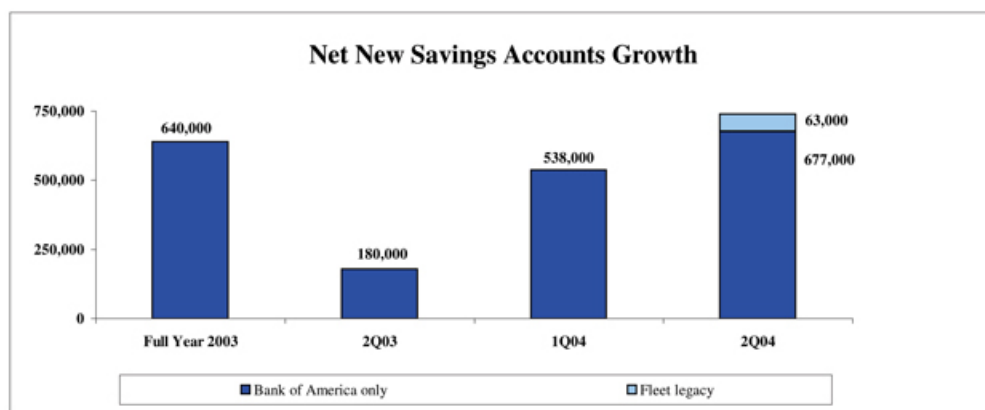
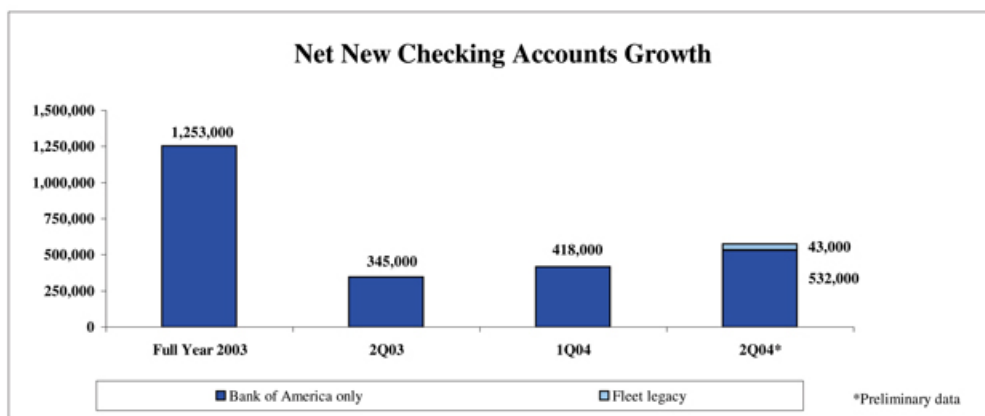
|                                                  | Year-to-Date |           | Quarterly  |           |           |           |           |
|--------------------------------------------------|--------------|-----------|------------|-----------|-----------|-----------|-----------|
|                                                  | 2004         | 2003      | 2 Qtr 04   | 1 Qtr 04  | 4 Qtr 03  | 3 Qtr 03  | 2 Qtr 03  |
| <b>Key Measures</b>                              |              |           |            |           |           |           |           |
| Total revenue <sup>(2)</sup>                     | \$ 12,231    | \$ 9,981  | \$ 7,149   | \$ 5,082  | \$ 5,317  | \$ 5,540  | \$ 5,224  |
| Provision for credit losses                      | 1,097        | 822       | 661        | 436       | 447       | 408       | 405       |
| Net income                                       | 3,121        | 2,566     | 1,910      | 1,211     | 1,416     | 1,669     | 1,408     |
| Shareholder value added                          | 1,867        | 2,013     | 1,036      | 831       | 1,087     | 1,378     | 1,130     |
| Return on average equity                         | 24.01%       | 45.11%    | 20.74%     | 31.95%    | 42.56%    | 55.88%    | 49.19%    |
| Efficiency ratio <sup>(2)</sup>                  | 50.64        | 50.99     | 48.54      | 53.58     | 50.75     | 45.82     | 49.54     |
| <b>Selected Average Balance Sheet Components</b> |              |           |            |           |           |           |           |
| Total loans and leases                           | \$ 122,119   | \$ 91,575 | \$ 145,830 | \$ 98,408 | \$ 95,412 | \$ 92,511 | \$ 91,497 |
| Total deposits                                   | 290,978      | 233,554   | 339,569    | 242,386   | 248,187   | 246,074   | 236,625   |
| Total earning assets                             | 297,265      | 233,372   | 347,454    | 247,077   | 250,994   | 247,731   | 236,630   |
| <b>Period End</b> (in billions)                  |              |           |            |           |           |           |           |
| Mortgage servicing portfolio                     | \$ 253.3     | \$ 249.6  | \$ 253.3   | \$ 247.6  | \$ 246.5  | \$ 245.9  | \$ 249.6  |
| Mortgage originations:                           |              |           |            |           |           |           |           |
| Retail                                           | 19.2         | 28.2      | 19.2       | 14.1      | 11.7      | 30.0      | 28.2      |
| Wholesale                                        | 9.3          | 12.2      | 9.3        | 9.8       | 6.7       | 9.5       | 12.2      |

(1) Consumer and Small Business major subsegments are Consumer Banking, Consumer Products, and Small Business.

(2) Fully taxable-equivalent basis

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**



Current period information includes the FleetBoston acquisition; prior periods have not been restated.

