

OTHER RATING AREAS

- Augusta-Aiken (GA-SC) Multistate MSA
- Johnson City-Kingsport-Bristol (TN-VA) Multistate MSA
- Kansas City (MO-KS) Multistate MSA
- Las Vegas (NV-AZ) Multistate MSA
- Portland-Vancouver (OR-WA) Multistate MSA
- St Louis (MO-IL) Multistate MSA
- Washington (DC-MD-VA-WV) Multistate MSA
- State of Arizona
- State of Arkansas
- State of Georgia
- State of Idaho
- State of Illinois
- State of Iowa
- State of Kansas
- State of Maryland
- State of Missouri
- State of Nevada
- State of New Mexico
- State of New York
- State of North Carolina
- State of Oklahoma
- State of Oregon
- State of South Carolina
- State of Tennessee
- State of Utah
- State of Virginia
- State of Washington

Augusta-Aiken (GA-SC) Multistate MSA Rating

CRA rating for the multistate MSA ⁵: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: Outstanding

The Service Test is rated: Low Satisfactory

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that positively impacted performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in Augusta-Aiken (GA-SC) multistate MSA

Bank of America, N.A. is the third largest banking financial institution in the Augusta-Aiken multistate MSA rating area. The bank holds a market share of 13% representing \$555.3 million in deposits. Primary competitors include Regions Bank and the former First Union National Bank with deposit market shares of approximately 18% and 16%, respectively. Of the bank's 31 rating areas, the Augusta-Aiken multistate MSA ranks twenty-sixth and accounts for less than 1% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 13 branch offices and 18 ATMs.

⁵ This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the Augusta-Aiken multistate MSA is rated High Satisfactory. Lending performance in the multistate MSA is highlighted by excellent geographic and borrower distribution for small loans to businesses, good lending activity, adequate borrower distribution for home mortgage loans, and poor geographic distribution for home mortgage loans. Overall performance was positively impacted by the bank's community development lending in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Augusta-Aiken multistate MSA is rated Outstanding. The bank made seven investments totaling \$4.5 million during 2000 and 2001. There were no prior period investments outstanding as of year-end 2001. Investments made during the evaluation period consisted of donations to charitable organizations meeting the community development purpose test. In addition, the bank invested in one LIHTC that allowed for the completion of a 72 unit affordable housing project for LMI households. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Augusta-Aiken multistate MSA is rated Low Satisfactory. Bank of America, N.A. has adequate branch accessibility in LMI areas. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Augusta-Aiken multistate MSA, 13% of the customers using alternative delivery systems are LMI, compared to 23% of the population that is LMI. The bank's hours and services do not vary in a way that inconveniences people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an adequate level of community development services that occasionally addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

Johnson City-Kingsport-Bristol (TN-VA) Multistate MSA Rating

CRA rating for the multistate MSA ⁶: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: Low Satisfactory

The Service Test is rated: Low Satisfactory

The major factors that support this rating:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that had a significant positive impact on performance in the multistate MSA;
- Investment volume that reflects an adequate level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in Johnson City-Kingsport-Bristol (TN-VA) multistate MSA

Bank of America, N.A. is the eighth largest banking financial institution in the Johnson City-Kingsport-Bristol multistate MSA rating area. The bank holds a market share of 5% representing \$251.8 million in deposits. Primary competitors include First Tennessee Bank, N.A. and AmSouth Bank, each with a deposit market share of approximately 14%. Of the bank's 31 rating areas, the Johnson City-Kingsport-Bristol multistate MSA ranks thirtieth and accounts for less than 1% of total bank deposits. The multistate MSA contains a single low-income census tract in which significantly less than 1% of the population resides. Within the multistate MSA, Bank of America, N.A. operates seven branch offices and eight ATMs.

⁶ This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the Johnson City-Kingsport-Bristol multistate MSA is rated High Satisfactory. Lending performance is highlighted by adequate geographic distribution of small loans to businesses, poor geographic and borrower distribution of home mortgage loans, good borrower distribution of small loans to businesses, and good lending activity. The bank's community development lending had a significant positive impact on performance in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Johnson City-Kingsport-Bristol multistate MSA is rated Low Satisfactory. The bank made 25 investments in the multistate MSA totaling \$237,000 during 2000 and 2001. As of year-end 2001, prior period investments totaled \$250,000. The largest investments in the Johnson City-Kingsport-Bristol multistate MSA totaled \$100,000 and consisted of an investment in an area CDFI. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Johnson City-Kingsport-Bristol multistate MSA is rated Low Satisfactory. Bank of America, N.A. has adequate branch accessibility in moderate-income areas. In the Johnson City-Kingsport-Bristol multistate MSA, 18% of the customers using alternative delivery systems are LMI, compared to 22% of the population that is LMI. Hours and services do not vary in a way that inconveniences people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an adequate level of community development services that occasionally addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

Kansas City (MO-KS) Multistate Metropolitan Area Rating

CRA rating for the multistate MSA ⁷: Outstanding

The Lending Test is rated: Outstanding

The Investment Test is rated: Outstanding

The Service Test is rated: Outstanding

The major factors that support this rating:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that had a significant positive impact on performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in Kansas City (MO-KS) multistate MSA

Bank of America, N.A. is the second largest banking financial institution in the Kansas City multistate MSA rating area. The bank holds a market share of over 10% representing \$2.7 billion in deposits. Primary competitors include UMB Bank, N.A. and Commerce Bank, N.A. with deposit market shares of 12% and 10%, respectively. Of the bank's 31 rating areas, the Kansas City multistate MSA ranks seventeenth and accounts for approximately 1% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 51 branch offices and 83 ATMs.

