Bank of America

1Q11 Earnings Results

April 15, 2011

Bank of America

Forward-Looking Statements

Bank of America and its management may make certain statements that constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. These statements can be identified by the fact that they do not relate strictly to historical or current facts. Forward-looking statements often use words such as “anticipates,” “targets,” “expects,” “estimates,” “intends,” “plans,” “goals,” “believes” and other similar expressions or future or conditional verbs such as “will,” “should,” “would” and “could.” The forward-looking statements made represent Bank of America’s current expectations, plans or forecasts of its future results and revenues, including 2011 expense levels; higher revenue and expense reductions in 2012; performance in retail businesses; representations and warranties liabilities, expenses and repurchase activity; loan loss reserve reductions; portfolio performance; net interest income; credit trends and conditions, including credit losses, credit reserves, net loss rate, delinquency trends and nonperforming asset levels; effective tax rate; liquidity; home price assumptions; mortgage production levels; long-term debt levels; change to income tax expense; the number of delayed foreclosure sales and the resulting financial impact; and other similar matters. These statements are not guarantees of future results or performance and involve certain risks, uncertainties and assumptions that are difficult to predict and are often beyond Bank of America’s control. Actual outcomes and results may differ materially from those expressed in, or implied by, any of these forward-looking statements.

You should not place undue reliance on any forward-looking statement and should consider all of the following uncertainties and risks, as well as those more fully discussed under Item 1A. “Risk Factors” of Bank of America’s 2010 Annual Report on Form 10-K and in any of Bank of America’s subsequent SEC filings; the effectiveness of the company-wide efficiency initiative; the Corporation’s resolution of certain representations and warranties obligations with the GSEs and our ability to resolve any remaining claims; the Corporation’s ability to resolve any representations and warranties obligations with monolines and private investors; failure to satisfy our obligations as servicer in the residential mortgage securitization process; the adequacy of the liability and/or range of possible loss estimates for the representations and warranties exposures to the GSEs, monolines and private-label and other investors; the potential assertion and impact of additional claims not addressed by the GSE agreements; the foreclosure review and assessment process, the effectiveness of the Corporation’s response and any governmental or private third-party claims asserted in connection with these foreclosure matters; the adequacy of the reserve for future payment protection insurance claims in the U.K.; negative economic conditions generally including continued weakness in the U.S. housing market, high unemployment in the U.S., as well as economic challenges in many non-U.S. countries in which we operate and sovereign debt challenges; the Corporation’s mortgage modification policies and related results; the level and volatility of the capital markets, interest rates, currency values and other market indices; changes in consumer, investor and counterparty confidence in, and the related impact on, financial markets and institutions, including the Corporation as well as its business partners; the Corporation’s credit ratings and the credit ratings of its securitizations; estimates of the fair value of certain of the Corporation’s assets and liabilities; legislative and regulatory actions in the U.S. (including the impact of the Dodd-Frank Wall Street Reform and Consumer Protection Act (the Financial Reform Act), the Electronic Fund Transfer Act, the Credit Card Accountability Responsibility and Disclosure Act and related regulations and interpretations) and internationally; the identification and effectiveness of any initiatives to mitigate the negative impact of the Financial Reform Act; the impact of litigation and regulatory investigations, including costs, expenses, settlements and judgments as well as any collateral effects on our ability to do business and access the capital markets; various monetary, tax and fiscal policies and regulations of the U.S. and non-U.S. governments; changes in accounting standards, rules and interpretations (including new consolidation guidance), inaccurate estimates or assumptions in the application of accounting policies, including in determining reserves, applicable guidance regarding goodwill accounting and the impact on the Corporation’s financial statements; increased globalization of the financial services industry and competition with other U.S. and international financial institutions; adequacy of the Corporation’s risk management framework; the Corporation’s ability to attract new employees and retain and motivate existing employees; technology changes instituted by the Corporation, its counterparties or competitors; mergers and acquisitions and their integration into the Corporation, including the Corporation’s ability to realize the benefits and cost savings from and limit any unexpected liabilities acquired as a result of the Merrill Lynch and Countrywide acquisitions; the Corporation’s reputation, including the effects of continuing intense public and regulatory scrutiny of the Corporation and the financial services industry; the effects of any unauthorized disclosures of our or our customers’ private or confidential information and any negative publicity directed toward the Corporation; and decisions to downsize, sell or close units or otherwise change the business mix of the Corporation.

Forward-looking statements speak only as of the date they are made, and Bank of America undertakes no obligation to update any forward-looking statement to reflect the impact of circumstances or events that arise after the date the forward-looking statement was made.

Important Presentation Format Information

- This information is preliminary and based on company data available at the time of the presentation
- Certain prior period amounts have been reclassified to conform to current period presentation
- Certain financial measures contained herein represent non-GAAP financial measures. For more information about the non-GAAP financial measures contained herein, please see the presentation of the most directly comparable financial measures calculated in accordance with GAAP and accompanying reconciliations in the earnings press release and other earnings-related information available through the Bank of America Investor Relations web site at: http://investor.bankofamerica.com

Key Takeaways from 1Q11 Results

Franchise Growth

- Key hires in Capital Markets and Corporate & Investment Banking
- Consumer banking transformation on schedule
- Increasing financial advisors and small business bankers

Credit Quality

- Net losses improved $755M from 4Q10 to lowest level since 2Q08
- Consumer 30+ performing delinquencies, excluding FHA, improved 12% from 4Q10
- Nonperforming loans, leases and foreclosed properties improved 3% from 4Q10
- Loan loss reserves remain strong, covering current period annualized losses 1.6 times

Capital & Liquidity

- Tangible Common Equity of $133.8B, or $13.21 per share
- Tier 1 Common Equity ratio up slightly to 8.64%
- Global excess liquidity grew to $386B
- Long-term debt levels were reduced $14.0B

Customer Demand

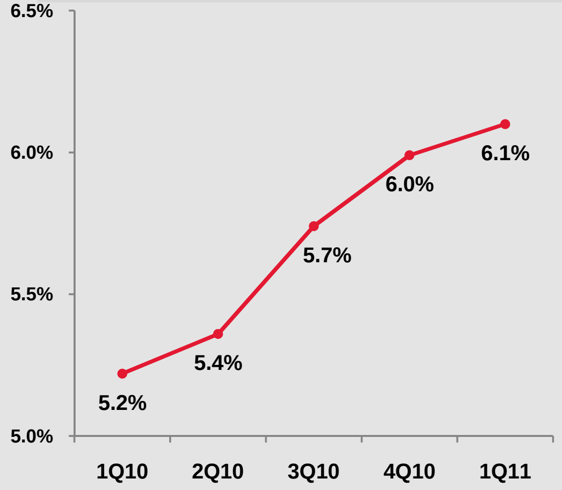
- Core commercial loans increased slightly
- Deposit balances grew to $1.02T
- Consumer spending up 6% over last year
- Long-term AUM flows of client assets into wealth management of $14.1B

Simplification Progress

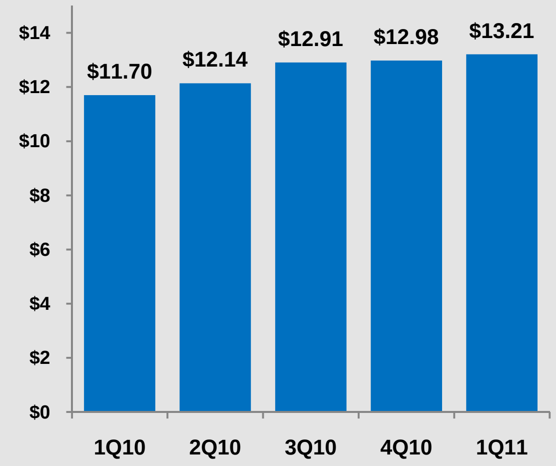
- Sale of Balboa on target
- Reduced capital markets legacy assets by 13% in the quarter
- Reduced mortgage exposure to monolines with key settlement

Balance Sheet Strengthening

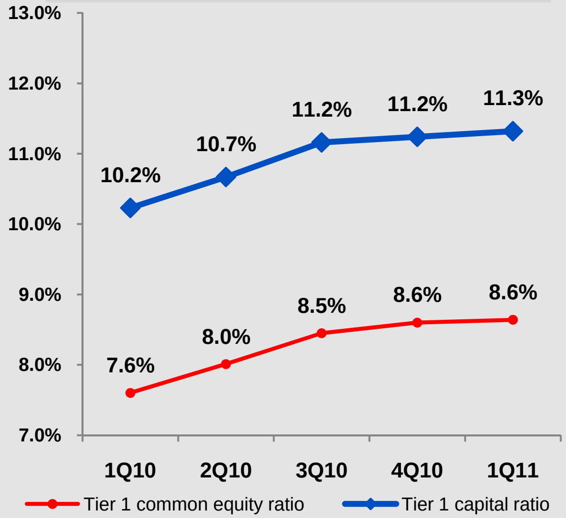
Tangible Common Equity Ratio [1]



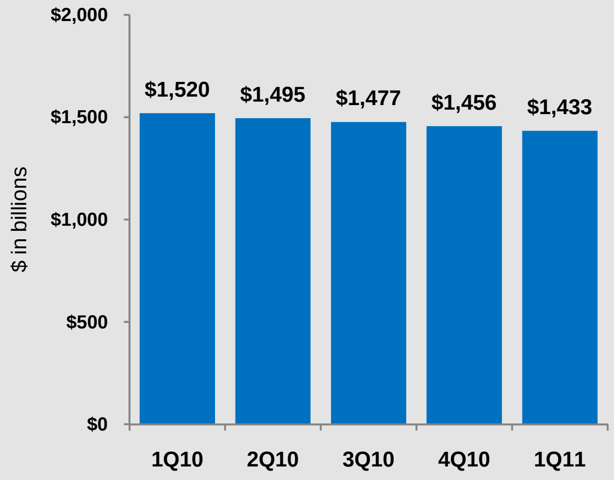
Tangible Book Value Per Share [1]



Tier 1 Common Equity Ratio and Tier 1 Capital Ratio



Risk-Weighted Assets



[1] Represents non-GAAP financial measure

Balance Sheet Highlights

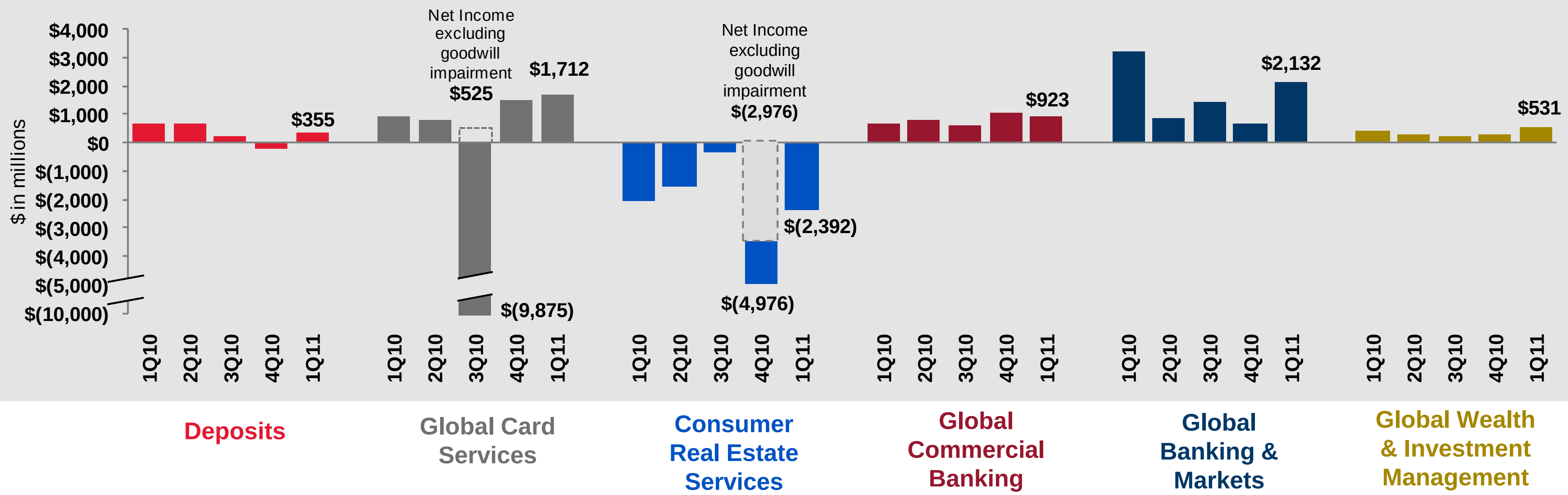
($ in billions except per share amounts)