**Bank of America Corporation**  
**E-Commerce & BankofAmerica.com**

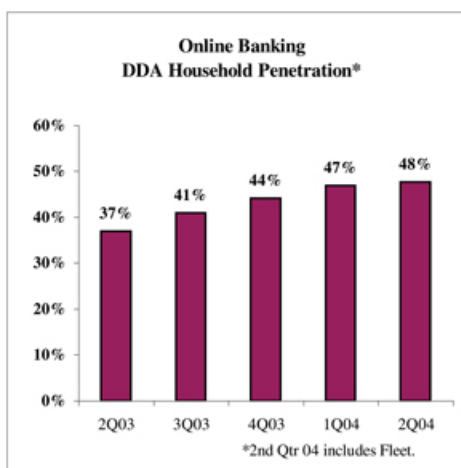
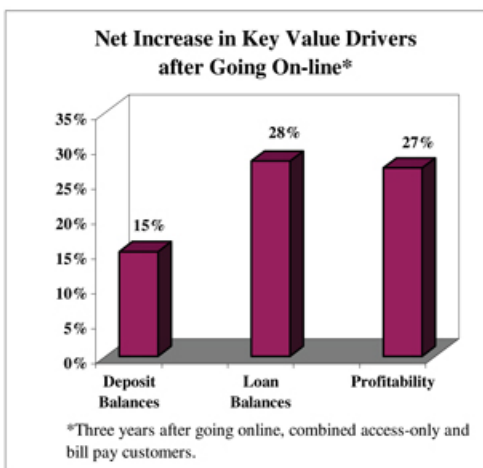
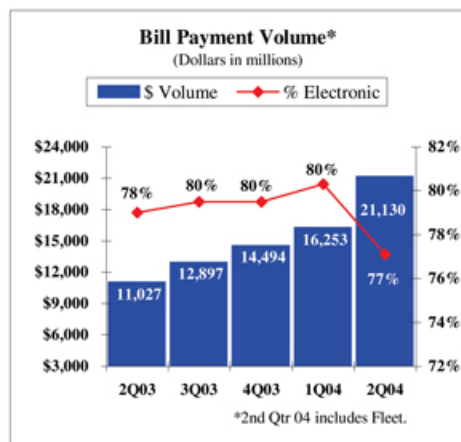
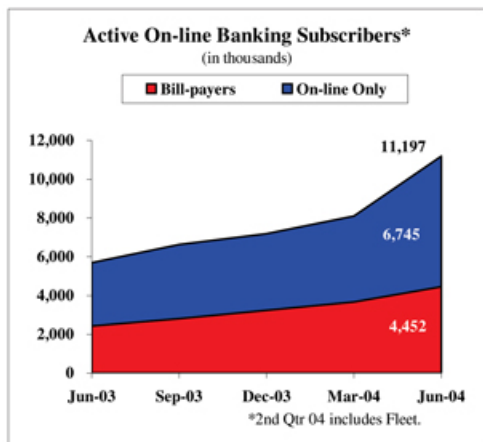
Bank of America has the largest active online banking customer base with 11.2 million subscribers. This represents an active customer penetration rate of 47.7%.

Bank of America uses a strict Active User standard - customers must have used our online services within the last 90 days.

4.5 million **active** bill pay users paid \$21.1 billion worth of bills this quarter. The number of customers who sign up and use Bank of America's Bill Pay Service continues to far surpass that of any other financial institution.

Currently, approximately 300 companies are presenting 9.8 million e-bills per quarter.

Results for 2nd quarter 2004 include Fleet.



Current period information includes the FleetBoston acquisition; prior periods have not been restated.

**Bank of America Corporation****Consumer Credit Card Results**

Included within Consumer Products

*(Dollars in millions)*

|                                  | Year-to-Date |           | Quarterly |           |           |           |           |
|----------------------------------|--------------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                  | 2004         | 2003      | 2 Qtr 04  | 1 Qtr 04  | 4 Qtr 03  | 3 Qtr 03  | 2 Qtr 03  |
| <b>Key Measures</b>              |              |           |           |           |           |           |           |
| <b>Outstandings:</b>             |              |           |           |           |           |           |           |
| Held (Period end)                | \$ 42,195    | \$ 27,419 | \$ 42,195 | \$ 36,087 | \$ 34,814 | \$ 30,993 | \$ 27,419 |
| Managed (Period end)             | 51,990       | 30,807    | 51,990    | 37,296    | 36,596    | 33,631    | 30,807    |
| Held (Average)                   | 39,240       | 25,451    | 43,177    | 35,303    | 32,734    | 29,113    | 26,211    |
| Managed (Average)                | 44,996       | 29,567    | 53,136    | 36,855    | 34,783    | 32,225    | 29,970    |
| <b>Managed Income Statement:</b> |              |           |           |           |           |           |           |
| Total revenue                    | \$ 3,192     | \$ 2,011  | \$ 1,954  | \$ 1,238  | \$ 1,196  | \$ 1,134  | \$ 1,044  |
| Provision for credit losses      | 1,226        | 882       | 760       | 466       | 555       | 539       | 473       |
| Noninterest expense              | 891          | 545       | 553       | 338       | 312       | 270       | 274       |
| Income before income taxes       | \$ 1,075     | \$ 584    | \$ 641    | \$ 434    | \$ 329    | \$ 325    | \$ 297    |
| <b>Shareholder Value Added</b>   | \$ 542       | \$ 264    | \$ 338    | \$ 204    | \$ 152    | \$ 150    | \$ 135    |
| <b>Credit Quality:</b>           |              |           |           |           |           |           |           |
| <b>Held:</b>                     |              |           |           |           |           |           |           |
| Charge-offs \$                   | \$ 1,028     | \$ 701    | \$ 585    | \$ 443    | \$ 423    | \$ 390    | \$ 378    |
| Charge-offs %                    | 5.31%        | 5.56%     | 5.45%     | 5.05%     | 5.12%     | 5.32%     | 5.78%     |
| <b>Managed:</b>                  |              |           |           |           |           |           |           |
| Losses \$                        | \$ 1,239     | \$ 807    | \$ 776    | \$ 463    | \$ 451    | \$ 433    | \$ 429    |
| Losses %                         | 5.54%        | 5.50%     | 5.88%     | 5.05%     | 5.14%     | 5.33%     | 5.74%     |
| <b>Managed Delinquency %:</b>    |              |           |           |           |           |           |           |
| 30+                              | 3.80%        | 3.99%     | 3.86%     | 3.75%     | 3.93%     | 3.84%     | 3.99%     |
| 90+                              | 1.79         | 1.81      | 1.76      | 1.81      | 1.77      | 1.76      | 1.80      |