⁷ This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Lending Test performance in the Kansas City multistate MSA is Outstanding. Performance is highlighted by excellent geographic distribution for multi-family loans and for small loans to businesses, good lending activity, good borrower distribution for home mortgage loans, good borrower distribution for small loans to businesses and small loans to farms, and poor geographic distribution for home mortgage loans. The bank's community development lending had a significant positive impact on performance in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Kansas City multistate MSA is rated Outstanding. Bank of America, N.A. made 36 investments in the multistate MSA totaling \$29.3 million during 2000 and 2001. As of year-end 2001, prior period investments totaled \$11.0 million. The largest investments in the Kansas City multistate MSA totaled \$28.5 million and consisted of eight LIHTCs and five equity investments in 12 single-family and multi-family housing projects. Those projects provided more than 1,625 housing units to LMI households. Bank of America, N.A. also made an investment totaling \$313,000 in an area CDFI. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Kansas City multistate MSA is rated Outstanding. Bank of America, N.A. has no branches in low-income tracts where only 4% of the multistate MSA population reside and excellent branch accessibility in moderate-income geographies. In the Kansas City multistate MSA, 15% of the customers using alternative delivery systems are LMI, compared to 22% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the multistate MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. While no offices have been opened or closed in LMI areas, the bank closed three offices located in middle- and upper-income geographies during the evaluation period. The bank provided an excellent level of community development services that consistently addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

Las Vegas (NV-AZ) Multistate MSA Rating

CRA rating for the multistate MSA ⁸: Satisfactory

The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that positively impacted performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in Las Vegas (NV-AZ) multistate MSA

Bank of America, N.A. is the largest banking financial institution in the Las Vegas multistate MSA rating area. The bank holds a market share of 24% representing \$4.0 billion in deposits. Primary competitors include Wells Fargo Bank Nevada, N.A. and Nevada State Bank with deposit market shares of 21% and 9%, respectively. Of the bank's 31 rating areas, the Las Vegas multistate MSA ranks fifteenth and accounts for approximately 1% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 49 branch offices and 152 ATMs.

⁸ This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the Las Vegas multistate MSA is rated High Satisfactory. Lending performance in the multistate MSA is highlighted by excellent borrower distribution for small business loans, adequate lending activity, adequate geographic distribution for small loans to businesses and multi-family loans, adequate borrower distribution for home mortgage loans, and poor geographic distribution for home mortgage loans. Overall performance was positively impacted by the bank's community development lending in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Las Vegas multistate MSA is rated Outstanding. Bank of America, N.A. made 48 investments in the multistate MSA totaling \$17.6 million during 2000 and 2001. As of year-end 2001, prior period investments totaled \$114,000. The largest investments in the Las Vegas multistate MSA totaled \$16.8 million and consisted of two LIHTCs and an equity investment in three single-family and multi-family housing projects. Those projects provided more than 200 housing units to LMI households. Bank of America, N.A. also made an investment totaling \$277,000 in two area CDFIs. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Las Vegas multistate MSA is rated High Satisfactory. Bank of America, N.A. has good branch accessibility in LMI areas. The bank's hours and services are tailored to the convenience and needs of the people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services that consistently addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

Portland-Vancouver (OR-WA) Multistate MSA Rating

CRA rating for the multistate MSA ⁹: Outstanding

The Lending Test is rated: Outstanding

The Investment Test is rated: Outstanding

The Service Test is rated: Outstanding

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that had a significant positive impact on performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in Portland-Vancouver (OR-WA) multistate MSA

Bank of America, N.A. is the second largest banking financial institution in the Portland-Vancouver multistate MSA rating area. The bank holds a market share of 14.63% representing \$2.6 billion in deposits. Primary competitors include U.S. Bank, N.A. and Washington Mutual Bank with deposit market shares of approximately 29.22% and 14.60%, respectively. Of the bank's 31 rating areas, the Portland-Vancouver multistate MSA ranks eighteenth and accounts for slightly less than 1% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 56 branch offices and 113 ATMs.

⁹ This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the Portland-Vancouver multistate MSA is rated Outstanding. Lending performance in the multistate MSA is highlighted by excellent lending activity, good geographic and borrower distribution for small loans to businesses, good geographic distribution for home mortgage loans, adequate borrower distribution for home mortgage loans, adequate geographic distribution for small loans to farms, and poor borrower distribution of small loans to farms. The bank's community development lending had a significant positive impact on performance in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Portland-Vancouver multistate MSA is Outstanding. Bank of America, N.A. made 35 investments in the multistate MSA totaling \$11.6 million during 2000 and 2001. As of year-end 2001, prior period investments totaled \$9.8 million. The largest investments in the Portland-Vancouver multistate MSA totaled \$7.4 million and consisted of three LIHTCs in single-family and multi-family housing projects. Those projects provided nearly 200 housing units to LMI households. Bank of America, N.A. also made investments totaling \$872,000 in five area CDFIs as well as strategic funding to an area revitalization project totaling \$3.0 million. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Portland-Vancouver multistate MSA is rated Outstanding. Bank of America, N.A. has excellent branch accessibility in LMI areas. In the Portland-Vancouver multistate MSA, 13% of the customers using alternative delivery systems are LMI, compared to 19% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services that consistently addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

St. Louis (MO-IL) Multistate MSA Rating

CRA rating for the multistate MSA ¹⁰: Outstanding

The Lending Test is rated: Outstanding

The Investment Test is rated: Outstanding

The Service Test is rated: Low Satisfactory

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Good distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that had a significant positive impact on performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in St. Louis (MO-IL) multistate MSA

Bank of America, N.A. is the second largest banking financial institution in the St. Louis multistate MSA rating area. The bank holds a market share of 14% representing \$5.0 billion in deposits. Primary competitors include Firststar Bank, N.A. and Commerce Bank, N.A. with deposit market shares of 20% and 8%, respectively. Of the bank's 31 rating areas, the St. Louis multistate MSA ranks eleventh and accounts for approximately 2% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 81 branch offices and 168 ATMs.