	March 31, 2011	March 31, 2010	Increase (Decrease)
Total assets	$ 2,274.5	$ 2,344.6	$ (70.1)
Total risk-weighted assets	1,433.4	1,519.7	(86.3)
Total deposits	1,020.2	976.1	44.1
Long-term debt	434.4	511.7	(77.3)
Tangible common shareholders' equity [1]	133.8	117.4	16.4
Tier 1 common equity	123.9	115.5	8.4
Global excess liquidity sources	386	269	117
Tier 1 common equity ratio	8.64 %	7.60 %	104 bps
Tangible book value per share [1]	$ 13.21	$ 11.70	$ 1.51
Asset Quality			
Allowance for loan and lease losses	$ 39.8	$ 46.8	$ (7.0)
as a % of loans and leases [2]	4.29 %	4.82 %	(53) bps
coverage for annualized net losses	1.63 x	1.07 x	0.56 x
Nonperforming loans, leases and foreclosed properties	$ 31.6	$ 35.9	$ (4.3)

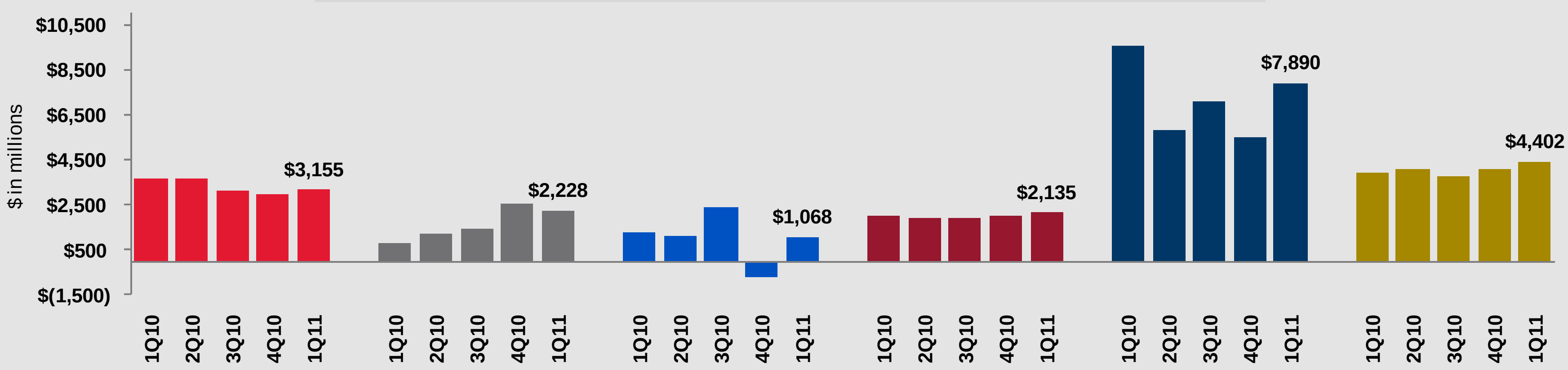
[1] Represents non-GAAP financial measure
[2] Excluded FVO loans

Business Segment Results [1]

Net Income (Loss)



Revenue Less Net Charge-offs [2]



[1] Excludes All Other results consisting of a net loss of $1.2B in 1Q11, net income of $368M in 4Q10, $375M in 3Q10, $1.1B in 2Q10 and a net loss of $785M in 1Q10

[2] Fully taxable-equivalent

Business Segment Highlights

Deposits

- Net income of $355M in 1Q11 improved from a loss of $190M in 4Q10 due to higher litigation costs in the prior quarter
- Solid deposit growth with disciplined pricing
  - Rates paid on deposits improved 4 bps down to 32 bps
- Improvement in account closures and new accounts reflect continued focus on quality relationships and retention
- Early test market results are very positive in our consumer banking transformation
  - Launched Customer Solutions in test markets allowing sales efforts to focus on the value of relationships with retail customers
  - Platinum Privileges™ was rolled out in test markets focused on our Preferred Customer segment

Global Card Services

- Net income of $1.7B increased 15% over 4Q10 as credit improvements more than offset lower net interest income from continued loan balance declines and lower yields as well as seasonal decline in retail volume
- Total retail volume of debit and credit transactions was down seasonally from 4Q10, but increased 6% from 1Q10
- U.S. credit card net losses improved for the 6th consecutive quarter as delinquencies near all-time lows
- Payment rate on U.S. credit card improved for the 7th straight quarter
- New U.S. credit card accounts continue to grow and are up 26% from 4Q10

Business Segment Highlights (cont'd)

Global Wealth & Investment Management

- Net income of $531M improved $216M from 4Q10 driven by a record quarter in fee income, higher net interest income and lower credit costs offset somewhat by higher advisor compensation expenses
- Client balances grew by $45B driven by market and long-term AUM flows of $14B
- Experienced the 7th consecutive quarter of increasing client-facing associates driven by 184 new Financial Advisors

Global Commercial Banking

- Net income of $923M was down $127M from 4Q10 driven by lower credit reserve reductions
- Continue to see moderate deposit growth across most commercial segments as customers remain liquid
- Loan pipeline is robust in upper-end middle market and real estate, and soft but promising growth across other segments
  - Average commercial and industrial loans grew 2% from 4Q10
- Middle market revolver utilization rates improved to 35%
- Asset quality solidly improved

Business Segment Highlights (cont'd)

Global Banking & Markets

- Net income of $2.1B improved $1.4B from 4Q10 on higher sales and trading results as well as strong investment banking fees and corporate banking revenue somewhat offset by continued investment in the franchise
- Sales and trading was up significantly from 4Q10 but below the record quarter of 1Q10
  - Results include DVA losses of $357M in 1Q11 compared to gains of $31M in 4Q10 and gains of $169M in 1Q10
- Strong investment banking fees were in line with 4Q10 and up 24% compared to 1Q10
  - Significant deals in Asia and Emerging Markets helped diversify revenue outside the U.S.
- Investment banking pipeline looks strong and ahead of last year at this time
- Legacy capital markets assets were reduced 13% from 4Q10, generally at levels at or above their valuations
- Increase in corporate loan balances, primarily non-U.S., reflecting growth in international trade finance and core loans

Business Segment Highlights (cont'd)

Consumer Real Estate Services (previously Home Loans & Insurance)

- A net loss of $2.4B improved from a loss of $5.0B in 4Q10, but legacy costs continue to impact results and originations have slowed
- 1Q11 includes roughly $3.0B in costs for representations and warranties, litigation, and mortgage-related assessments and waivers
- This quarter, for the first time, we have segregated the results of our Legacy Asset Servicing unit from the rest of our Home Loans & Insurance operations
  - Legacy Asset Servicing recorded a loss of $2.5B while Home Loans & Insurance reported a small profit
- We continue to make solid progress in addressing legacy issues
  - Comprehensive action plan reached and identified in a consent order outlining remediation measures on foreclosure process
  - Restarted foreclosures in 4Q10 with the progress mostly in non-judicial states
  - Announced agreement with monoline insurer, Assured Guaranty, fully addressing their outstanding and potential repurchase claims representing original collateral exposure of $35.8B and principal at-risk of $10.9B

Focus on Costs

$ in billions	1Q11		4Q10	
Total noninterest expense		$ 20.3		$ 20.9
Selected large items				
Mortgage-related assessments and waivers	$ 0.9		$ 0.2	
Retirement eligible stock-based compensation expense	1.0		-	
Litigation expense	0.9		1.5	
Merger & restructuring charges	0.2		0.4	
Goodwill impairment charge	-		2.0	
Total selected large items		(3.0)		(4.1)
Noninterest expense adjusted for select items (1)		$ 17.3		$ 16.8

- 1Q11 vs. 4Q10 expense, adjusted for large items, reflects slightly higher costs for increased revenue in our capital markets and wealth management businesses
- Launching company-wide efficiency initiative
  - Goal is to increase earnings by reducing expenses, increasing revenue, enhancing risk control and making changes to allow us to better execute and serve customers while delivering more value for shareholders
  - Tangible results on expense levels expected to benefit financial performance in second half of 2012

[1] Represents non-GAAP financial measure

Income Statement Highlights

($ in billions, except per share amounts)	1Q11	Increase (Decrease) 4Q10	Increase (Decrease) 1Q10
Total revenue, net of interest expense (FTE)	$ 27.1	$ 4.4	$ (5.2)
Total noninterest expense	20.3	(0.6)	2.5
Provision for credit losses	3.8	(1.3)	(6.0)
Income before income taxes	3.0	6.3	(1.7)
Income tax expense FTE	1.0	3.0	(0.6)
Net income	2.0	3.3	(1.1)
Preferred stock dividends	0.3	-	-
Net income applicable to common shareholders	$ 1.7	$ 3.3	$ (1.1)
Average diluted shares	10,181.4	144.8	176.1
Diluted EPS	$ 0.17	$ 0.33	$ (0.11)

Excluding Non-cash Goodwill Impairment Charge [1]

Total noninterest expense	$ 20.3	$ 1.4	$ 2.5
Income before income taxes	3.0	4.3	(1.7)
Income tax expense FTE	1.0	3.1	(0.5)
Net income	2.0	1.3	(1.1)
Net income applicable to common shareholders	$ 1.7	$ 1.3	$ (1.1)
Diluted EPS	$ 0.17	$ 0.13	$ (0.11)
Return on common equity	3.3 %	n/m	n/m
Return on tangible common equity [2]	5.3 %	n/m	n/m

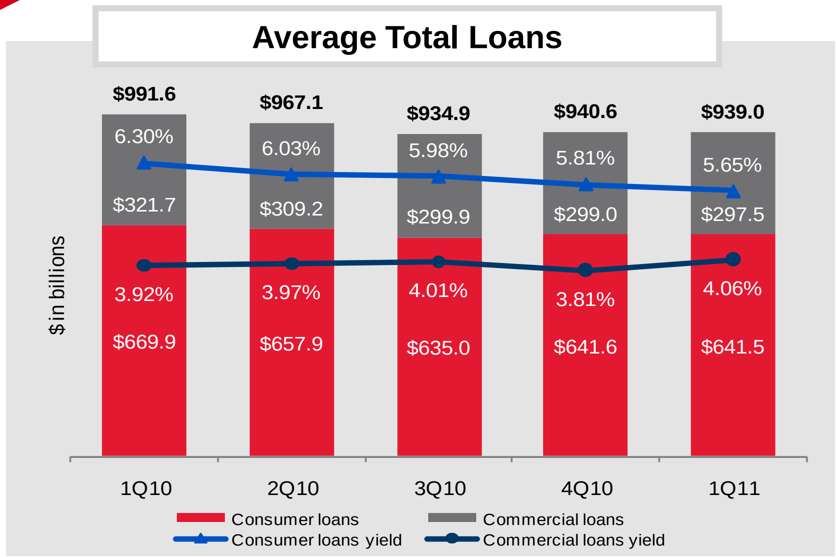
[1] Excluding 4Q10 goodwill impairment charge of $2.0B
[2] Represents a non-GAAP financial measure
n/m = not meaningful