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**

**Commercial Banking Segment Results<sup>(1)</sup>**

(Dollars in millions)

|                                                  | Year-to-Date |           | Quarterly  |           |           |           |           |
|--------------------------------------------------|--------------|-----------|------------|-----------|-----------|-----------|-----------|
|                                                  | 2004         | 2003      | 2 Qtr 04   | 1 Qtr 04  | 4 Qtr 03  | 3 Qtr 03  | 2 Qtr 03  |
| <b>Key Measures</b>                              |              |           |            |           |           |           |           |
| Total revenue <sup>(2)</sup>                     | \$ 2,945     | \$ 2,203  | \$ 1,741   | \$ 1,204  | \$ 1,229  | \$ 1,190  | \$ 1,144  |
| Provision for credit losses                      | 33           | 238       | 6          | 27        | 98        | 122       | 116       |
| Net income                                       | 1,106        | 694       | 642        | 464       | 428       | 417       | 378       |
| Shareholder value added                          | 366          | 280       | 59         | 307       | 211       | 207       | 173       |
| Return on average equity                         | 15.78%       | 17.96%    | 11.60%     | 31.42%    | 21.20%    | 21.36%    | 19.78%    |
| Efficiency ratio <sup>(2)</sup>                  | 39.83        | 40.19     | 41.04      | 38.08     | 39.18     | 36.05     | 38.44     |
| <b>Selected Average Balance Sheet Components</b> |              |           |            |           |           |           |           |
| Total loans and leases                           | \$ 117,805   | \$ 92,518 | \$ 139,032 | \$ 96,577 | \$ 94,996 | \$ 93,451 | \$ 93,598 |
| Total deposits                                   | 47,120       | 30,122    | 59,605     | 34,636    | 34,053    | 31,505    | 30,751    |
| Total earning assets                             | 122,661      | 96,623    | 144,612    | 100,709   | 99,734    | 98,531    | 97,897    |

<sup>(1)</sup> Commercial Banking major subsegments are Commercial Banking, Real Estate Banking and Other Commercial.

<sup>(2)</sup> Fully taxable-equivalent basis

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**



**Bank of America Corporation**

**Global Corporate and Investment Banking Segment Results<sup>(1)</sup>**

(Dollars in millions)

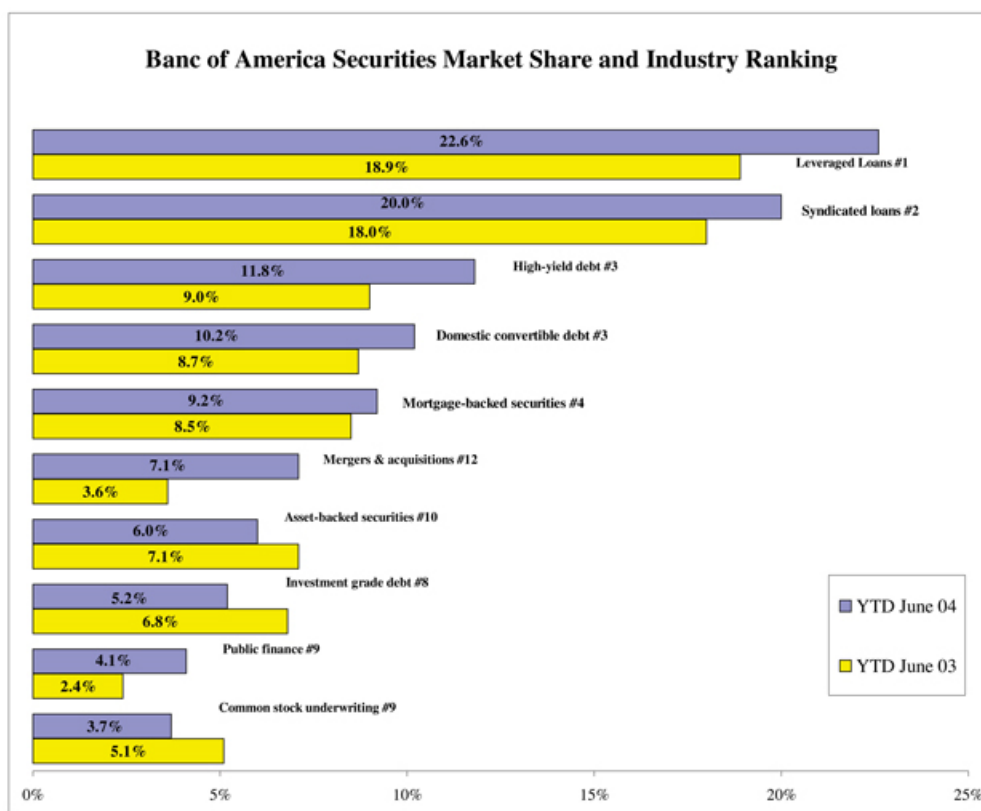
|                                                  | Year-to-Date |           | Quarterly |           |           |           |           |
|--------------------------------------------------|--------------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                                  | 2004         | 2003      | 2 Qtr 04  | 1 Qtr 04  | 4 Qtr 03  | 3 Qtr 03  | 2 Qtr 03  |
| <b>Key Measures</b>                              |              |           |           |           |           |           |           |
| Total revenue <sup>(2)</sup>                     | \$ 4,793     | \$ 4,337  | \$ 2,630  | \$ 2,163  | \$ 1,937  | \$ 2,066  | \$ 2,113  |
| Provision for credit losses                      | (120)        | 337       | (21)      | (99)      | (83)      | 50        | 89        |
| Net income                                       | 892          | 847       | 429       | 463       | 512       | 435       | 413       |
| Shareholder value added                          | 409          | 367       | 145       | 264       | 301       | 213       | 177       |
| Return on average equity                         | 19.57%       | 18.93%    | 15.91%    | 24.86%    | 25.94%    | 21.00%    | 18.78%    |
| Efficiency ratio <sup>(2)</sup>                  | 73.81        | 61.90     | 76.12     | 71.00     | 65.65     | 66.59     | 65.74     |
| <b>Selected Average Balance Sheet Components</b> |              |           |           |           |           |           |           |
| Total loans and leases                           | \$ 33,521    | \$ 40,931 | \$ 38,125 | \$ 28,917 | \$ 31,034 | \$ 33,805 | \$ 38,475 |
| Total deposits                                   | 75,081       | 67,024    | 81,060    | 69,102    | 62,998    | 67,368    | 66,809    |
| Total earning assets                             | 273,701      | 220,936   | 283,125   | 270,615   | 250,629   | 262,307   | 223,454   |

<sup>(1)</sup> Global Corporate and Investment Banking offers clients a comprehensive range of global capabilities through three subsegments: Global Investment Banking, Global Credit Products and Global Treasury Services.