¹⁰This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the St. Louis multistate MSA is rated Outstanding. Lending performance in the multistate MSA is highlighted by good borrower distribution for both home mortgage loans and small loans to businesses, good geographic distribution for small loans to businesses and multi-family loans, adequate lending activity, and adequate geographic distribution for home mortgage loans. The bank's community development lending had a significant positive impact on performance in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the St. Louis multistate MSA is rated Outstanding. Bank of America, N.A. made 60 investments in the multistate MSA totaling \$45.3 million during 2000 and 2001. As of year-end 2001, prior period investments totaled \$28.8 million. The largest investments in the St. Louis multistate MSA totaled \$27.0 million and consisted of 12 LIHTCs and four equity investments in 12 single-family and multi-family housing projects. Those projects provided more than 300 housing units to LMI households. Bank of America, N.A. also made an investment totaling \$300,000 in an area CDFI as well as provided strategic equity to an area revitalization project totaling \$9.6 million. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the St. Louis multistate MSA is rated Low Satisfactory. Bank of America, N.A. has adequate branch accessibility in LMI areas. In the St. Louis multistate MSA, 14% of the customers using alternative delivery systems are LMI, compared to 23% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank did not open or close any branches in LMI areas during the evaluation period. The bank provided a limited level of community development services that occasionally addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

Washington (DC-MD-VA-WV) Multistate MSA Rating

CRA rating for the multistate MSA ¹¹: Outstanding

The Lending Test is rated:	<u>Outstanding</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>Outstanding</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of the multistate MSA;
- Excellent distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout the multistate MSA;
- Community development lending levels that had a significant positive impact on performance in the multistate MSA;
- Investment volume that reflects an excellent level of responsiveness to the needs of the multistate MSA; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in Washington (DC-MD-VA-WV) multistate MSA

Bank of America, N.A. is the second largest banking financial institution in the Washington multistate MSA rating area. The bank holds a market share of 12% representing \$9.8 billion in deposits. Primary competitors include SunTrust Bank and the former First Union National Bank with deposit market shares of 13% and 11%, respectively. Of the bank's 31 rating areas, the Washington multistate MSA ranks seventh and accounts for approximately 3% of total bank deposits. Within the multistate MSA, Bank of America, N.A. operates 164 branch offices and 298 ATMs.

¹¹This rating reflects performance within the multistate MSA. The statewide evaluations do not reflect performance in the parts of those states contained within the multistate MSA.

LENDING TEST

Performance under the Lending Test in the Washington D.C. multistate MSA is rated Outstanding. Lending performance in the multistate MSA is highlighted by excellent lending activity, excellent geographic distribution for both home mortgage loans and small loans to businesses, excellent borrower distribution for home mortgage loans, and good borrower distribution for small loans to businesses. Overall performance was positively impacted by the bank's community development lending in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the multistate MSA. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in the Washington multistate MSA is rated Outstanding. Bank of America, N.A. made 122 investments in the multistate MSA totaling \$38.1 million during 2000 and 2001. As of year-end 2001, prior period investments totaled \$49.3 million. The largest investments in the Washington multistate MSA totaled \$20.1 million and consisted of five LIHTCs and three equity investments in seven single-family and multi-family housing projects. Those projects provided more than 1,100 housing units to LMI households. Bank of America, N.A. also made investments totaling \$9.9 million in two area QZABs. In addition, the bank invested \$1.2 million in five area CDFIs and one organization that provides funding and technical assistance to small businesses. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in the Washington multistate MSA is rated Outstanding. Bank of America, N.A. has excellent branch accessibility in LMI areas. In the Washington multistate MSA, 19% of the customers using alternative delivery systems are LMI, compared to 27% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the multistate MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services that consistently addressed the community development needs of the multistate MSA.

Refer to Tables 1-13 in the multistate MSA section of Appendix D for the facts and data that support all Test conclusions.

State of Arizona Rating

CRA Rating for the State ¹²: Outstanding

The Lending Test is rated: Outstanding

The Investment Test is rated: High Satisfactory

The Service Test is rated: High Satisfactory

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Arizona

Bank of America, N.A. is the second largest banking financial institution in the Arizona rating area with 21% of the market share representing \$9.4 billion in deposits. Primary competitors include Bank One Arizona, N.A. and Wells Fargo Bank Arizona, N.A. with deposit market shares of 28% and 20%, respectively. Of the bank's 31 rating areas, Arizona ranks eighth and accounts for 3% of total bank deposits. Bank of America, N.A. has five defined AAs in Arizona. The Phoenix-Mesa MSA comprises 75% of bank deposits and 76% of bank lending totals in Arizona and is the largest AA in the state. For purposes of this review, the bank's Rural Arizona AA is listed as Arizona Non-MSA. Within the state, Bank of America, N.A. operates 136 branch offices and 452 ATMs.