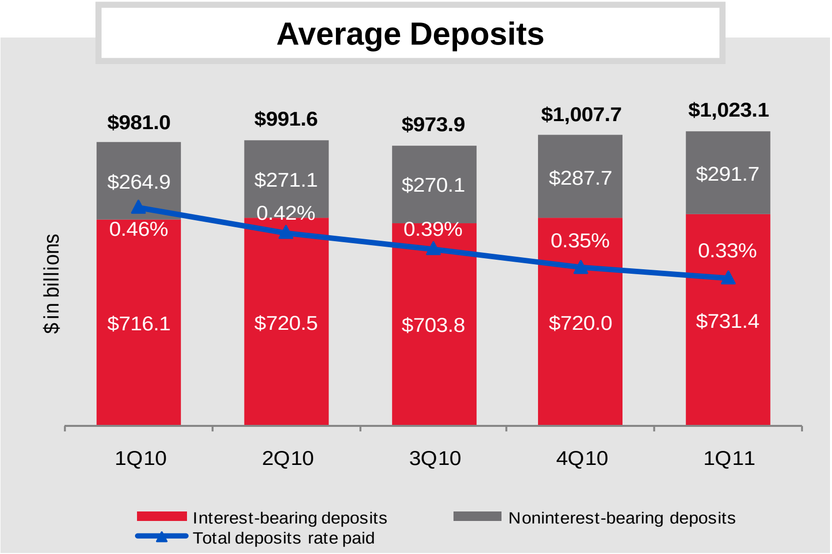
Significant Items in 1Q11

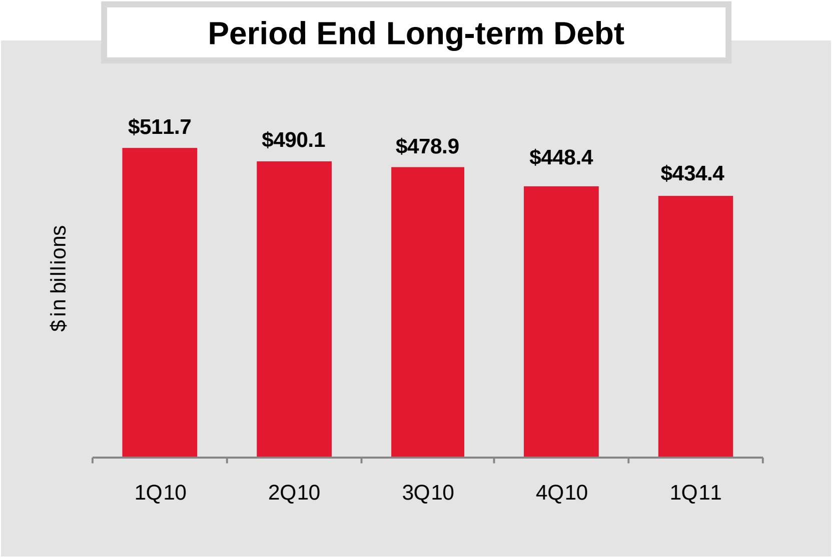
Significant items in 1Q11 earnings include ($ in billions, except EPS)	Pre-tax	Approximate EPS Impact [1]
Revenue		
Representations and warranties provision	$ (1.0)	$ (0.06)
Negative fair value adjustment on structured liabilities	(0.6)	(0.04)
Equity investment gains	1.1	0.07
Debt securities gains	0.5	0.03
Trading DVA loss	(0.4)	(0.02)
Expense		
Litigation expense	(0.9)	(0.06)
Mortgage-related assessments and waivers	(0.9)	(0.06)
Retirement eligible stock-based compensation expense	(1.0)	(0.06)
Merger and restructuring charges	(0.2)	(0.01)
Provision		
Loan loss reserve reduction	2.2	0.14

[1] Reflects estimated diluted EPS impact

Balance Sheet Trends

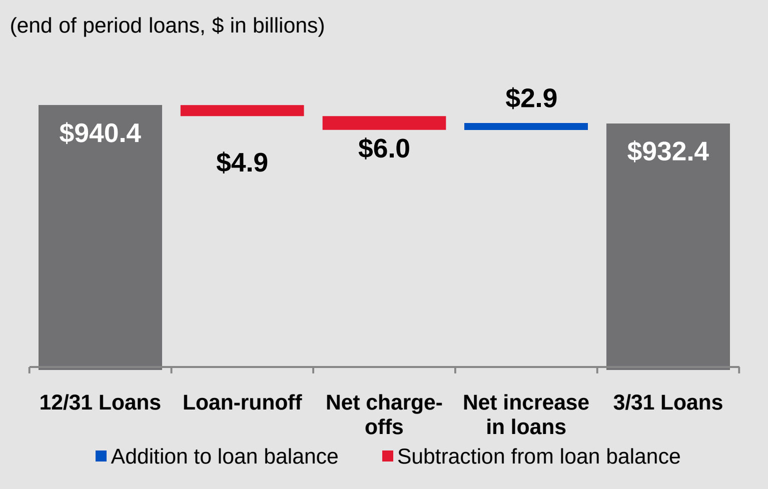




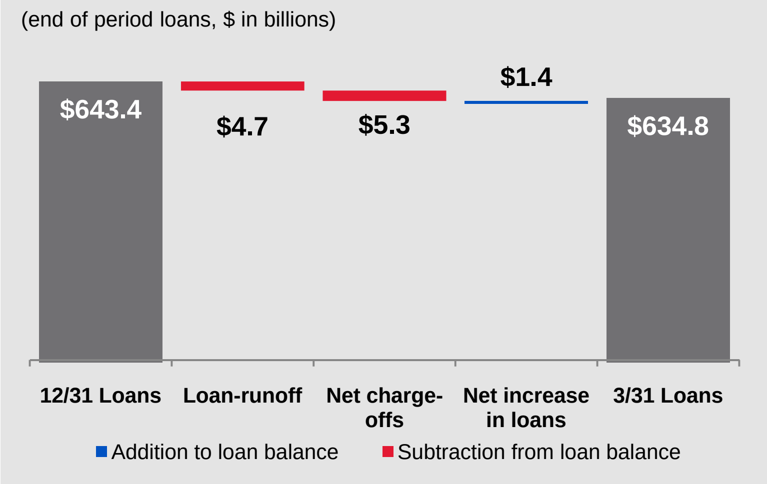


1Q11 Loan Activity [1]

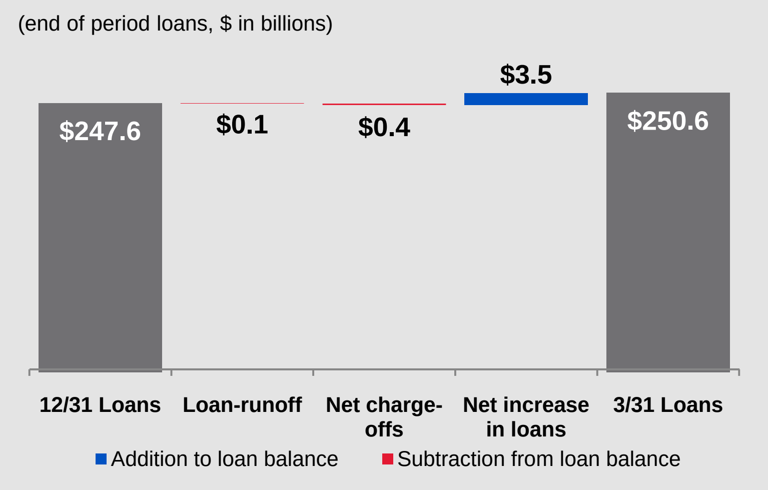
Total Loans



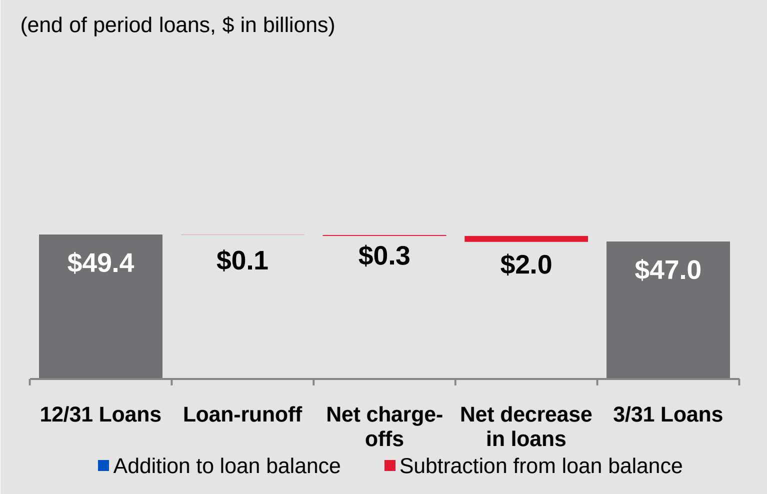
Total Consumer



Commercial excl. CRE

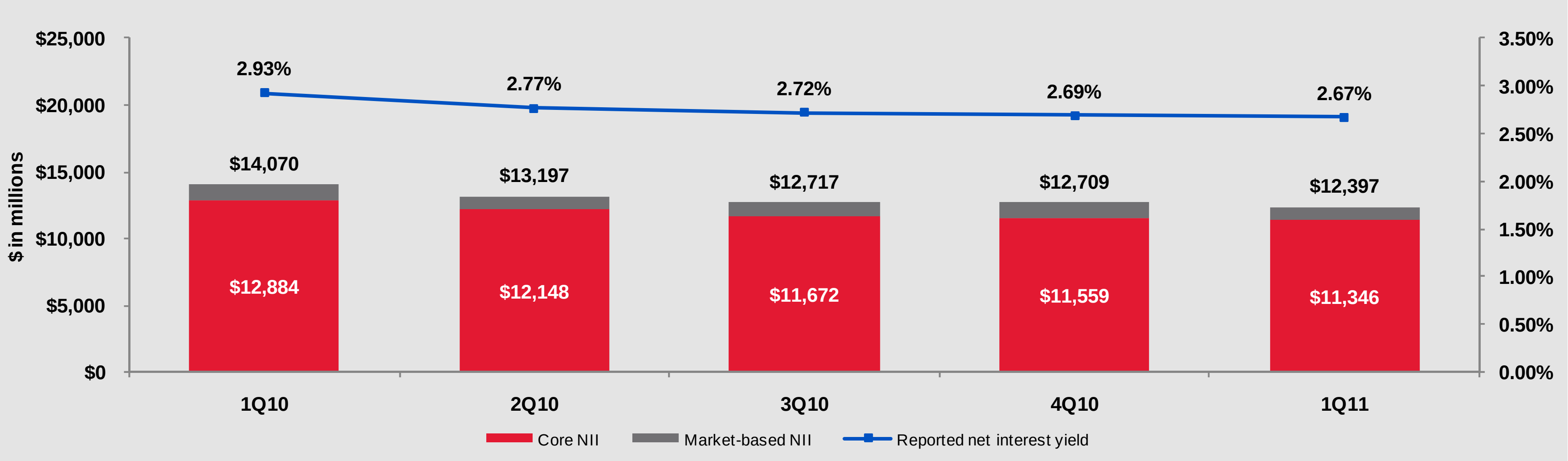


Commercial Real Estate (CRE)



[1] Loan run-off excludes the impact of net charge-offs as total net charge-offs are shown as a separate column.

Net Interest Income [1]

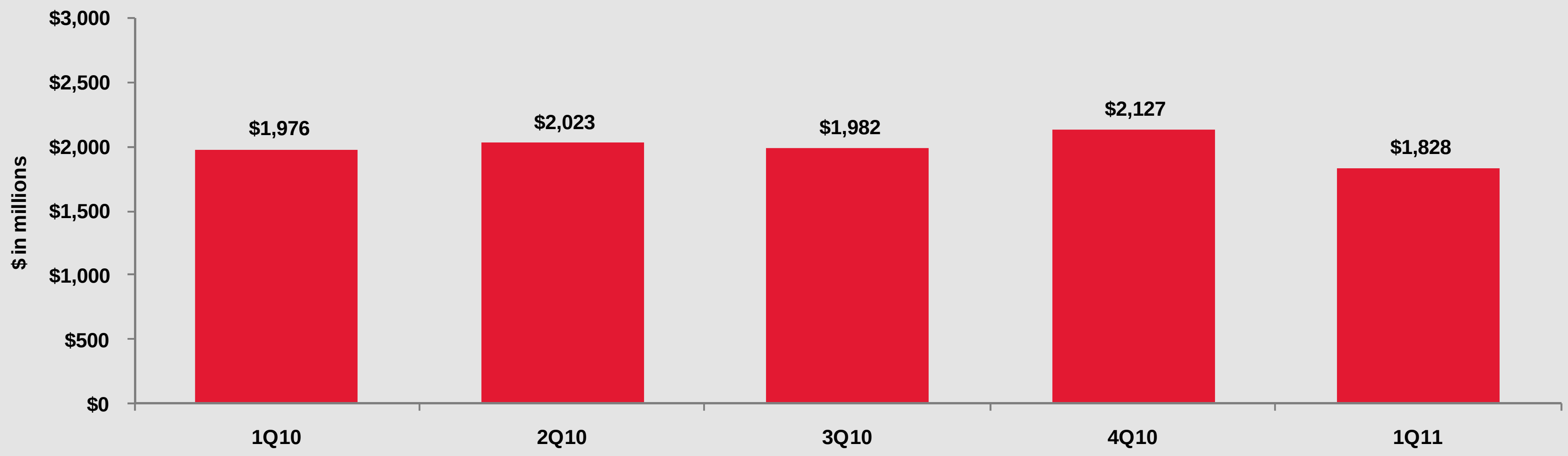


Commentary vs. 4Q10

- Net interest income declined $312M and net interest yield declined 2 bps to 2.67%
  - NII was reduced as a result of:
    - Reduction in hedge income
    - Lower consumer loan balances and yields
    - Two fewer days in 1Q11
  - But benefited from:
    - Continued reduction in long-term debt levels
    - Other items, including deposit growth and certain commercial loan items
- $14B long-term debt reduction keeps us on track to meet goal of 15-20% long-term debt reduction relative to 3Q10 by end of 2011 and longer term goal of $150B to $200B by the end of 2013
- Expect NII to stabilize mid-year 2011