<sup>(2)</sup> Fully taxable-equivalent basis

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**



#### Significant US market share gains

Banc of America Securities increased market share in leveraged loans, mergers & acquisitions, high yield, syndicated loans, public finance, and convertible debt while maintaining its position in mortgage-backed securities.

- Top in leveraged loans at 22.6% market share
- #2 syndicated lender, ranked by dollar volume, with 20% market share
- #1 syndicated lender, ranked by # of deals
- Convertible debt earned the #3 position with 10.2% market share
- High yield debt market share increased over YTD03, from 9% to 11.8%

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**

**Wealth and Investment Management Segment Results<sup>(1)</sup>**

(Dollars in millions)

|                                                  | Year-to-Date |           | Quarterly |           |           |           |           |
|--------------------------------------------------|--------------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                                  | 2004         | 2003      | 2 Qtr 04  | 1 Qtr 04  | 4 Qtr 03  | 3 Qtr 03  | 2 Qtr 03  |
| <b>Key Measures</b>                              |              |           |           |           |           |           |           |
| Total revenue <sup>(2)</sup>                     | \$ 2,608     | \$ 1,894  | \$ 1,513  | \$ 1,095  | \$ 1,213  | \$ 972    | \$ 987    |
| Provision for credit losses                      | 2            | 5         | 11        | (9)       | 7         | (1)       | 5         |
| Net income                                       | 643          | 567       | 392       | 251       | 435       | 265       | 300       |
| Shareholder value added                          | 286          | 340       | 172       | 114       | 298       | 147       | 186       |
| Return on average equity                         | 18.57%       | 26.31%    | 18.03%    | 19.49%    | 33.88%    | 23.70%    | 27.73%    |
| Efficiency ratio <sup>(2)</sup>                  | 61.15        | 52.43     | 58.66     | 64.59     | 44.47     | 58.34     | 51.50     |
| <b>Selected Average Balance Sheet Components</b> |              |           |           |           |           |           |           |
| Total loans and leases                           | \$ 41,270    | \$ 37,945 | \$ 44,107 | \$ 38,434 | \$ 37,660 | \$ 37,159 | \$ 37,617 |
| Total deposits                                   | 70,768       | 50,288    | 77,069    | 64,467    | 59,784    | 55,503    | 51,892    |
| Total earning assets                             | 74,125       | 52,213    | 81,160    | 67,091    | 62,815    | 57,839    | 53,921    |
| <b>Period End</b> (in billions)                  |              |           |           |           |           |           |           |
| Assets under management                          | \$ 439.6     | \$ 314.9  | \$ 439.6  | \$ 337.2  | \$ 335.7  | \$ 318.1  | \$ 314.9  |
| Client brokerage assets                          | 144.9        | 90.6      | 144.9     | 91.0      | 88.8      | 90.7      | 90.6      |
| Assets in custody                                | 105.2        | 47.9      | 105.2     | 50.6      | 49.9      | 47.3      | 47.9      |
| Total client assets                              | \$ 689.7     | \$ 453.4  | \$ 689.7  | \$ 478.8  | \$ 474.4  | \$ 456.1  | \$ 453.4  |

<sup>(1)</sup> Wealth and Investment Management includes four primary subsegments: Columbia Management Group, Private Bank, Brokerage and Premier Banking.

<sup>(2)</sup> Fully taxable-equivalent basis

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Corporate Other Results<sup>(1)</sup>**
*(Dollars in millions)*

|                                                  | Year-to-Date |           | Quarterly  |            |            |            |           |
|--------------------------------------------------|--------------|-----------|------------|------------|------------|------------|-----------|
|                                                  | 2004         | 2003      | 2 Qtr 04   | 1 Qtr 04   | 4 Qtr 03   | 3 Qtr 03   | 2 Qtr 03  |
| <b>Key Measures</b>                              |              |           |            |            |            |            |           |
| Total revenue <sup>(2)</sup>                     | \$ 301       | \$ 425    | \$ 158     | \$ 143     | \$ 98      | \$ 155     | \$ 318    |
| Provision for credit losses                      | 401          | 203       | 132        | 269        | 114        | 72         | 157       |
| Net income <sup>(3)</sup>                        | 768          | 488       | 476        | 292        | (65)       | 136        | 239       |
| Shareholder value added                          | 68           | (446)     | 179        | (111)      | (454)      | (321)      | (252)     |
| <b>Selected Average Balance Sheet Components</b> |              |           |            |            |            |            |           |
| Total loans and leases                           | \$ 120,903   | \$ 85,014 | \$ 130,064 | \$ 111,741 | \$ 111,969 | \$ 100,362 | \$ 89,092 |
| Total deposits                                   | 19,743       | 14,599    | 25,002     | 14,484     | 13,817     | 14,119     | 19,230    |
| Total earning assets                             | 272,819      | 181,085   | 311,496    | 234,144    | 192,423    | 183,799    | 200,253   |