¹² For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Arizona is Outstanding. Based on a full-scope review, performance in the Phoenix-Mesa MSA is excellent. Lending performance in the Phoenix-Mesa MSA is highlighted by excellent geographic and borrower distributions of small loans to businesses, good geographic and borrower distributions of home mortgage loans, good lending activity, and good geographic distribution of multi-family loans. The bank's community development lending had a significant positive impact on overall performance in the multistate MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Tucson and Yuma MSAs is excellent and is not inconsistent with its overall excellent performance in the state. Performance in the Flagstaff and Arizona Non-MSA is adequate and weaker than the overall Outstanding performance in Arizona. Weaker performance resulted from a less favorable distribution of small business loans among geographies of different income levels. Weaker performance in the limited-scope MSAs did not negatively impact overall Lending Test performance in Arizona.

INVESTMENT TEST

Investment Test performance in Arizona is rated High Satisfactory. Based on a full-scope review, performance is good in the Phoenix-Mesa MSA. Bank of America, N.A. funded 118 investments in the state during 2000 and 2001 totaling \$19.5 million. As of year-end 2001, prior period investments totaled \$6.1 million. The largest investments in the Phoenix-Mesa MSA totaled \$13.1 million and consisted of three LIHTCs and one equity investment in four single-family and multi-family housing projects. Those projects provided more than 250 housing units to LMI households. Bank of America, N.A. also made investments totaling \$990,000 in four CDFIs. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Tucson and Yuma MSAs is good and is not inconsistent with the bank's overall performance. Performance in the Flagstaff MSA is excellent and stronger than its overall High Satisfactory performance in Arizona. Stronger performance is centered in a high amount of qualified investments relative to the bank's operations in the MSA. Performance in the Arizona Non-MSA is adequate and weaker than the bank's overall performance. Weaker performance is centered in a moderate amount of qualified investments relative to the bank's operations in the AA. Investments consisted of one LIHTC and funds provided to

one CDFI. Other investments were in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating in Arizona.

SERVICE TEST

Service Test performance in Arizona is rated High Satisfactory. Based on a full-scope review, performance in the Phoenix-Mesa MSA is good. Bank of America, N.A. has good branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Phoenix-Mesa MSA, 19% of the customers using alternative delivery systems are LMI, compared to 32% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 54 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Flagstaff and Yuma MSAs is good and is not inconsistent with its overall High Satisfactory performance in Arizona. Performance in the Tucson MSA is excellent and stronger than the overall performance in the state due to more accessible retail delivery services to LMI areas in the MSA. Performance in the Arizona Non-MSA is adequate and weaker than the overall performance in the state. Weaker performance resulted from less accessible retail delivery services to LMI areas in the MSA. Limited-scope performance did not negatively impact the Service Test rating for Arizona.

Refer to Tables 1-13 in the Arizona section of Appendix D for the facts and data that support all Test conclusions.

State of Arkansas Rating

CRA Rating for the State ¹³: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: High Satisfactory

The Service Test is rated: High Satisfactory

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that positively impacted performance in the state;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Arkansas

Bank of America, N.A. is the second largest banking financial institution in the Arkansas rating area with 12% of the market share representing \$2.0 billion in deposits. Primary competitors include Regions Bank and Firststar Bank, N.A. with deposit market shares of 16% and 5%, respectively. Of the bank's 31 rating areas, Arkansas ranks twentieth and accounts for slightly less than 1% of total bank deposits. Bank of America, N.A. has six defined AAs in Arkansas. The Little Rock-North Little Rock MSA comprises 59% of bank deposits and 43% of bank lending totals in the state and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under the Arkansas Non-MSA. Within the state, Bank of America, N.A. operates 56 branch offices and 55 ATMs.

¹³ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Lending Test performance in Arkansas is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Lending Test performance in Arkansas due to a less favorable distribution of home mortgage and small business loans among geographies of different income levels.

Based on a full-scope review, performance in the Little Rock-North Little Rock MSA is excellent. Lending performance in the Little Rock-North Little Rock MSA is highlighted by excellent geographic distribution of small loans to businesses, good borrower distribution of small loans to businesses, adequate geographic and borrower distribution of home mortgage loans, and good lending activity. The bank's community development lending had a significant positive impact on overall performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Arkansas Non-MSA is good and is not inconsistent with the overall High Satisfactory performance in Arkansas. Performance in the Fayetteville-Springdale-Rogers MSA is excellent and stronger than the bank's overall High Satisfactory performance in Arkansas. Excellent performance resulted from stronger community development lending and a more favorable distribution of home mortgage and small business loans among geographies of different income levels. Performance in the Jonesboro MSA is adequate while it is poor in the Pine Bluff MSA. Performance in limited-scope AAs negatively impacted the Lending Test rating for Arkansas due to a less favorable distribution of home mortgage and small business loans among geographies of different income levels.

INVESTMENT TEST

Investment Test performance in Arkansas is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted the overall Investment Test performance in Arkansas due to a lower amount of qualified investments relative to the bank's operations in those AAs.