[1] Fully taxable-equivalent basis

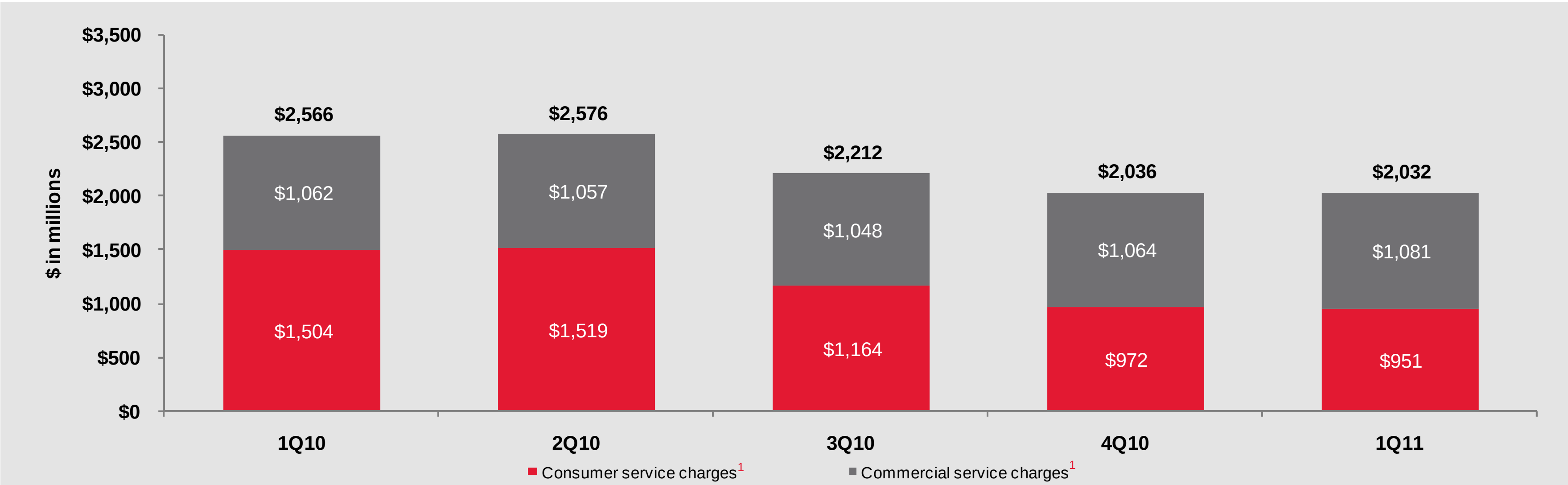
Card Revenue



Commentary vs. 4Q10

- Card revenue decreased $299M primarily as a result of seasonally lower retail volume
  - Retail spending volume (debit and credit) decreased 6% from 4Q10, but is up 6% from 1Q10
- Continue to see signals of increasing consumer confidence and improving economy
  - Unemployment rate declined to less than 9%
  - In U.S. card, retail spend per average active account has increased 13% from 1Q10
  - In U.S. card, payment rate, or the rate at which customers are paying off balances, improved for the seventh straight quarter
- Focus remains on growth with lower risk customers and continued expansion of existing customer relationships
- New U.S. consumer card accounts opened in the quarter were up 26% from 4Q10

Service Charges

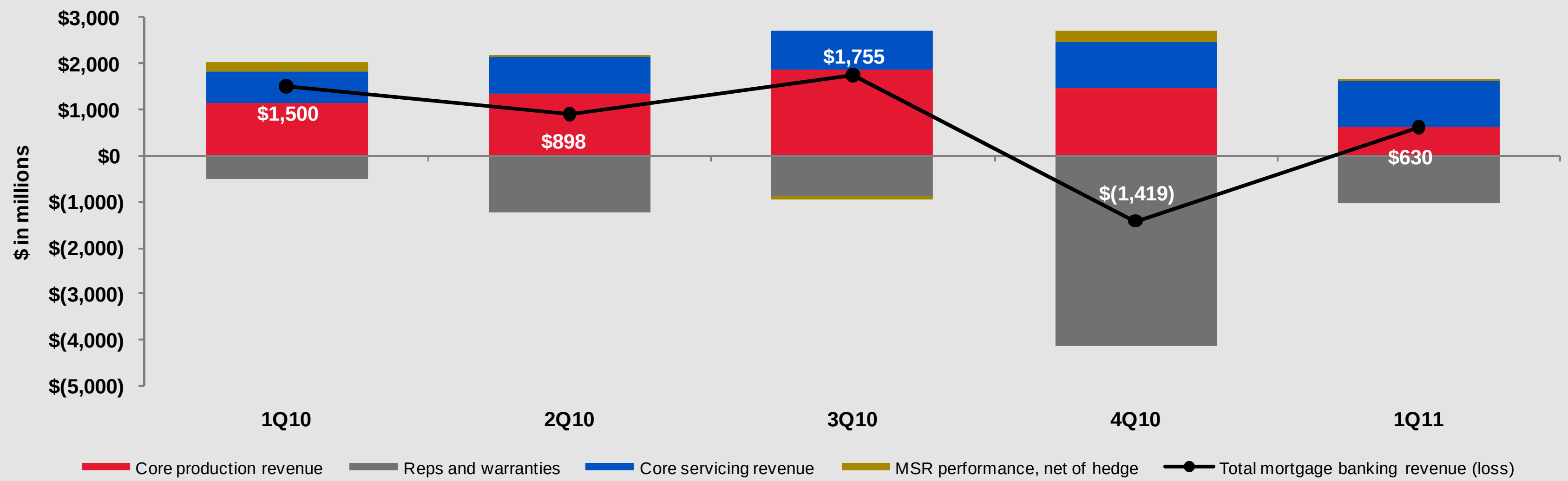


Commentary vs. 4Q10

- Service charge revenue was flat
  - Commercial charges grew slightly, but were offset by a slight decline in consumer charges
- Our customer-focused strategy continues to improve account closure rates and customer satisfaction
  - Account closures are at their lowest point since 2006; down 13% from 4Q10 and 35% below 1Q10
  - Customer satisfaction levels have shown improvement for six straight quarters

[1] Consumer includes Deposits, Consumer Real Estate Services, Global Wealth and Investment Management and All Other; Commercial includes Global Commercial Banking and Global Banking & Markets.

Mortgage Banking Revenue



Commentary vs. 4Q10

- Mortgage banking revenue increased $2.0B vs. 4Q10
  - 1Q11 included $1.0B for representations and warranties provision compared to $4.1B in 4Q10
  - Slightly more than half of the $1.0B provision is attributable to the GSEs due to higher estimated repurchase rates and HPI deterioration
  - The balance of the provision is related to certain monolines and is primarily attributable to additional experience with a monoline
  - Core production revenue decreased $851M due to lower lock volumes and lower production margins
  - MSR results in 1Q11, net of hedges, decreased $255M from 4Q10 due to lower hedge performance

Key Mortgage Statistics

($ in billions)	1Q11	4Q10	1Q10
Total Corporation			
Home Loan Originations			
First mortgage	$ 56.7	$ 84.7	$ 69.5
Home equity	1.7	2.1	2.0
MSR, end of period (EOP)	$ 15.3	$ 14.9	$ 18.8
Capitalized MSR, bps	95	92	110
Serviced for others, EOP	$ 1,610	$ 1,628	$ 1,717

Representations and Warranties

Liability for Representations and Warranties

($ in millions)	1Q10	2Q10	3Q10	4Q10	1Q11
Beginning Balance	$ 3,507	$ 3,325	$ 3,939	$ 4,402	$ 5,438
Provision	526	1,248	872	4,140	1,013
Charge-offs	(718)	(642)	(415)	(3,028)	(238)
Other Activity	10	8	6	(76)	7
Ending Balance	$ 3,325	$ 3,939	$ 4,402	$ 5,438	$ 6,220

Outstanding Claims by Counterparty

($ in millions)	1Q10	2Q10	3Q10	4Q10	1Q11
GSEs	$ 4,094	$ 5,624	$ 6,819	$ 2,821	$ 5,350
Monolines	3,169	4,114	4,304	4,799	5,251
Other	1,575	1,428	1,825	3,067	2,963
Total	$ 8,838	$ 11,166	$ 12,948	$ 10,687[1]	$ 13,564[1]

New Claim Trends [2]

($ in millions)	1Q10	2Q10	3Q10	4Q10	1Q11	Mix
Pre 2005	$143	$125	$147	$455	$130	*4%*
2005	362	710	589	957	409	*14%*
2006	867	1,276	1,442	2,105	1,584	*32%*
2007	1,805	2,329	1,664	1,775	2,253	*41%*
2008	204	278	320	351	483	*7%*
Post 2008	36	47	56	105	128	*2%*
New Claims	$3,417	$4,765	$4,218	$5,748	$4,987	
% GSEs	*83%*	*77%*	*82%*	*57%*	*88%*	
Rescinded Claims	$1,050	$1,592	$1,531	$4,106	$934	
Approved Repurchases	1,204	855	1,005	3,934	1,109	
Outstanding Claims	8,838	11,166	12,948	10,687	13,564	
% GSEs	*46%*	*50%*	*53%*	*26%*	*39%*	

Commentary

- 1Q11 reps and warranties provision of $1.0B is $3.1B lower than 4Q10, as that quarter included a $3.0B provision related to the agreements with GSEs
- Outstanding claims increased $2.9B. The increase in the outstanding GSE claims is primarily attributed to an increase in new claims submitted on both Countrywide originations not covered by the GSE agreements and Bank of America originations compared to 4Q10, combined with an increase in the volume of claims appealed by the company and awaiting review and response from the GSEs
- Rescissions and approvals in 4Q10 were primarily driven by GSE agreements

[1] Includes $1.7B in demands from private-label securitization investors who do not have the right to demand repurchase of loans directly. However, inclusion of these claims does not mean we believe that the claimant has satisfied the contractual thresholds to direct the securitization trustee to take action or otherwise procedurally or substantively valid. A claimant has filed litigation against the company relating to certain of these claims.

[2] New claims include Merrill Lynch and First Franklin

Consumer Real Estate Services

Consumer Real Estate Services (previously Home Loans & Insurance) originates first- and second-lien mortgage loans. The first-lien mortgage loans are generally sold into the secondary mortgage market or to Corporate Investments in All Other while retaining servicing and the customer relationship. Second-lien mortgages are retained on Consumer Real Estate Services' balance sheet. Consumer Real Estate Services services mortgage loans, including those it owns, loans owned by other segments and loans owned by outside investors. Consumer Real Estate Services receives fees from other segments for servicing their loans. The financial results of the on-balance sheet loans are reported in the segment that owns the loan. Consumer Real Estate Services also provides insurance services. The components of Consumer Real Estate Services are:

- **Home Loans & Insurance** includes the ongoing loan production activities, servicing activities related to current loans, insurance operations and the Consumer Real Estate Services home equity portfolio not selected for inclusion in the Legacy Asset Servicing portfolio. Its results represent the ongoing activities of Consumer Real Estate Services.

- **Legacy Asset Servicing** is responsible for servicing delinquent loans and managing the runoff and exposures related to selected residential mortgage, home equity and discontinued loan portfolios, including owned loans and loans serviced for others (Legacy Asset Servicing portfolio). Its results represent the net cost of legacy exposures that is included in the results of Consumer Real Estate Services, including representations and warranties provision, litigation costs, financial results of the Consumer Real Estate Services home equity portfolio selected as part of the Legacy Asset Servicing portfolio and the financial results of the Legacy Asset Servicing portfolio serviced for others, including fees from other segments.

- **Other** includes the results related to MSRs, including risk management. It includes the change in MSR value, net of hedge results, together with any related assets or liabilities. These amounts are not allocated between Home Loans & Insurance and Legacy Asset Servicing since the MSR is managed as a single asset.