**Corporate Other Sub-Segment Results**

|                                    | Year-to-Date |          | Quarterly |          |          |          |          |
|------------------------------------|--------------|----------|-----------|----------|----------|----------|----------|
|                                    | 2004         | 2003     | 2 Qtr 04  | 1 Qtr 04 | 4 Qtr 03 | 3 Qtr 03 | 2 Qtr 03 |
| <b>Key Measures</b>                |              |          |           |          |          |          |          |
| <b>Latin America<sup>(4)</sup></b> |              |          |           |          |          |          |          |
| Total revenue <sup>(3)</sup>       | \$ 278       | \$ 32    | \$ 269    | \$ 9     | \$ 9     | \$ 10    | \$ 13    |
| Provision for credit losses        | 51           | 52       | (6)       | 57       | 25       | 12       | 82       |
| Net income                         | 33           | (20)     | 66        | (33)     | (14)     | (4)      | (47)     |
| Shareholder value added            | (10)         | (39)     | 22        | (32)     | (21)     | (12)     | (57)     |
| <b>Equity Investments</b>          |              |          |           |          |          |          |          |
| Total revenue <sup>(2)</sup>       | (\$ 19)      | (\$ 118) | \$ 0      | (\$ 19)  | (\$ 55)  | (\$ 79)  | (\$ 11)  |
| Provision for credit losses        | —            | 4        | —         | —        | 21       | —        | 3        |
| Net income                         | (47)         | (113)    | (17)      | (30)     | (66)     | (68)     | (28)     |
| Shareholder value added            | (182)        | (226)    | (97)      | (85)     | (125)    | (126)    | (85)     |

<sup>(1)</sup> Corporate Other consists primarily of gains and losses associated with managing the balance sheet of the Corporation, Latin America operations, Equity Investments, certain consumer finance and commercial lending businesses being liquidated, and certain residential mortgages originated by the mortgage group or otherwise acquired and held for asset/liability management purposes.

<sup>(2)</sup> Fully taxable-equivalent basis

<sup>(3)</sup> Includes merger and restructuring charges, net of taxes, of \$83 in year-to-date 2004 and 2Q04.

<sup>(4)</sup> Excludes Mexico, which is included in Global Corporate and Investment Banking.

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

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**

**Outstanding Loans and Leases**

*(Dollars in millions)*

|                                   | June 30<br>2004   | December<br>31 2003 | Increase<br>(Decrease)<br>from 12/31/03 |
|-----------------------------------|-------------------|---------------------|-----------------------------------------|
| Commercial - domestic             | \$ 121,317        | \$ 91,491           | \$ 29,826                               |
| Commercial - foreign              | 18,256            | 10,754              | 7,502                                   |
| Commercial real estate - domestic | 30,519            | 19,043              | 11,476                                  |
| Commercial real estate - foreign  | 436               | 324                 | 112                                     |
| Commercial lease financing        | 20,379            | 9,692               | 10,687                                  |
| <b>Total commercial</b>           | <b>190,907</b>    | <b>131,304</b>      | <b>59,603</b>                           |
| Residential mortgage              | 173,600           | 140,513             | 33,087                                  |
| Home equity lines                 | 42,315            | 23,859              | 18,456                                  |
| Direct/Indirect consumer          | 39,252            | 33,415              | 5,837                                   |
| Consumer finance <sup>(1)</sup>   | 7,873             | 7,558               | 315                                     |
| Credit card                       | 44,534            | 34,814              | 9,720                                   |
| <b>Total consumer</b>             | <b>307,574</b>    | <b>240,159</b>      | <b>67,415</b>                           |
| <b>Total</b>                      | <b>\$ 498,481</b> | <b>\$ 371,463</b>   | <b>\$ 127,018</b>                       |

<sup>(1)</sup> Includes foreign consumer of \$3,268 and \$1,969 and consumer lease financing of \$867 and \$1,684 at June 30, 2004 and December 31, 2003, respectively.

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Commercial Utilized Credit Exposure by Industry<sup>(1)</sup>**
*(Dollars in millions)*

|                                            | June 30,<br>2004  | December 31,<br>2003 | % Increase<br>(Decrease)<br>from 12/31/03 |
|--------------------------------------------|-------------------|----------------------|-------------------------------------------|
| Real estate                                | \$ 36,668         | \$ 22,228            | 65%                                       |
| Retailing                                  | 23,442            | 15,152               | 55                                        |
| Diversified financials                     | 21,869            | 20,427               | 7                                         |
| Banks                                      | 18,924            | 25,088               | (25)                                      |
| Individuals and trusts                     | 16,888            | 14,307               | 18                                        |
| Education and government                   | 16,011            | 13,919               | 15                                        |
| Materials                                  | 13,736            | 8,860                | 55                                        |
| Consumer durables and apparel              | 12,718            | 8,313                | 53                                        |
| Leisure and sports, hotels and restaurants | 12,644            | 10,099               | 25                                        |
| Transportation                             | 12,282            | 9,355                | 31                                        |
| Health care equipment and services         | 12,122            | 7,064                | 72                                        |
| Capital goods                              | 11,785            | 8,244                | 43                                        |
| Food, beverage and tobacco                 | 11,067            | 9,134                | 21                                        |
| Commercial services and supplies           | 10,924            | 7,206                | 52                                        |
| Energy                                     | 7,151             | 4,348                | 64                                        |
| Media                                      | 7,082             | 4,701                | 51                                        |
| Utilities                                  | 5,815             | 5,012                | 16                                        |
| Insurance                                  | 5,487             | 3,638                | 51                                        |
| Religious and social organizations         | 5,247             | 4,272                | 23                                        |
| Food and staples retailing                 | 3,344             | 1,837                | 82                                        |
| Technology hardware and equipment          | 3,313             | 1,941                | 71                                        |
| Telecommunication services                 | 2,801             | 2,526                | 11                                        |
| Software and services                      | 2,451             | 1,655                | 48                                        |
| Automobiles and components                 | 1,599             | 1,326                | 21                                        |
| Pharmaceuticals and biotechnology          | 998               | 466                  | 114                                       |
| Household and personal products            | 367               | 302                  | 22                                        |
| Other                                      | 6,915             | 1,474                | 369                                       |
| <b>Total</b>                               | <b>\$ 283,650</b> | <b>\$ 212,894</b>    | <b>33</b>                                 |

<sup>(1)</sup> Includes commercial loans and leases, commercial letters of credit, standby letters of credit and financial guarantees as well as the mark-to-market exposure for derivatives.