Based on a full-scope review, performance is excellent in the Little Rock-North Little Rock MSA. Bank of America, N.A. funded 77 investments in the state during 2000 and 2001 totaling \$17.3 million. As of year-end 2001, prior period investments totaled \$1.4 million. The largest investments in the Little Rock-North Little Rock MSA totaled \$13.5 million and consisted of LIHTCs in two single-family and multi-family housing projects. Those projects provided 340 housing units to LMI households. The bank also invested in one QZAB. Other investments consisted primarily of contributions to local organizations

providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Fayetteville-Springdale-Rogers, Jonesboro, and Pine Bluff MSAs and the Arkansas Non-MSA is weaker than its overall High Satisfactory performance in Arkansas. Performance is adequate in the Fayetteville-Springdale-Rogers, Jonesboro, and Pine Bluff MSAs while it is poor in the Arkansas Non-MSA. Weaker performance is centered in lower amounts of qualified investments relative to the bank's operations in the AAs. Investments are in the form of charitable contributions. Performance in limited-scope AAs negatively impacted the Investment Test rating for Arkansas.

SERVICE TEST

Service Test performance in Arkansas is rated High Satisfactory. Based on a full-scope review, performance in the Little Rock-North Little Rock MSA is good. Bank of America, N.A. has no branches in low-income tracts where only 2% of the AA population reside and has excellent branch accessibility in moderate-income geographies. The bank's use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Little Rock-North Little Rock MSA, 22% of the customers using alternative delivery systems are LMI, compared to 26% of the population that is LMI. Bank hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a limited number of community development services during the evaluation period. Bank of America, N.A.'s work with three organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Jonesboro and Pine Bluff MSAs is good and is not inconsistent with its overall High Satisfactory performance in Arkansas. Performance in the Fayetteville-Springdale-Rogers MSA is excellent and stronger than overall performance in the state due to more accessible retail delivery services to LMI areas. Performance in the Arkansas Non-MSA is adequate and weaker than overall performance in the state due to less accessible retail delivery services to LMI areas and a less favorable record of branch openings and closings. Performance in limited-scope AAs did not impact the Service Test rating for Arkansas.

Refer to Tables 1-13 in the Arkansas section of Appendix D for the facts and data that support all Test conclusions.

State of Georgia Rating

CRA Rating for the State ¹⁴:	<u>Outstanding</u>
The Lending Test is rated:	<u>Outstanding</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Georgia

Bank of America, N.A. is the largest banking financial institution in the Georgia rating area with 15% of the market share representing \$11.5 billion in deposits. Primary competitors include SunTrust Bank, the former Wachovia Bank, N.A., and the former First Union National Bank with deposit market shares of 14%, 12%, and 9%, respectively. Of the bank's 31 rating areas, Georgia ranks sixth and accounts for approximately 4% of total bank deposits. Bank of America, N.A. has 13 defined AAs in Georgia. The Atlanta MSA comprises 77% of bank deposits and 76% of bank lending totals in the state and is the largest AA in the state. For purposes of this review, 8 AAs that are not MSAs have been

¹⁴ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

combined under the Georgia Non-MSA. Within the state, Bank of America, N.A. operates 249 branch offices and 515 ATMs.

LENDING TEST

Performance under the Lending Test in Georgia is Outstanding. Based on a full-scope review, performance in the Atlanta MSA is Outstanding. Lending performance in the Atlanta MSA is highlighted by excellent geographic distribution of multi-family loans, good geographic and borrower distribution of home mortgage loans, good geographic and borrower distribution of small loans to businesses, and good lending activity. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Georgia Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in Georgia. Performance in the Albany, Athens, Macon, and Savannah MSAs is weaker than the overall Outstanding performance in the state. Performance in the Albany and Macon MSAs is good while performance in the Athens and Savannah MSAs is adequate. Weaker performance resulted from a less favorable distribution of home mortgage loans among borrowers of different income levels. Performance in limited-scope AAs did not impact the Lending Test rating for Georgia.

INVESTMENT TEST

Investment Test performance in Georgia is rated Outstanding. Based on a full-scope review, performance is excellent in the Atlanta MSA. Bank of America, N.A. funded 92 investments in the state during 2000 and 2001 totaling \$35.0 million. As of year-end 2001, prior period investments totaled \$63.8 million. The largest investments in the Atlanta MSA totaled \$24.5 million and consisted of two LIHTCs and eight equity investments in ten single-family and multi-family housing projects. Those projects provided more than 1,020 housing units to LMI households. Bank of America, N.A. also made investments of \$4.6 million in three organizations that provided strategic funding to promote small business development. In addition, the bank invested \$339,000 in three CDFIs. Other investments consisted primarily of contributions to organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Savannah MSA is excellent and is not inconsistent with the overall Outstanding performance in Georgia. Performance is adequate and weaker in the Albany and Macon MSAs as well as the Georgia Non-MSA while it is poor in the Athens MSA. Weaker performance is centered in

lower amounts of qualified investments relative to the bank's operations in the AAs. Investments made in limited-scope AAs consisted of one QZAB. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating for Georgia.

SERVICE TEST

Service Test performance in Georgia is rated High Satisfactory. Based on a full-scope review, performance in the Atlanta MSA is good. Bank of America, N.A. has good branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Atlanta MSA, 14% of the customers using alternative delivery systems are LMI, compared to 26% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. Although the bank closed six branches in LMI tracts, in each case another Bank of America, N.A. office was located less than one mile away from the closed branch. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 22 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Albany MSA is good and is not inconsistent with its overall High Satisfactory performance in Georgia. Performance in the Georgia Non-MSA is excellent and stronger than overall performance in the state due to more accessible retail delivery services to LMI areas. Performance in the Athens, Macon, and Savannah MSAs is adequate and weaker than overall performance in the state due to the favorable impact of community development services in the Atlanta MSA. Performance in limited-scope AAs did not impact the Service Test rating for Georgia.