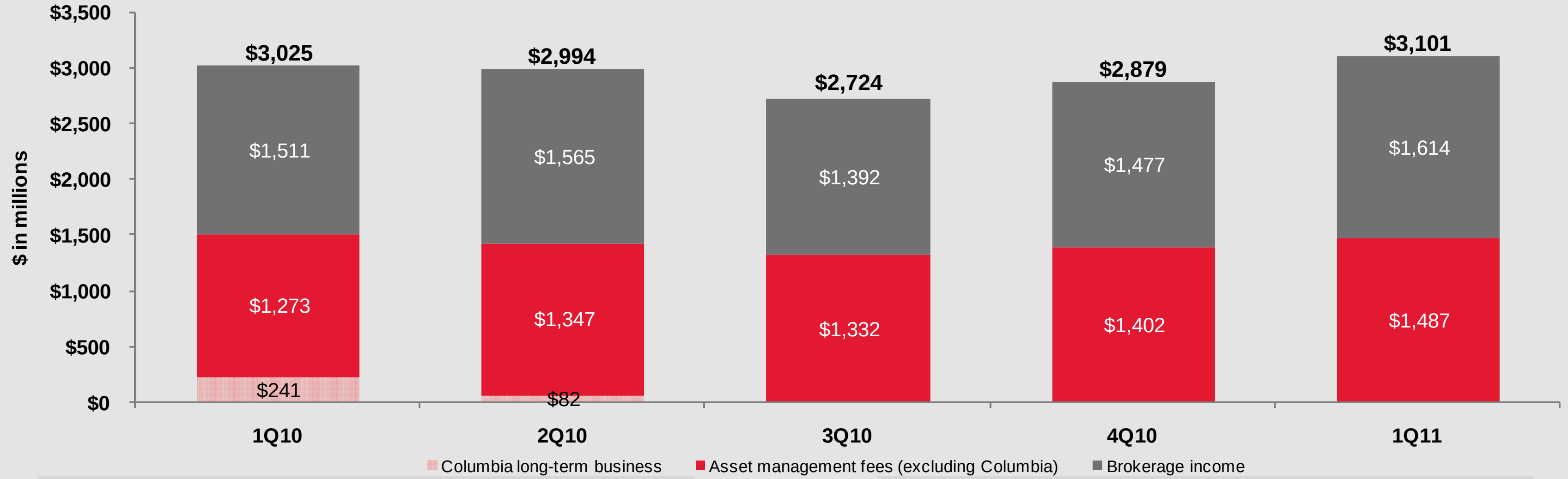
Note: Home Loans & Insurance and Legacy Asset Servicing provide services to each other and receive fees for such services.

Consumer Real Estate Services Financial Results

($ in millions)	1Q11 Total Consumer Real Estate Services	1Q11 Home Loans & Insurance	1Q11 Legacy Asset Servicing	1Q11 Other
Net interest income (FTE)	$ 904	$ 571	$ 342	$ (9)
Noninterest income:				
Mortgage banking income (loss)	694	711	(19)	2
Insurance income	499	499	-	-
All other income	85	79	6	-
Total noninterest income (loss)	1,278	1,289	(13)	2
Total revenue, net of interest expense (FTE)	2,182	1,860	329	(7)
Provision for credit losses	1,098	-	1,098	-
Noninterest expense	4,884	1,654	3,230	-
Income (loss) before income taxes	(3,800)	206	(3,999)	(7)
Income tax expense (benefit) (FTE)	(1,408)	76	(1,482)	(2)
Net income (loss)	$ (2,392)	$ 130	$ (2,517)	$ (5)
Balance Sheet				
Average				
Total loans and leases	$ 120,560	$ 56,282	$ 64,278	$ -
Total earning assets	173,315	80,582	66,625	26,108
Total assets	210,302	88,679	78,293	43,330
Allocated equity	18,846	n/a	n/a	n/a
Economic capital [1]	16,095	n/a	n/a	n/a
Period-end				
Total loans and leases	$ 118,750	$ 55,694	$ 63,056	$ -
Total earning assets	167,280	75,038	62,251	26,991
Total assets	205,504	82,301	76,600	46,603

[1] Economic capital represents allocated equity less goodwill and a percentage of intangible assets (excluding mortgage servicing rights).
n/a = not applicable

Investment and Brokerage Revenue



Commentary vs. 4Q10

- Investment and brokerage revenue increased by $222M due to higher asset management fees and brokerage income
- Asset management fees increased $85M, reflecting a strong market and positive long-term AUM flows
  - Revenue from inflows into higher valued products more than offset outflows in lower valued products such as custody and money market funds
- Brokerage fees increased $137M due to increased transactional activity

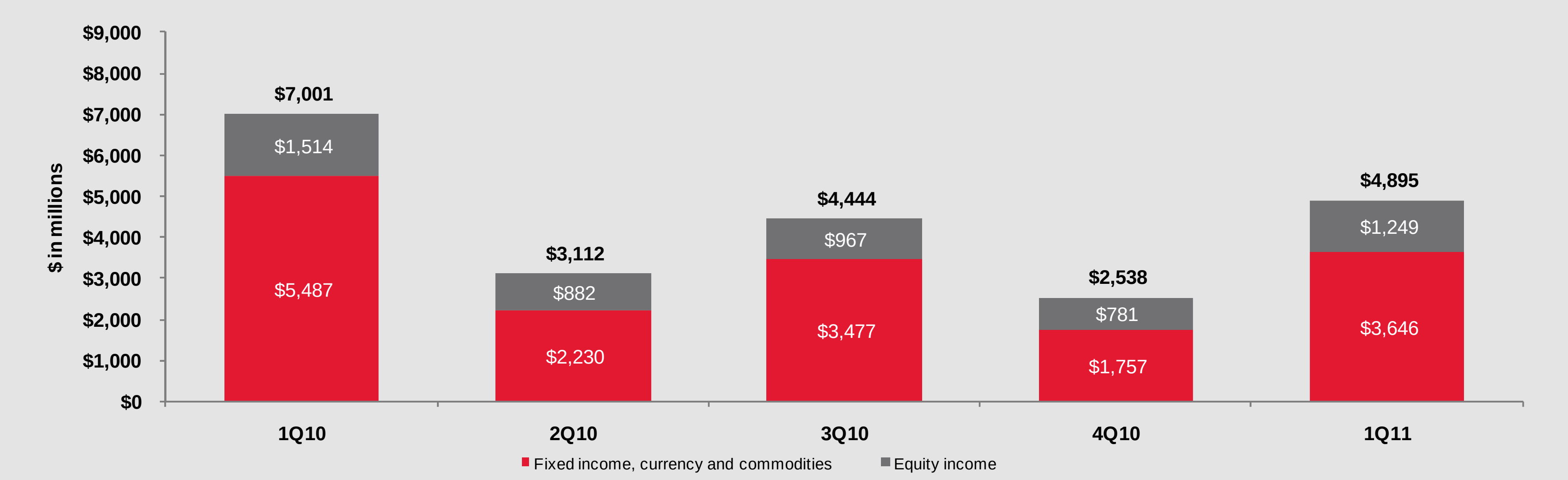
Key Wealth Management Statistics [1]

	1Q11	4Q10	1Q10
Financial Advisors	**15,695**	15,511	15,178
Client Facing Professionals	**20,273**	20,069	19,573
Assets under management ($ in B) [2]	**$ 664.7**	$ 630.8	$ 721.4
Total client balances ($ in B) [2]	**$2,277.0**	$2,229.8	$2,283.5
Merrill Lynch: Active accounts (in millions)	**3.33**	3.31	3.14
Merrill Lynch: Net new $250K+ households	**5,833**	8,052	7,285

[1] Includes Merrill Edge®

[2] 1Q10 includes $98B in both assets under management (AUM) and total client balances of Columbia Management long-term asset management business through the date of sale on May 1, 2010

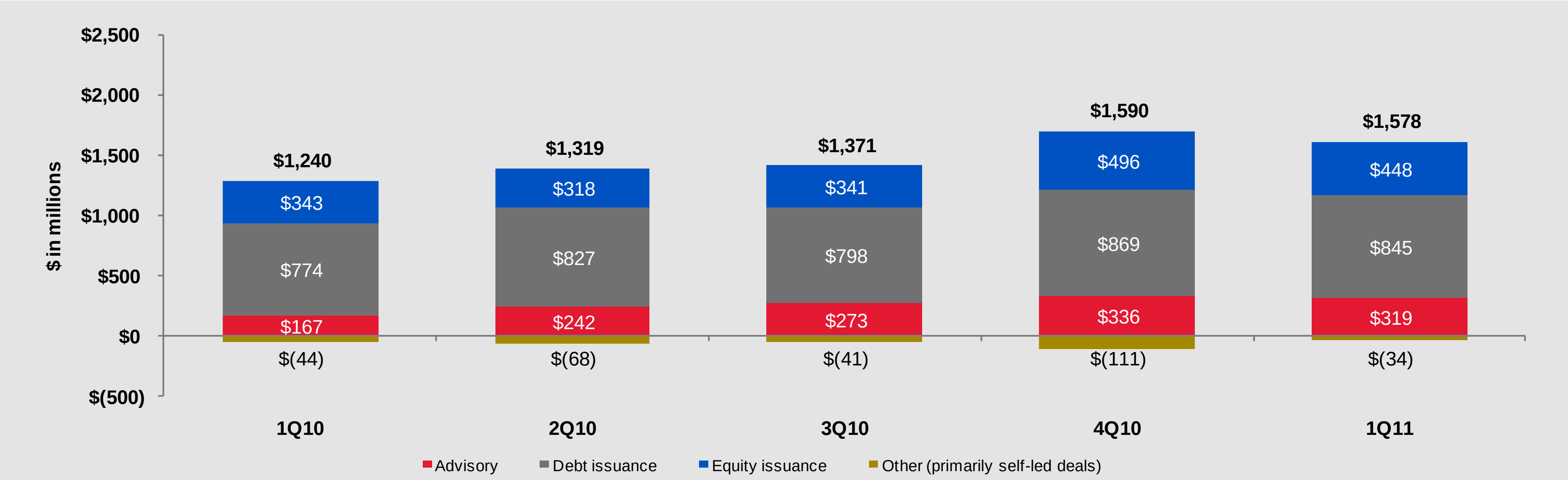
Sales and Trading Revenue



Commentary vs. 4Q10

- Sales and trading revenue increased $2.4B from 4Q10 as intra-quarter volatility increased investor demand and positive market and event-specific news resulted in a more favorable trading environment
  - Compared to record results in 1Q10, results were down 30%
- FICC revenue of $3.6B increased $1.9B compared to 4Q10 due to increased client activity
- Equity revenue of $1.2B increased $468M from 4Q10 primarily due to improved positioning and client activity in the equity derivatives business and higher commission revenue in the cash business
- Proprietary trading revenue was down 54% vs. 1Q10 as a result of downsizing the business, consistent with new regulatory guidelines
- Results for 1Q11 include DVA losses of $357M

Investment Banking Fees



Commentary vs. 4Q10

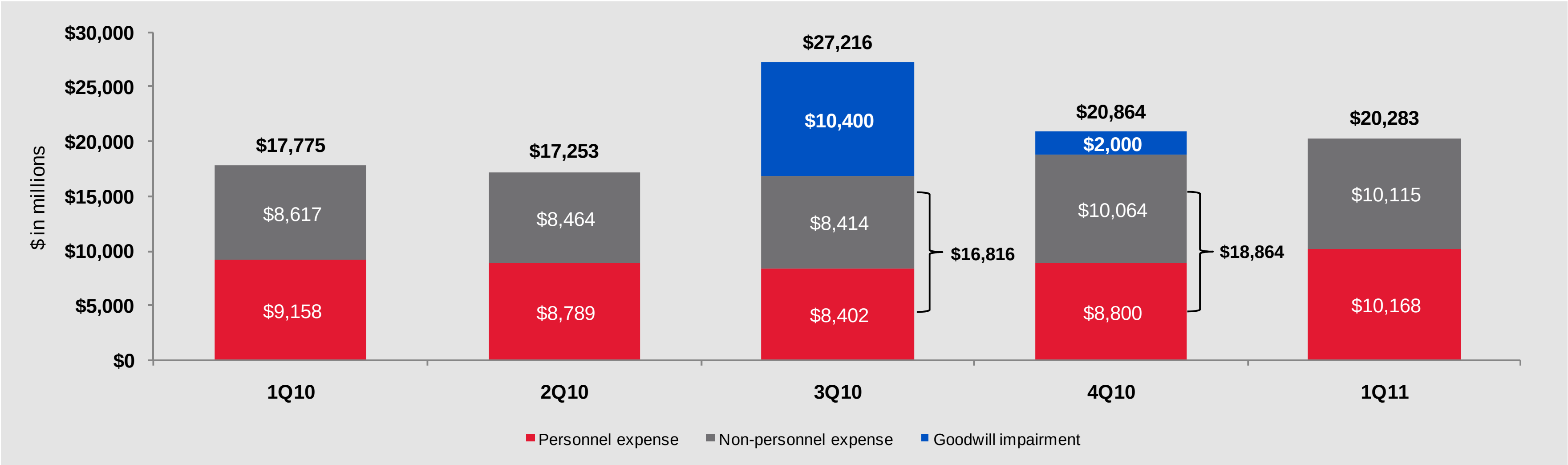
- Investment banking fees remained strong and BAML maintained a #2 ranking globally. Global market share of 7.9% reflects a 1.6% improvement over the quarter and was the largest increase among the top 15 banks [2]
- Strong performance outside the US as demonstrated by the execution of several large transactions, including: the largest Japanese equity deal of 2011, on which BAML was the only non-Japanese book manager, and Joint Global Coordinator and Joint Bookrunner on the largest ECM deal in Russia since May 2007
- Continued leadership and strength globally in Leveraged Finance with lead involvement on several significant transactions

BAML 1Q11 Product Ranking Highlights [1, 2]

	Global Ranking	U.S. Ranking
Net investment banking fees	2	2
Leveraged loans	1	1
Asset-backed securities	2	2
Syndicated loans	2	2
Investment grade corporate debt	2	2
Common stock underwriting	2	4
Mortgage-backed securities	3	2
High-yield corporate debt	3	2

[1] BAML = Bank of America Merrill Lynch.
[2] Source: Dealogic data as of April 4, 2011; includes self-led transactions.