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Nonperforming Assets**
*(Dollars in millions)*

|                                                                            | 2Q04            | 1Q04            | 4Q03            | 3Q03            | 2Q03            |
|----------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Commercial - domestic                                                      | \$ 1,246        | \$ 1,229        | \$ 1,388        | \$ 1,746        | \$ 2,170        |
| Commercial - foreign                                                       | 503             | 331             | 578             | 756             | 1,040           |
| Commercial real estate - domestic                                          | 127             | 113             | 140             | 154             | 154             |
| Commercial real estate - foreign                                           | 37              | 2               | 2               | 3               | 2               |
| Commercial lease financing                                                 | 257             | 66              | 127             | 114             | 95              |
| <b>Total commercial</b>                                                    | <b>2,170</b>    | <b>1,741</b>    | <b>2,235</b>    | <b>2,773</b>    | <b>3,461</b>    |
| Residential mortgage                                                       | 537             | 486             | 531             | 563             | 618             |
| Home equity lines                                                          | 42              | 35              | 43              | 42              | 55              |
| Direct/Indirect consumer                                                   | 31              | 31              | 28              | 32              | 33              |
| Consumer finance                                                           | 99              | 61              | 36              | 19              | 20              |
| <b>Total consumer</b>                                                      | <b>709</b>      | <b>613</b>      | <b>638</b>      | <b>656</b>      | <b>726</b>      |
| <b>Total nonperforming loans and leases</b>                                | <b>2,879</b>    | <b>2,354</b>    | <b>2,873</b>    | <b>3,429</b>    | <b>4,187</b>    |
| Nonperforming securities                                                   | 156             | —               | —               | —               | —               |
| Foreclosed properties                                                      | 144             | 131             | 148             | 228             | 243             |
| <b>Total nonperforming assets<sup>(1)</sup></b>                            | <b>\$ 3,179</b> | <b>\$ 2,485</b> | <b>\$ 3,021</b> | <b>\$ 3,657</b> | <b>\$ 4,430</b> |
| Loans past due 90 days or more and still accruing                          | \$ 939          | \$ 795          | \$ 860          | \$ 788          | \$ 726          |
| Nonperforming assets / Total assets                                        | 0.31%           | 0.30%           | 0.41%           | 0.50%           | 0.58%           |
| Nonperforming assets / Total loans, leases and foreclosed properties       | 0.64            | 0.66            | 0.81            | 0.98            | 1.23            |
| Nonperforming loans and leases / Total loans and leases                    | 0.58            | 0.63            | 0.77            | 0.92            | 1.16            |
| <b>Allowance for credit losses:</b>                                        |                 |                 |                 |                 |                 |
| Allowance for loan and lease losses                                        | \$ 8,767        | \$ 6,080        | \$ 6,163        | \$ 6,258        | \$ 6,366        |
| Reserve for unfunded lending commitments                                   | 486             | 401             | 416             | 458             | 475             |
| <b>Total</b>                                                               | <b>\$ 9,253</b> | <b>\$ 6,481</b> | <b>\$ 6,579</b> | <b>\$ 6,716</b> | <b>\$ 6,841</b> |
| Allowance for loan and lease losses / Total loans and leases               | 1.76%           | 1.62%           | 1.66%           | 1.68%           | 1.77%           |
| Allowance for loan and lease losses / Total nonperforming loans and leases | 305             | 258             | 215             | 183             | 152             |
| Commercial Criticized Exposure                                             | \$ 13,420       | \$ 10,401       | \$ 12,650       | \$ 15,059       | \$ 17,368       |
| Commercial Criticized Exposure / Commercial Utilized Exposure              | 4.73%           | 4.94%           | 5.94%           | 7.10%           | 8.00%           |

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

<sup>(1)</sup> Balances do not include \$103, \$82, \$202, \$82 and \$98 of nonperforming assets included in other assets at June 30, 2004, March 31, 2004, December 31, 2003, September 30, 2003 and June 30, 2003, respectively.

**Current period information includes the FleetBoston acquisition; prior periods have not been restated.**

**Bank of America Corporation**
**Quarterly Net Charge-offs and Net Charge-off Ratios**
*(Dollars in millions)*

|                                   | 2Q04          |             | 1Q04          |             | 4Q03          |             | 3Q03          |             | 2Q03          |             |
|-----------------------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|
|                                   | Amt.          | Ratio       | Amt.          | Ratio       | Amount        | Ratio       | Amount        | Ratio       | Amount        | Ratio       |
| Commercial - domestic             | \$ 72         | 0.23%       | \$ 49         | 0.22%       | \$ 93         | 0.41%       | \$ 163        | 0.72%       | \$ 210        | 0.88%       |
| Commercial - foreign              | 72            | 1.59        | 106           | 3.98        | 76            | 2.60        | 58            | 1.84        | 53            | 1.58        |
| Commercial real estate - domestic | (5)           | (0.07)      | (2)           | (0.05)      | 9             | 0.18        | 13            | 0.26        | 10            | 0.21        |
| Commercial lease financing        | (3)           | (0.06)      | 4             | 0.17        | 0             | 0.00        | 40            | 1.61        | 11            | 0.44        |
| <b>Total commercial</b>           | <b>136</b>    | <b>0.28</b> | <b>157</b>    | <b>0.48</b> | <b>178</b>    | <b>0.54</b> | <b>274</b>    | <b>0.82</b> | <b>284</b>    | <b>0.82</b> |
| Residential mortgage              | 12            | 0.03        | 11            | 0.03        | 13            | 0.04        | 14            | 0.04        | 11            | 0.04        |
| Home equity lines                 | 4             | 0.04        | 4             | 0.07        | (3)           | (0.04)      | 2             | 0.02        | 6             | 0.11        |
| Direct/Indirect consumer          | 50            | 0.50        | 48            | 0.56        | 48            | 0.57        | 39            | 0.47        | 38            | 0.47        |
| Consumer finance <sup>(1)</sup>   | 32            | 1.59        | 48            | 2.60        | 55            | 2.80        | 46            | 2.18        | 47            | 2.04        |
| Credit card                       | 585           | 5.45        | 443           | 5.05        | 423           | 5.12        | 390           | 5.32        | 378           | 5.78        |
| Other consumer - domestic         | 10            | n/m         | 9             | n/m         | 11            | n/m         | 11            | n/m         | 8             | n/m         |
| <b>Total consumer</b>             | <b>693</b>    | <b>0.92</b> | <b>563</b>    | <b>0.93</b> | <b>547</b>    | <b>0.91</b> | <b>502</b>    | <b>0.89</b> | <b>488</b>    | <b>0.93</b> |
| <b>Total net charge-offs</b>      | <b>\$ 829</b> | <b>0.67</b> | <b>\$ 720</b> | <b>0.77</b> | <b>\$ 725</b> | <b>0.77</b> | <b>\$ 776</b> | <b>0.86</b> | <b>\$ 772</b> | <b>0.88</b> |