Refer to Tables 1-13 in the Georgia section of Appendix D for the facts and data that support all Test conclusions.

State of Idaho Rating

CRA Rating for the State ¹⁵:	<u>Outstanding</u>
The Lending Test is rated:	<u>Outstanding</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Idaho

Bank of America, N.A. is the third largest banking financial institution in the Idaho rating area with slightly more than 5% of the market share representing \$450.8 million in deposits. Primary competitors include Wells Fargo Bank Northwest, N.A.; U.S. Bank, N.A.; and Keybank, N.A. with deposit market shares of 29%, 21%, and 5%, respectively. Of the bank's 31 rating areas, Idaho ranks twenty-eighth and accounts for less than 1% of total bank deposits. Bank of America, N.A. has five defined AAs in Idaho. The Boise City MSA comprises 29% of bank deposits and 32% of bank lending totals in Idaho and is the largest AA in the state. For purposes of this review, 3 AAs that are not MSAs have been combined under the Idaho Non-MSA. Within the state, Bank of America, N.A. operates 20 branch offices and 30 ATMs.

¹⁵ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Idaho is rated Outstanding. Based on a full-scope review, performance in the Boise City MSA is excellent. Lending performance is highlighted by excellent borrower distribution of small loans to businesses, good geographic distribution of home mortgage loans and small loans to businesses, adequate borrower distribution of home mortgage loans, and good lending activity. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Pocatello MSA and Idaho Non-MSA is good and is weaker than the overall Outstanding performance in Idaho. Weaker performance resulted from a less favorable distribution of home mortgage and small business loans among geographies and borrowers of different income levels. Performance in limited-scope AAs did not negatively impact the Lending Test rating for Idaho.

INVESTMENT TEST

Investment Test performance in Idaho is rated Outstanding. Based on a full-scope review, performance is excellent in the Boise City MSA. Bank of America, N.A. funded 11 investments in the state during 2000 and 2001 totaling \$390,000. As of year-end 2001, the bank had no qualified prior period investments outstanding. The most significant investments in the Boise City MSA were made to two CDFIs and totaled \$327,000. Other investments consisted of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Pocatello MSA and Idaho Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in Idaho. Investments consisted of one LIHTC and funds provided to two CDFIs. Other investments were primarily in the form of charitable contributions.

SERVICE TEST

Service Test performance in Idaho is rated High Satisfactory. Stronger performance in limited-scope AAs positively impacted overall Service Test performance in Idaho due to more accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Boise City MSA is adequate. Bank of America, N.A. has adequate branch accessibility in LMI geographies. Bank of America,

N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Boise City MSA, 11% of the customers using alternative delivery systems are LMI, compared to 19% of the population that is LMI. The bank's hours and services do not vary in a way that inconveniences the MSA. Bank of America, N.A. did not open or close any branches in the MSA during the evaluation period. The bank provided a limited level of community development services. Bank of America, N.A.'s work with three organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Pocatello MSA is good and is not inconsistent with its overall High Satisfactory performance in Idaho. Performance in the Idaho Non-MSA is excellent and stronger than the overall High Satisfactory performance in Idaho due to more accessible retail delivery services to LMI areas. Performance in limited-scope AAs positively impacted the Service Test rating for Idaho.

Refer to Tables 1-13 in the Idaho section of Appendix D for the facts and data that support all Test conclusions.

State of Illinois Rating

CRA Rating for the State ¹⁶:	<u>Outstanding</u>
The Lending Test is rated:	<u>Outstanding</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Excellent distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Illinois

Bank of America, N.A. is the twelfth largest banking financial institution in the Illinois rating area with 2% of the market share representing \$3.0 billion in deposits. Primary competitors include Bank One, N.A. and LaSalle Bank, N.A. with deposit market shares of 14% and 13%, respectively. Of the bank's 31 rating areas, Illinois ranks sixteenth and accounts for approximately 1% of total bank deposits. Bank of America, N.A. has three defined AAs in Illinois. The Chicago MSA comprises 87% of bank deposits and 90% of bank lending totals in Illinois and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under the Illinois Non-MSA. Within the state, Bank of America, N.A. operates 14 branch offices and 18 ATMs.

¹⁶ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Illinois is rated Outstanding. Based on a full-scope review, performance in the Chicago MSA is excellent. Lending performance is highlighted by excellent geographic distribution of both home mortgage loans and small loans to businesses, excellent geographic distribution of multi-family loans, adequate borrower distribution for both home mortgage loans and small loans to businesses, and adequate lending activity. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on a limited-scope review, performance in the Illinois Non-MSA is good and weaker than the overall Outstanding performance in Illinois. Weaker performance is due to community development lending levels that provided less positive impact in the Illinois Non-MSA than in the Chicago MSA. Performance in the limited-scope AA did not negatively impact the Lending Test rating for Illinois.

INVESTMENT TEST

Investment Test performance in Illinois is rated Outstanding. Based on a full-scope review, performance is excellent in the Chicago MSA. Bank of America, N.A. funded 192 investments in the state during 2000 and 2001 totaling \$14.2 million. As of year-end 2001, prior period investments totaled \$27.9 million. Investments made in the Chicago MSA consisted of 11 LIHTCs and two equity investments in 13 single-family and multi-family housing projects. Those projects provided more than 1,300 housing units to LMI households. Bank of America, N.A. also invested in two CDFIs. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on a limited-scope review, Investment Test performance in the Illinois Non-MSA is poor and weaker than its overall Outstanding performance in Illinois. Weaker performance is centered in a low amount of qualified investments relative to the bank's operations in the AA. Investments were in the form of charitable contributions. Performance in the limited-scope AA did not negatively impact the Investment Test rating for Illinois.