Noninterest Expense Levels

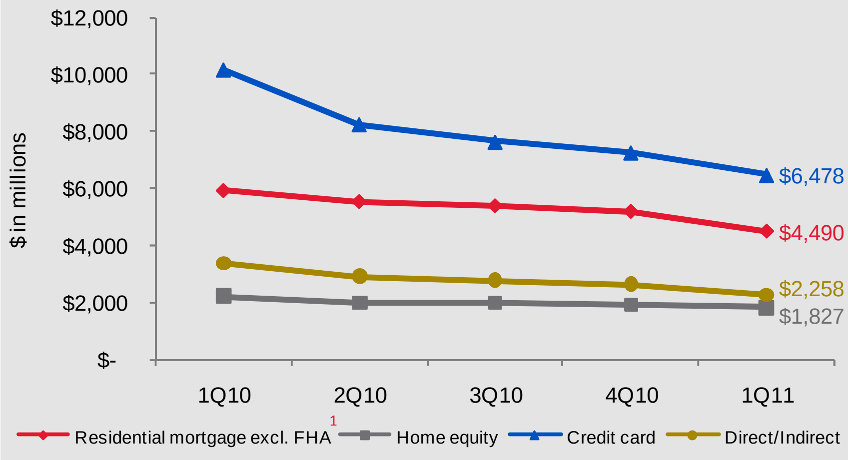


Commentary vs. 4Q10

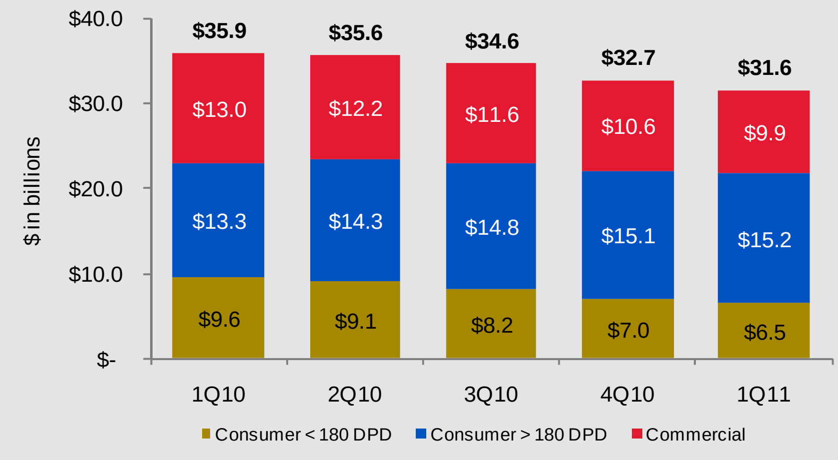
- Excluding the goodwill impairment charge in 4Q10, 1Q11 expense increased $1.4B, or 8%, from 4Q10
  - Personnel costs increased $1.4B primarily as a result of $1.0B retirement eligible stock-based compensation expense and compensation costs linked to increased revenue in sales and trading and investment and brokerage fees
  - Non-personnel expenses were flat as costs outside of mortgage and litigation were managed down
    - Litigation costs of $940M in 1Q11 were lower than 4Q10 of $1.5B
    - Costs associated with mortgage-related assessments and waivers were $874M, including $548M for compensatory fees resulting from foreclosure delays compared to $230M in 4Q10, with the remainder being out-of-pocket costs that we do not expect to recover.

Credit Trends Are Positive

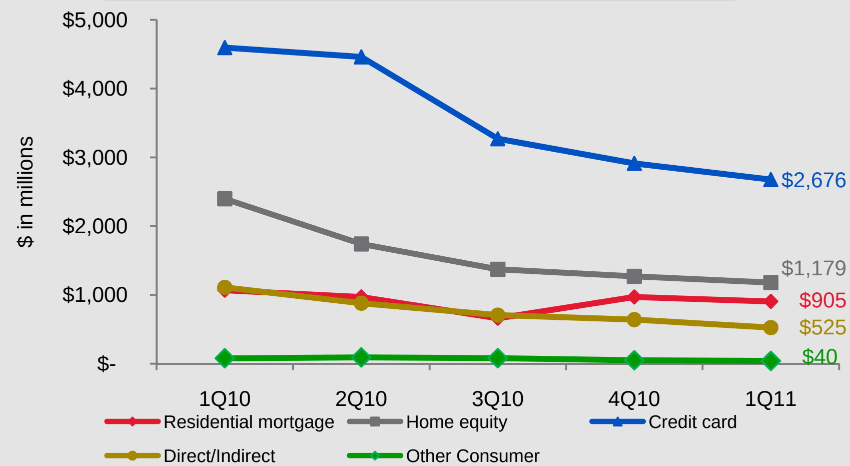
Consumer 30+ Day Performing Delinquencies



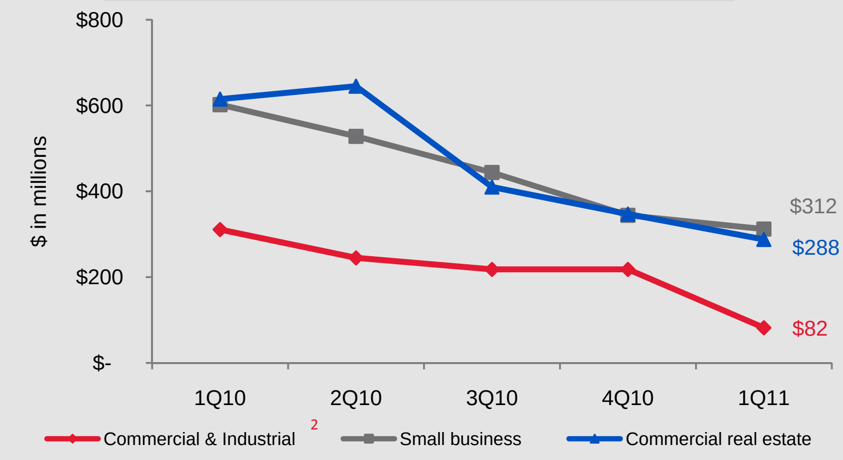
Nonperforming Loans, Leases and Foreclosed Properties



Consumer Net Charge-offs



Commercial Net Charge-offs



[1] FHA insured loans are excluded for comparison purposes
[2] Includes U.S. commercial (excluding small business) and non-U.S. commercial, excluding leasing

Credit Highlights

($ in millions)	Net Charge-offs 1Q11	Net Charge-offs 4Q10	Net Charge-offs Inc/ (Dec)	Allowance for Credit Losses 1Q11	Allowance for Credit Losses 4Q10	Allowance for Credit Losses Inc/ (Dec)
Residential mortgage	**$ 905**	$ 970	$ (65)	**$ 5,369**	$ 5,082	$ 287
Home equity	**1,179**	1,271	(92)	**12,857**	12,887	(30)
Discontinued real estate	**20**	11	9	**1,871**	1,283	588
U.S. credit card	**2,274**	2,572	(298)	**9,100**	10,876	(1,776)
Non-U.S. credit card	**402**	339	63	**2,069**	2,045	24
Direct / Indirect consumer	**525**	641	(116)	**1,939**	2,381	(442)
Other consumer	**40**	50	(10)	**163**	161	2
Total consumer	**5,345**	5,854	(509)	**33,368**	34,715	(1,347)
U.S. Commercial (excl small business)	**(21)**	210	(231)	**1,893**	2,062	(169)
U.S. small business commercial	**312**	344	(32)	**1,263**	1,514	(251)
Commercial real estate	**288**	347	(59)	**2,904**	3,137	(233)
Commercial leasing financing	**1**	20	(19)	**124**	126	(2)
Non-U.S. commercial	**103**	8	95	**291**	331	(40)
Total commercial	**683**	929	(246)	**6,475**	7,170	(695)
Total loans and leases	**$ 6,028**	$ 6,783	$ (755)	**39,843**	41,885	(2,042)
Reserve for unfunded lending commitments				**961**	1,188	(227)
Allowance for credit losses				**$ 40,804**	$ 43,073	$ (2,269)

Commentary vs. 4Q10

- Net charge-offs declined $755M to $6.0B in 1Q11 and the net charge-off ratio declined 26 bps to 2.61%
  - Charge-offs declined across most products with the greatest decline in U.S. credit card
- Total provision expense was $3.8B ($6.0B charge-offs and reserve release of $2.2B)
- $39.8B allowance for loan and lease losses provides coverage for 4.29% of loans compared to $41.9B and 4.47% coverage in 4Q10
  - Allowance now covers 1.63 times current period annualized net charge-offs compared to 1.56 times in 4Q10 (excluding purchased credit-impaired allowance: 1.31 times in 1Q11 vs. 1.32 times in 4Q10)

Consumer Purchased Credit-Impaired Loans

$ in billions	1Q11 Impairment	3/31/2011 Allowance
Home equity	$ 0.5	$ 5.0
Residential mortgage	0.2	1.1
Discontinued real estate	0.8	1.8
Total Legacy Countrywide	1.5	7.9
Merrill Lynch consumer	0.1	0.1
Total purchased credit-impaired	$ 1.6	$ 8.0
Total carrying value, net of allowance		$ 27.7
Legal claim as of March 31, 2011		$ 41.7
Carrying value as % of legal claim		66%

Commentary

- 1Q11 included $1.6B impairment driven primarily by deterioration in home prices resulting in a revised home price outlook
  - Given recent observed declines in both home price data and industry expectations, we revised our forecast for home prices downward, reflecting further declines in prices over 2011 and slower appreciation versus previous expectations in 2012-2015
- Including the $8.0B allowance, the portfolio is now carried at 66% of legal claim

Key Takeaways from 1Q11 Results

- Credit improvement continues
- Capital ratios and liquidity remain strong
- Customer demand for loans slowly improving
- Continuing growth in deposits
- Good progress on customer franchise
- Interest rate environment remains challenging
- Housing prices and mortgage demand are weak

Bank of America

Appendix

Consolidated Results Trends

($ in billions, except per share amounts)	1Q10	2Q10	3Q10	4Q10	1Q11
Net interest income (FTE)	$ 14.1	$ 13.2	$ 12.7	$ 12.7	**$ 12.4**
Noninterest income	18.2	16.3	14.3	10.0	**14.7**
Total revenue, net of interest expense (FTE)	32.3	29.5	27.0	22.7	**27.1**
Total noninterest expense	17.8	17.3	27.2	20.9	**20.3**
Provision for credit losses	9.8	8.1	5.4	5.1	**3.8**
Income (loss) before income taxes	4.7	4.1	(5.6)	(3.3)	**3.0**
Income tax expense (benefit) FTE	1.5	1.0	1.7	(2.1)	**1.0**
Net income (loss)	**$ 3.2**	**$ 3.1**	**$ (7.3)**	**$ (1.2)**	**$ 2.0**
Diluted EPS	**$ 0.28**	**$ 0.27**	**$ (0.77)**	**$ (0.16)**	**$ 0.17**