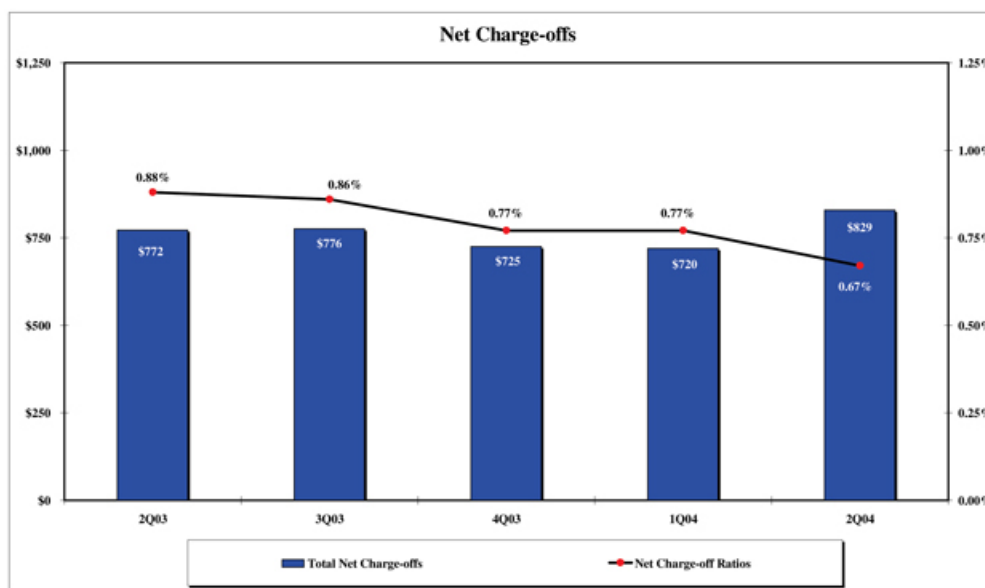
**By Business Segment:**

|                                       |               |             |               |             |               |             |               |             |               |             |
|---------------------------------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|
| Consumer & small business banking     | \$ 632        | 1.71        | \$ 499        | 2.05%       | \$ 485        | 2.02%       | \$ 453        | 1.94%       | \$ 432        | 1.90%       |
| Wealth & investment management        | (4)           | (0.04)      | 6             | 0.06        | (1)           | (0.01)      | 5             | 0.06        | 6             | 0.06        |
| Commercial banking                    | 24            | 0.07        | 62            | 0.26        | 75            | 0.31        | 123           | 0.52        | 98            | 0.42        |
| Global corporate & investment banking | 70            | 0.58        | 89            | 0.96        | 50            | 0.50        | 96            | 0.90        | 121           | 1.00        |
| Corporate other                       | 107           | 0.38        | 64            | 0.25        | 116           | 0.44        | 99            | 0.43        | 115           | 0.58        |
| <b>Total net charge-offs</b>          | <b>\$ 829</b> | <b>0.67</b> | <b>\$ 720</b> | <b>0.77</b> | <b>\$ 725</b> | <b>0.77</b> | <b>\$ 776</b> | <b>0.86</b> | <b>\$ 772</b> | <b>0.88</b> |

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

n/m = not meaningful

<sup>(1)</sup> Includes lease financing of \$5, \$10, \$10, \$12, and \$14 for the quarters ended June 30, 2004, March 31, 2004, December 31, 2003, September 30, 2003, and June 30, 2003, respectively.



Current period information includes the FleetBoston acquisition; prior periods have not been restated.