SERVICE TEST

Service Test performance in Illinois is rated High Satisfactory. Based on a full-scope review, performance in the Chicago MSA is good. Although Bank of America, N.A. has no physical presence in LMI tracts, the bank has only one branch in the entire MSA. Bank

of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Chicago MSA, 18% of the customers using alternative delivery systems are LMI, compared to 23% of the population that is LMI. The bank's hours and services do not vary in a way that inconveniences the area surrounding the Bank of America, N.A. branch office. Bank of America, N.A. did not open or close any branches in the MSA during the evaluation period. The bank provided a relatively high level of community development services. Bank of America, N.A.'s work with 11 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on a limited-scope review, performance in the Illinois Non-MSA is excellent and stronger than the overall High Satisfactory performance in Illinois. Stronger performance is due to more accessible retail delivery services to LMI areas. Performance in the limited-scope AA did not impact the Service Test rating for Illinois.

Refer to Tables 1-13 in the Illinois section of Appendix D for the facts and data that support all Test conclusions.

State of Iowa Rating

CRA Rating for the State ¹⁷: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: Low Satisfactory

The Service Test is rated: Outstanding

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout its AAs;
- Investment volume that reflects an adequate level of responsiveness to the needs of the state; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in the State of Iowa

Bank of America, N.A. is the sixth largest banking financial institution in the Iowa rating area with 4% of the market share representing \$527.9 million in deposits. Primary competitors include Wells Fargo Bank Iowa, N.A. and Bankers Trust Company, N.A. with deposit market shares of 29% and 7%, respectively. Of the bank's 31 rating areas, Iowa ranks twenty-seventh and accounts for less than 1% of total bank deposits. Bank of America, N.A. has three defined AAs in Iowa. The Des Moines MSA comprises 54% of bank deposits and 64% of bank lending totals in Iowa and is the largest AA in the state. For purposes of this review, the bank's Northern Iowa AA is listed as the Iowa Non-MSA. Within the state, Bank of America, N.A. operates 16 branch offices and 16 ATMs.

¹⁷ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Iowa is rated High Satisfactory. Based on a full-scope review, performance in the Des Moines MSA is good. Lending performance is highlighted by good lending activity, good borrower distributions for home mortgage loans and small loans to businesses, good geographic distribution of small loans to businesses, and adequate geographic distribution of home mortgage loans. The bank did not originate any community development loans during the assessment period. The offering of bank-wide flexible loan products enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Sioux City MSA and the Iowa Non-MSA is adequate and weaker than the overall High Satisfactory performance in the state. Performance is weaker due to a less favorable distribution of home mortgage and small business loans among geographies of different income levels. Performance in limited-scope AAs did not negatively impact the Lending Test rating for Iowa.

INVESTMENT TEST

Investment Test performance in Iowa is rated Low Satisfactory. Based on a full-scope review, performance is adequate in the Des Moines MSA. Bank of America, N.A. funded 41 investments in the state during 2000 and 2001 totaling \$7.1 million. As of year-end 2001, prior period investments totaled \$1.6 million. Investments made in the Des Moines MSA consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Iowa Non-MSA is adequate and is not inconsistent with the bank's overall performance in Iowa. Performance in the Sioux City MSA is excellent and stronger than its overall Low Satisfactory performance in Iowa. Excellent performance is centered in a high amount of qualified investments relative to the bank's operations in the MSA. Investments consisted of one LIHTC and one QZAB, while other investments were in the form of charitable contributions. Performance in limited-scope AAs did not impact the Investment Test rating for Iowa.

SERVICE TEST

Service Test performance in Iowa is rated Outstanding. Based on a full-scope review, performance in the Des Moines MSA is excellent. Bank of America, N.A. has excellent branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking

services. In the Des Moines MSA, 14% of the customers using alternative delivery systems are LMI, compared to 17% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a good level of community development services. Bank of America, N.A.'s work with six organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Iowa Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in the state. Performance is good and weaker in the Sioux City MSA than the overall performance in the state due to less accessible retail delivery services to LMI areas. Performance in limited-scope AAs did not negatively impact the Service Test rating for Iowa.

Refer to Tables 1-13 in the Iowa section of Appendix D for the facts and data that support all Test conclusions.

State of Kansas Rating

CRA Rating for the State ¹⁸:	<u>Satisfactory</u>
The Lending Test is rated:	<u>Low Satisfactory</u>
The Investment Test is rated:	<u>Low Satisfactory</u>
The Service Test is rated:	<u>Outstanding</u>

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout its AAs;
- Investment volume that reflects an adequate level of responsiveness to the needs of the state; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in the State of Kansas

Bank of America, N.A. is the second largest banking financial institution in the Kansas rating area with 11% of the market share representing \$1.8 billion in deposits. Primary competitors include Capitol Federal Savings Bank and Intrust Bank, N.A. with deposit market shares of 15% and 9%, respectively. Of the bank's 31 rating areas, Kansas ranks twenty-second and accounts for less than 1% of total bank deposits. Bank of America, N.A. has seven defined AAs in Kansas. The Wichita MSA comprises 48% of bank deposits and 49% of bank lending totals in Kansas and is the largest AA in the state. For purposes of this review, 4 AAs that are not MSAs have been combined under the Kansas Non-MSA. Within the state, Bank of America, N.A. operates 50 branch offices and 57 ATMs.