Excluding Non-cash Goodwill Impairment Charges [1]

($ in billions, except per share amounts)	1Q10	2Q10	3Q10	4Q10	1Q11
Net interest income (FTE)	$ 14.1	$ 13.2	$ 12.7	$ 12.7	**$ 12.4**
Noninterest income	18.2	16.3	14.3	10.0	**14.7**
Total revenue, net of interest expense (FTE)	32.3	29.5	27.0	22.7	**27.1**
Total noninterest expense	17.8	17.3	16.8	18.9	**20.3**
Provision for credit losses	9.8	8.1	5.4	5.1	**3.8**
Income (loss) before income taxes	4.7	4.1	4.8	(1.3)	**3.0**
Income tax expense (benefit) FTE	1.5	1.0	1.7	(2.1)	**0.9**
Net income	**$ 3.2**	**$ 3.1**	**$ 3.1**	**$ 0.8**	**$ 2.0**
Diluted EPS	**$ 0.28**	**$ 0.27**	**$ 0.27**	**$ 0.04**	**$ 0.17**

[1] Excluding goodwill impairment charges for 4Q10 of $2.0B and 3Q10 of $10.4B

1Q11 Results by Business Segment

($ in millions)

	Total Corporation	Deposits	Global Card Services	Consumer Real Estate Services	Global Commercial Banking	Global Banking & Markets	Global Wealth & Investment Management	All Other
Net interest income (FTE)	**$12,397**	$2,205	$3,743	$904	$1,846	$2,038	$1,569	$92
Card income	**1,828**	1	1,728	1	60	19	19	-
Service charges	**2,032**	923	-	5	606	475	23	-
Investment and brokerage services	**3,101**	44	-	-	9	677	2,377	(6)
Investment banking income (loss)	**1,578**	-	-	-	8	1,511	94	(35)
Equity investment income	**1,475**	-	6	1	6	41	12	1,409
Trading account profits (losses)	**2,722**	-	-	-	(3)	2,620	44	61
Mortgage banking income (loss)	**630**	-	-	694	-	13	9	(86)
Insurance income (loss)	**613**	2	69	499	-	-	81	(38)
Gains on sales of debt securities	**546**	-	-	6	-	72	-	468
All other income (loss)	**173**	14	25	72	116	421	262	(737)
Total noninterest income	**14,698**	984	1,828	1,278	802	5,849	2,921	1,036
Total revenue, net of interest expense (FTE)	**27,095**	3,189	5,571	2,182	2,648	7,887	4,490	1,128
Total noninterest expense	**20,283**	2,592	1,887	4,884	1,106	4,726	3,600	1,488
Pre-tax, pre-provision earnings (loss)	**6,812**	597	3,684	(2,702)	1,542	3,161	890	(360)
Provision for credit losses	**3,814**	33	964	1,098	76	(202)	46	1,799
Income (loss) before income taxes	**2,998**	564	2,720	(3,800)	1,466	3,363	844	(2,159)
Income tax expense (benefit) FTE	**949**	209	1,008	(1,408)	543	1,231	313	(947)
Net income (loss)	**$2,049**	$355	$1,712	$(2,392)	$923	$2,132	$531	$(1,212)

Additional Representations and Warranties Disclosure

Government Sponsored Enterprise (GSE) Experience – 2004-2008 Originations

As of March 31, 2011
($ in billions)

	Legacy Originator				Government Sponsored Enterprise Mix			
	Countrywide	Other	Total		Freddie Mac	Fannie Mae	Total	
Original funded balance	$ 846	$ 272	$ 1,118		$ 292	$ 826	$ 1,118	
Less:								
Principal payments	420	139	559		134	425	559	
Defaults	40	5	45		9	36	45	
Outstanding balance	$ 386	$ 128	$ 514		$ 149	$ 365	$ 514	
Outstanding delinquent > 180 days	$ 54	$ 13	$ 67		$ 20	$ 47	$ 67	
Defaults + severely delinquent	$ 94	$ 18	$ 112		$ 29	$ 83	$ 112	
Payments made prior to delinquency:								
Less than 13			$ 16	14%			$ 16	14%
13-24			31	28%			31	28%
25-36			34	30%			34	30%
greater than 36			31	28%			31	28%
Outstanding GSE pipeline on representations and warranties claims			$5.4		$0.6	$4.8	$5.4	
Cumulative representations and warranties losses 2004-2008			$6.8		$3.2	$3.6	$6.8	

Non-GSE Experience – 2004-2008 Originations

As of March 31, 2011
($ in billions)

Entity	Principal Balance: Original Principal Balance	Principal Balance: Outstanding Principal Balance	Outstanding Principal Balance > 180	Defaulted Principal Balance	Principal at Risk	Principal at Risk: Borrower Made < 13 Payments	Principal at Risk: Borrower Made 13 to 24 Payments	Principal at Risk: Borrower Made 25 to 36 Payments	Principal at Risk: Borrower Made > 36 Payments
Bank of America	$ 100	$ 33	$ 5	$ 3	$ 8	$ 1	$ 2	$ 2	$ 3
Countrywide	716	281	85	86	171	24	45	49	53
Merrill Lynch	65	22	7	10	17	3	4	3	7
First Franklin	82	23	7	19	26	4	6	4	12
Total[1,2,3]	$ 963	$ 359	$ 104	$ 118	$ 222	$ 32	$ 57	$ 58	$ 75

Product	Principal Balance: Original Principal Balance	Principal Balance: Outstanding Principal Balance	Outstanding Principal Balance > 180	Defaulted Principal Balance	Principal at Risk	Principal at Risk: Borrower Made < 13 Payments	Principal at Risk: Borrower Made 13 to 24 Payments	Principal at Risk: Borrower Made 25 to 36 Payments	Principal at Risk: Borrower Made > 36 Payments
Prime	$ 302	$ 117	$ 16	$ 12	$ 28	$ 2	$ 6	$ 8	$ 12
Alt-A	172	79	22	23	45	7	12	12	14
Pay option	150	63	30	22	52	5	14	16	17
Subprime	245	81	36	44	80	16	19	17	28
Home Equity	88	17	-	16	16	2	5	5	4
Other	6	2	-	1	1	-	1	-	-
Total	$ 963	$ 359	$ 104	$ 118	$ 222	$ 32	$ 57	$ 58	$ 75

[1] Includes $186B of original principal balance related to transactions with monoline participation.
[2] Excludes transactions sponsored by Bank of America and Merrill Lynch where no representations were granted.
[3] Includes exposures on third-party sponsored transactions related to legacy entity originations.

Additional Asset Quality Information

Impact of FHA-Insured Loans on Delinquencies

($ in millions)	1Q10	2Q10	3Q10	4Q10	1Q11
FHA-insured 30+ Day Performing Delinquencies	$ 14,917	$ 16,988	$ 18,178	$ 19,069	**$ 22,891**
Change from prior period	*2,676*	*2,071*	*1,190*	*891*	***3,822***
30+ Day Performing Delinquency Amounts					
Total consumer as reported	36,799	35,860	36,167	36,254	**38,072**
Total consumer excluding FHA [1]	*21,882*	*18,872*	*17,989*	*17,185*	***15,181***
Residential mortgages as reported	20,858	22,536	23,573	24,267	**27,381**
Residential mortgages excluding FHA [1]	*5,941*	*5,548*	*5,395*	*5,198*	***4,490***
30+ Day Performing Delinquency Ratios					
Total consumer as reported	5.57%	5.52%	5.70%	5.63%	**6.00%**
Total consumer excluding FHA [1]	*3.64%*	*3.22%*	*3.21%*	*3.10%*	***2.83%***
Residential mortgages as reported	8.51%	9.18%	9.69%	9.41%	**10.45%**
Residential mortgages excluding FHA [1]	*2.81%*	*2.68%*	*2.77%*	*2.69%*	***2.39%***

Commentary vs. 4Q10

- We continue to repurchase delinquent FHA-insured loans which masks the continued improvement in our 30+ day performing delinquency trends
  - Total consumer 30+ day performing delinquency excluding FHA improved for the 8th consecutive quarter, lower by $2.0B driven by declines in U.S. Credit Card of $820M and Residential Mortgage excluding FHA of $708M

[1] Excludes purchased credit-impaired loans

Consumer Asset Quality Key Indicators

($ in millions)	Residential Mortgage				Home Equity				Discontinued Real Estate			
	1Q11		4Q10		1Q11		4Q10		1Q11		4Q10	
	As Reported	Excluding Countrywide Purchased Credit-Impaired and FHA Insured Portfolios	As Reported	Excluding Countrywide Purchased Credit-Impaired and FHA Insured Portfolios	As Reported	Excluding Countrywide Purchased Credit-Impaired	As Reported	Excluding Countrywide Purchased Credit-Impaired	As Reported	Excluding Countrywide Purchased Credit-Impaired	As Reported	Excluding Countrywide Purchased Credit-Impaired
Loans end of period	**$ 261,934**	**$ 187,895**	$ 257,973	$ 193,435	**$ 133,629**	**$ 121,160**	$ 137,981	$ 125,391	**$ 12,694**	**$ 1,399**	$ 13,108	$ 1,456
Loans average	**262,049**	**191,309**	254,051	196,693	**136,089**	**123,589**	139,772	127,116	**12,899**	**1,424**	13,297	1,508
Net charge-offs	**$ 905**	**$ 905**	$ 970	$ 970	**$ 1,179**	**$ 1,179**	$ 1,271	$ 1,271	**$ 20**	**$ 20**	$ 11	$ 11
% of average loans	**1.40%**	**1.92%**	1.51%	1.96%	**3.51%**	**3.87%**	3.61%	3.97%	**0.61%**	**5.57%**	0.35%	3.10%
Allowance for loan losses	**$ 5,369**	**$ 4,276**	$ 5,082	$ 4,419	**$ 12,857**	**$ 7,915**	$ 12,887	$ 8,420	**$ 1,871**	**$ 61**	$ 1,283	$ 79
% of loans	**2.05%**	**2.24%**	1.97%	2.28%	**9.62%**	**6.53%**	9.34%	6.72%	**14.74%**	**4.39%**	9.79%	5.45%
Average refreshed (C)LTV [1]		**82**		81		**86**		85		**80**		81
90%+ refreshed (C)LTV [1]		**33%**		33%		**44%**		41%		**28%**		29%
Average refreshed FICO		**718**		719		**723**		723		**637**		639
% below 620 FICO		**15%**		14%		**13%**		12%		**46%**		46%

[1] Loan-to-value (LTV) calculations apply to the residential mortgage and discontinued real estate portfolio. Combined loan-to-value (CLTV) calculations apply to the home equity portfolio.