**Bank of America Corporation**  
**Selected Emerging Markets <sup>(1)</sup>**

| <i>(Dollars in billions)</i>                     | Loans<br>and Loan<br>Commitments | Other<br>Financing <sup>(2)</sup> | Derivative<br>Assets | Debt<br>Securities/<br>Other<br>Investments <sup>(3,4)</sup> | Total<br>Cross-<br>border<br>Exposure <sup>(5)</sup> | Local<br>Country<br>Exposure<br>Net of Local<br>Liabilities <sup>(6)</sup> | Total<br>Foreign<br>Exposure<br>June 30,<br>2004 | Increase/<br>(Decrease)<br>from<br>December 31,<br>2003 |
|--------------------------------------------------|----------------------------------|-----------------------------------|----------------------|--------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------|
| <b>Region/Country</b>                            |                                  |                                   |                      |                                                              |                                                      |                                                                            |                                                  |                                                         |
| <b>Asia</b>                                      |                                  |                                   |                      |                                                              |                                                      |                                                                            |                                                  |                                                         |
| Hong Kong <sup>(7)</sup>                         | \$ 0.2                           | \$ 0.0                            | \$ 0.1               | \$ 0.1                                                       | \$ 0.4                                               | \$ 0.5                                                                     | \$ 0.9                                           | \$ 0.0                                                  |
| India                                            | 0.6                              | 0.1                               | 0.2                  | 0.3                                                          | 1.2                                                  | 0.6                                                                        | 1.8                                              | 0.2                                                     |
| Singapore                                        | 0.2                              | 0.1                               | 0.1                  | 0.1                                                          | 0.5                                                  | 0.0                                                                        | 0.5                                              | (0.1)                                                   |
| South Korea                                      | 0.3                              | 0.8                               | 0.0                  | 0.2                                                          | 1.3                                                  | 0.2                                                                        | 1.5                                              | (0.1)                                                   |
| Taiwan                                           | 0.3                              | 0.5                               | 0.1                  | 0.0                                                          | 0.9                                                  | 0.0                                                                        | 0.9                                              | 0.4                                                     |
| Other Asia <sup>(8)</sup>                        | 0.2                              | 0.1                               | 0.0                  | 0.4                                                          | 0.7                                                  | 0.3                                                                        | 1.0                                              | 0.1                                                     |
| <b>Total</b>                                     | <b>1.8</b>                       | <b>1.6</b>                        | <b>0.5</b>           | <b>1.1</b>                                                   | <b>5.0</b>                                           | <b>1.6</b>                                                                 | <b>6.6</b>                                       | <b>0.5</b>                                              |
| <b>Central and Eastern Europe <sup>(8)</sup></b> |                                  |                                   |                      |                                                              |                                                      |                                                                            |                                                  |                                                         |
|                                                  | 0.0                              | 0.0                               | 0.0                  | 0.2                                                          | 0.2                                                  | 0.0                                                                        | 0.2                                              | (0.1)                                                   |
| <b>Latin America</b>                             |                                  |                                   |                      |                                                              |                                                      |                                                                            |                                                  |                                                         |
| Argentina <sup>(9)</sup>                         | 0.4                              | 0.1                               | 0.0                  | 0.1                                                          | 0.6                                                  | 0.0                                                                        | 0.6                                              | 0.3                                                     |
| Brazil <sup>(9)</sup>                            | 1.4                              | 0.3                               | 0.0                  | 0.1                                                          | 1.8                                                  | 1.7                                                                        | 3.5                                              | 2.8                                                     |
| Chile                                            | 0.3                              | 0.1                               | 0.0                  | 0.0                                                          | 0.4                                                  | 0.7                                                                        | 1.1                                              | 1.0                                                     |
| Mexico <sup>(10)</sup>                           | 0.7                              | 0.2                               | 0.1                  | 2.1                                                          | 3.1                                                  | 0.1                                                                        | 3.2                                              | 0.4                                                     |
| Other Latin America <sup>(8)</sup>               | 0.4                              | 0.2                               | 0.1                  | 0.2                                                          | 0.9                                                  | 0.3                                                                        | 1.2                                              | 0.5                                                     |
| <b>Total</b>                                     | <b>3.2</b>                       | <b>0.9</b>                        | <b>0.2</b>           | <b>2.5</b>                                                   | <b>6.8</b>                                           | <b>2.8</b>                                                                 | <b>9.6</b>                                       | <b>5.0</b>                                              |
| <b>Total</b>                                     | <b>\$ 5.0</b>                    | <b>\$ 2.5</b>                     | <b>\$ 0.7</b>        | <b>\$ 3.8</b>                                                | <b>\$ 12.0</b>                                       | <b>\$ 4.4</b>                                                              | <b>\$ 16.4</b>                                   | <b>\$ 5.4</b>                                           |

<sup>(1)</sup> There is no generally accepted definition of emerging markets. The definition that we use includes all countries in Asia excluding Japan, Australia and New Zealand; all countries in Latin America excluding Cayman Islands and Bermuda; and all countries in Central and Eastern Europe excluding Greece.

<sup>(2)</sup> Includes acceptances, standby letters of credit, commercial letters of credit and formal guarantees.

<sup>(3)</sup> Amounts outstanding for Other Asia and Other Latin America have been reduced by \$13 million and \$178 million, respectively, at June 30, 2004 and \$13 million and \$173 million, respectively, at December 31, 2003. Such amounts represent the fair value of U.S. Treasury securities held as collateral outside the country of exposure.

<sup>(4)</sup> Cross-border resale agreements are presented based on the domicile of the counterparty because the counterparty has the legal obligation for repayment. For regulatory reporting under in which the claim is denominated, consistent with FFIEC reporting rules. reporting under Federal Financial Institutions Examinations Council (FFIEC) guidelines, cross-border resale agreements are presented based on the domicile of the issuer of the securities that are held as collateral.

<sup>(5)</sup> Cross-border exposure includes amounts payable to the Corporation by borrowers with a country of residence other than the one in which the credit is booked, regardless of the currency in which the claim is denominated, consistent with FFIEC reporting rules.

<sup>(6)</sup> Local country exposure includes amounts payable to the Corporation by borrowers with a country of residence in which the credit is booked, regardless of the currency in which the claim is denominated. Management nets local funding or liabilities against local exposures as allowed by the FFIEC. Total amount of local country exposure funded by local liabilities at June 30, 2004 in Latin America and Asia was \$7.9 billion and \$5.5 billion, respectively, of which \$3.6 billion was in Brazil, \$1.4 billion in Argentina, \$1.0 billion in Chile, \$3.2 billion in Hong Kong and \$1.0 billion in Singapore. There were no other counties with local country exposure funded by local liabilities greater than \$1.0 billion.

<sup>(7)</sup> Local country exposure net of local liabilities to Hong Kong consisted of \$0.5 billion of commercial exposure at June 30, 2004 compared to \$0.6 billion of commercial exposure at December 31, 2003. The commercial exposure was primarily to local clients and was diversified across many industries.

<sup>(8)</sup> Other Asia, Central and Eastern Europe and Other Latin America include countries with total foreign exposure of less than \$0.5 billion.

<sup>(9)</sup> The Corporation has certain risk mitigation instruments associated with Brazil and Argentina exposure, including insurance contracts, other trade-related transfer risk mitigation and third party funding. Ability to file a claim under insurance policies may vary with the country's current political and economic environment.

| <b>Risk Mitigation</b>                                         | <b>Argentina</b> | <b>Brazil</b> |
|----------------------------------------------------------------|------------------|---------------|
| <b>Total foreign exposure, June 30, 2004</b>                   | <b>\$ 0.6</b>    | <b>\$ 3.5</b> |
| Less: Insurance contracts                                      | 0.2              | 0.5           |
| Other trade-related transfer risk mitigation                   | —                | 1.0           |
| Third party funding                                            | —                | 0.2           |
| <b>Total foreign exposure net of mitigation, June 30, 2004</b> | <b>\$ 0.4</b>    | <b>\$ 1.8</b> |

<sup>(10)</sup> Includes \$1.8 billion related to Grupo Financiero Santander Serfin acquired in the first quarter of 2003.

Current period information includes the FleetBoston acquisition; prior periods have not been restated.