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I understand that this survey is for information purposes. My feedback will help Bank of America understand how best to serve customers like me in the future.

K18

- I am currently signed up for overdraft protection from savings
- I am currently signed up for overdraft protection with a credit card
- I use Online Banking to monitor my balances
- I have signed up for free low balance Alerts



P.O. Box 53181
Phoenix, AZ 85072-3181



Notice of Insufficient Funds

Date Of Notice:
05/17/2012

Account No:
XXXXXXXX4642

For questions or inquiries call:
1.800.432.1000

Bank of America, N.A
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Bank of America Corporation

Please be aware that on May 17, 2012, we received the transactions listed below and your account became overdrawn. In order to prevent an extended overdrawn balance charge of \$35, a deposit of available funds is required within 5 business days from the date your account becomes overdrawn to cover the amount of the overdraft balance, -\$3.00, plus any fees. If you have questions or believe there was an error on your account, please call the phone number on the left or visit your nearby banking center. Also, please remember to update your account records to include the fee(s) listed below.

- Here are ways to help you avoid overdrafts:
- Sign up for Overdraft Protection service and link your checking account to a Bank of America credit card or savings account.
 - Use Online Banking to monitor your account balance on a daily basis.
 - Sign up for Alerts to be notified when your balance becomes low.

To learn more about these services and the fees that may apply, please call the phone number listed on the left, visit your nearby banking center, or go to bankofamerica.com/factsaboutfees.

Check Number/Debit Type	Amount	Action Taken	Fee Charged
Electronic Payment	\$63.88	Returned	Waived