Consumer Asset Quality Key Indicators (cont'd)

($ in millions)	Credit Card		Other [1]		Total Consumer	
	1Q11	**4Q10**	**1Q11**	**4Q10**	**1Q11**	**4Q10**
Loans end of period	**$ 134,342**	$ 141,250	**$ 92,198**	$ 93,138	**$ 634,797**	$ 643,450
Loans average	**137,574**	140,130	**92,850**	94,345	**641,461**	641,595
Net charge-offs	**$ 2,676**	$ 2,911	**$ 565**	$ 691	**$ 5,345**	$ 5,854
% of average loans	**7.89%**	8.24%	**2.47%**	2.91%	**3.38%**	3.62%
Allowance for loan losses	**$ 11,169**	$ 12,921	**$ 2,102**	$ 2,542	**$ 33,368**	$ 34,715
% of Loans	**8.31%**	9.15%	**2.28%**	2.73%	**5.26%**	5.40%

Commentary vs. 4Q10

- The average refreshed FICO for the U.S. Credit Card portfolio was 707 at 1Q11 compared to 706 at 4Q10
- The percentage below 620 was 12% at both 1Q11 and 4Q10
- The 1Q11 credit card loss rate of 7.89% is down 35bps from 8.24% in 4Q10

[1] Other primarily consists of the consumer lending and dealer financial services portfolios

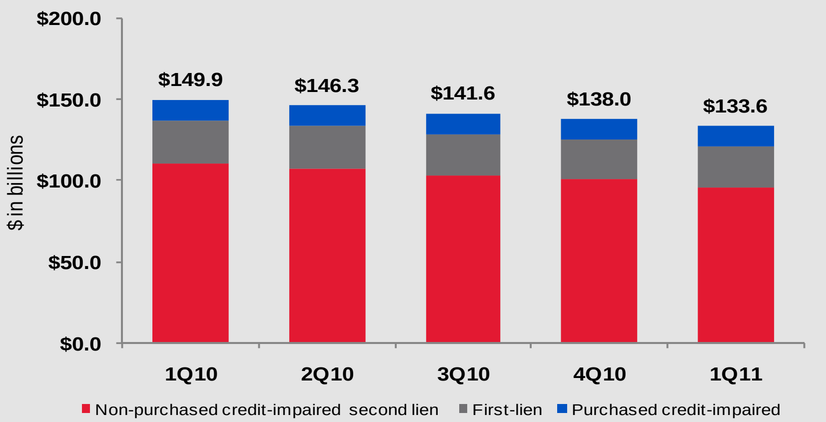
Commercial Asset Quality Key Indicators [1]

($ in millions)	Commercial and Industrial [2]		Commercial Real Estate		Small Business		Commercial Lease Financing		Total Commercial	
	1Q11	4Q10	1Q11	4Q10	1Q11	4Q10	1Q11	4Q10	1Q11	4Q10
Loans end of period	**$ 211,064**	$ 207,615	**$ 47,008**	$ 49,393	**$ 14,306**	$ 14,719	**$ 21,563**	$ 21,942	**$ 293,941**	$ 293,669
Loans average	**$ 209,339**	$ 207,551	**$ 48,286**	$ 51,538	**$ 14,542**	$ 14,939	**$ 21,634**	$ 21,363	**$ 293,801**	$ 295,391
Net Charge-offs	**$ 82**	$ 218	**$ 288**	$ 347	**$ 312**	$ 344	**$ 1**	$ 20	**$ 683**	$ 929
% of average loans	**0.16%**	0.42%	**2.42%**	2.67%	**8.68%**	9.13%	**0.02%**	0.38%	**0.94%**	1.25%
90+ DPD Performing [3]	**$ 130**	$ 242	**$ 168**	$ 47	**$ 302**	$ 325	**$ 16**	$ 18	**$ 616**	$ 632
% of loans [3]	**0.06%**	0.12%	**0.36%**	0.10%	**2.11%**	2.21%	**0.07%**	0.08%	**0.21%**	0.22%
Nonperforming loans [3]	**$ 3,211**	$ 3,686	**$ 5,695**	$ 5,829	**$ 172**	$ 204	**$ 53**	$ 117	**$ 9,131**	$ 9,836
% of loans [3]	**1.52%**	1.78%	**12.11%**	11.80%	**1.20%**	1.39%	**0.25%**	0.53%	**3.11%**	3.35%
Allowance for loan losses	**$ 2,184**	$ 2,393	**$ 2,904**	$ 3,137	**$ 1,263**	$ 1,514	**$ 124**	$ 126	**$ 6,475**	$ 7,170
% of loans	**1.03%**	1.15%	**6.18%**	6.35%	**8.83%**	10.28%	**0.57%**	0.57%	**2.20%**	2.44%
Reservable criticized utilized exposure [1, 3]	**$ 17,455**	$ 19,238	**$ 19,186**	$ 20,518	**$ 1,637**	$ 1,677	**$ 1,157**	$ 1,188	**$ 39,435**	$ 42,621
% of total reservable exposure [1, 3]	**6.36%**	7.08%	**38.24%**	38.88%	**11.43%**	11.37%	**5.36%**	5.41%	**10.94%**	11.80%

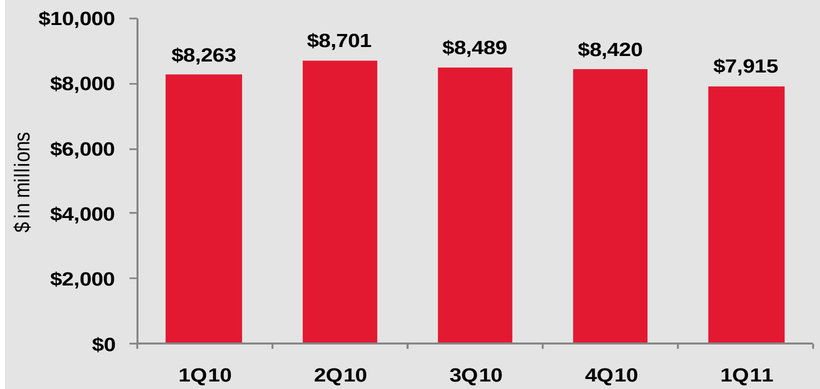
[1] Excludes derivatives, foreclosed property, assets held for sale, debt securities and FVO loans
[2] Includes U.S. commercial, excluding small business, and non-U.S. commercial
[3] Excludes the Merrill Lynch purchased credit-impaired loan portfolio

Focus on Home Equity Loans

Loan Balances (end of period)



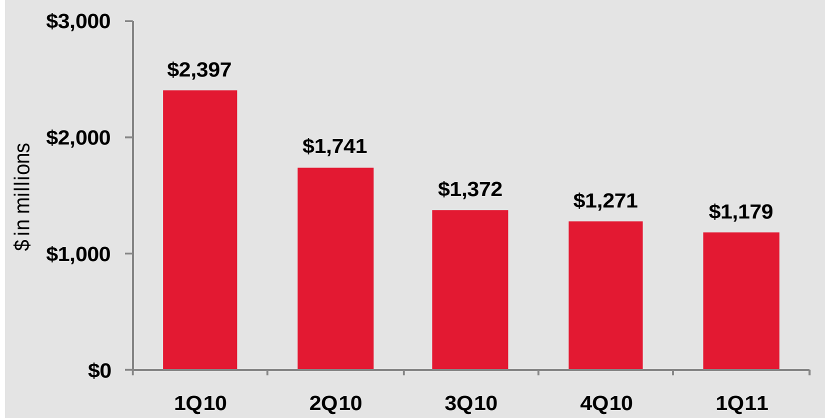
Allowance for Non-purchased Credit-impaired Loans



Home Equity Portfolio Characteristics

- 90% of portfolio are stand-alone originations versus piggy back loans
- $12.5B legacy Countrywide purchased credit-impaired (PCI) loan portfolio
- For the non-PCI portfolio:
  - $25.4B are in first-lien position; $95.7B are second-lien positions
    - Of second-liens, ~40% or $38.5B have CLTV greater than 100%
      - Does not mean 100% severity in the event of default
      - Assuming proceeds of 85% of the collateral value, we estimate collateral value of $9.7B available for second liens
      - Additionally, on 93% of second liens with CLTVs greater than 100%, the customer is current
- Allowance on the non-PCI home equity portfolio is $7.9B

Net Charge-offs [1]



Net charge-offs include $643M in 1Q10 and $128M in 2Q10 on collateral dependent modified loans

[1] Charge-offs do not include Countrywide purchased credit-impaired portfolio as those losses were considered in establishing the nonaccretable difference in the original purchase accounting

Additional Balance Sheet Management Information

Run-off Loan Portfolios

($ in billions)

	Loan balances (end of period)			1Q11 Revenue less net charge-offs
	March 31, 2011	December 31, 2010	Increase (Decrease)	
Residential mortgage	$ 12.1	$ 12.4	$ (0.3)	$ (0.3) [1]
Home equity	35.3	36.7	(1.4)	(0.7) [1]
Discontinued real estate	12.7	13.1	(0.4)	(0.7) [1]
Direct/Indirect consumer	32.0	35.4	(3.4)	(0.1)
Other consumer	1.4	1.4	-	-
Total consumer	93.5	99.0	(5.5)	(1.8)
Total commercial	7.3	7.6	(0.3)	(0.1)
Total run-off loans	$ 100.8	$ 106.6	$ (5.8)	$ (1.9)

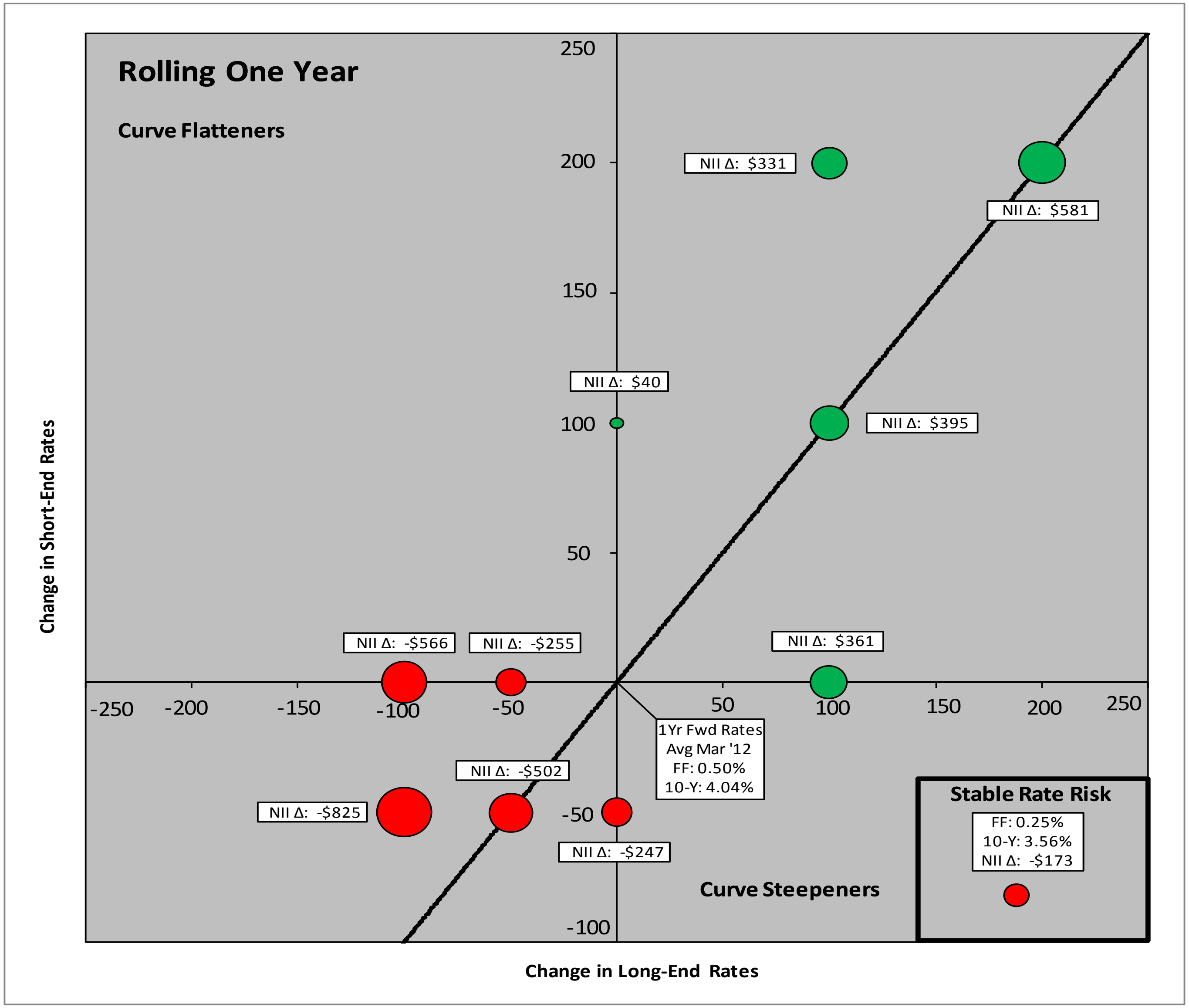
1Q11 Run-off Portfolio Highlights

- Total run-off loans were down $5.8B from 4Q10
- Includes purchased credit-impaired loans of $35.7B ($11.8B residential mortgage, $12.6B home equity, $11.3B discontinued real estate)
- Direct/Indirect consumer loans include consumer finance loans of $11.1B, bulk purchase programs of $12.3B and other loans of $8.6B

[1] Incremental provisions to the lifetime loss estimates of the purchased credit-impaired portfolios have been included in revenue less net charge-offs

Net Interest Income Sensitivity at March 31, 2011

($ in millions)



NII Sensitivity (continued)

Rolling One Year

($ in millions)

	March 31, 2011	December 31, 2010
Forward curve interest rate scenarios		
+ 100 bp parallel shift	$ 395	$ 601
- 50 bp parallel shift	(502)	(499)
Flattening scenarios from forward curve		
+ 100 bp flattening on short end	40	136
- 100 bp flattening on long end	(566)	(637)
- 50 bp flattening on long end	(255)	(280)
Steepening scenarios from forward curve		
+ 100 bp steepening on long end	361	493
- 50 bp steepening on short end	(247)	(209)