¹⁸ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Lending Test performance in Kansas is rated Low Satisfactory. Based on a full-scope review, performance in the Wichita MSA is adequate. Lending performance in Wichita is highlighted by good borrower distribution for home mortgage loans, adequate geographic distributions for home mortgage loans and small loans to businesses, adequate borrower distribution for small loans to businesses, and adequate lending activity. As the bank had only nominal qualified community development lending activity during the assessment period, the impact on the overall performance under the Lending Test was minimal. The offering of bank-wide flexible loan products enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Lawrence MSA and Kansas Non-MSA is adequate and is not inconsistent with its overall Low Satisfactory performance in the state. Performance in the Topeka MSA is good and stronger than the overall Low Satisfactory performance in Kansas due to a more favorable distribution of small business loans among geographies and borrowers of different income levels. Performance in limited-scope AAs did not impact the Lending Test rating for Kansas.

INVESTMENT TEST

Investment Test performance in Kansas is rated Low Satisfactory. Based on a full-scope review, performance is adequate in the Wichita MSA. Bank of America, N.A. funded 77 investments in the state during 2000 and 2001 totaling \$682,000. As of year-end 2001, prior period investments totaled \$1.8 million. The largest investment made in the Wichita MSA was to a local CDFI. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Topeka MSA is good and stronger than its overall Low Satisfactory performance in Kansas. Stronger performance is centered in a higher amount of qualified investments relative to the bank's operations in the MSA. Performance in the Lawrence MSA and Kansas Non-MSA is poor and weaker than the bank's overall performance in Kansas due to a low amount of qualified investments relative to the bank's operations in the AAs. Investments were in the form of charitable contributions. Performance in limited-scope AAs did not impact the Investment Test rating for Kansas.

SERVICE TEST

Service Test performance in Kansas is rated Outstanding. Based on a full-scope review, performance in the Wichita MSA is excellent. Bank of America, N.A. has excellent branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Wichita MSA, 17% of the customers using alternative delivery systems are LMI, compared to 22% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an adequate level of community development services. Bank of America, N.A.'s work with eight organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Kansas Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in the state. Performance in the Lawrence and Topeka MSAs is good and weaker than the overall Outstanding performance in Kansas due to less accessible retail delivery services to LMI areas. Performance in limited-scope AAs did not impact the Service Test rating for Kansas.

Refer to Tables 1-13 in the Kansas section of Appendix D for the facts and data that support all Test conclusions.

State of Maryland Rating

CRA Rating for the State ¹⁹ :	<u>Outstanding</u>
The Lending Test is rated:	<u>Outstanding</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Excellent distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Maryland

Bank of America, N.A. is the second largest banking financial institution in the Maryland rating area with 15% of the market share representing \$5.9 billion in deposits. Primary competitors include Allfirst Bank and Provident Bank of Maryland with deposit market shares of 18% and 8%, respectively. Of the bank's 31 rating areas, Maryland ranks tenth and accounts for approximately 2% of total bank deposits. Bank of America, N.A. has three defined AAs in Maryland. The Baltimore MSA comprises 94% of bank deposits and 90% of bank lending totals in Maryland and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under the Maryland Non-MSA. Within the state, Bank of America, N.A. operates 110 branch offices and 195 ATMs.

¹⁹ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Maryland is rated Outstanding. Based on a full-scope review, performance in the Baltimore MSA is excellent. Lending performance is highlighted by excellent geographic distribution of small loans to businesses, good geographic distribution of home mortgage loans, good borrower distributions for both home mortgage loans and small loans to businesses, good lending activity, and adequate geographic distribution of multi-family loans. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on a limited-scope review, performance in the Maryland Non-MSA is good and weaker than the overall Outstanding performance in Maryland. Weaker performance is due to a less favorable distribution of home mortgage and small business loans among geographies and borrowers of different income levels. Performance in the limited-scope AA did not negatively impact the Lending Test rating for Maryland.

INVESTMENT TEST

Investment Test performance in Maryland is rated Outstanding. Based on a full-scope review, performance is excellent in the Baltimore MSA. Bank of America, N.A. funded 66 investments in the state during 2000 and 2001 totaling \$49.4 million. As of year-end 2001, prior period investments totaled \$75.2 million. The largest investments in the Baltimore MSA totaled \$29.0 million and consisted of three LIHTCs, one Historical Tax Credit, and two equity investments in five single-family and multi-family housing projects. Those projects provided more than 400 housing units to LMI households. Strategic funding was provided to promote small business development. Investments were also made in three CDFIs. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on a limited-scope review, Investment Test performance in the Maryland Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in Maryland. Investments consisted of one CDFI and three QZAB, while other investments were primarily in the form of charitable contributions.

SERVICE TEST

Service Test performance in Maryland is rated High Satisfactory. Based on a full-scope review, performance in the Baltimore MSA is good. Bank of America, N.A. has good

branch accessibility in LMI geographies. The bank's hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. One branch closing in a moderate-income area was due to merger related reasons. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 18 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on a limited-scope review, performance in the Maryland Non-MSA is excellent and stronger than the overall High Satisfactory performance in Maryland. Stronger performance is due to more accessible retail delivery services to LMI areas. Performance in the limited-scope AA did not impact the Service Test rating for Maryland.

Refer to Tables 1-13 in the Maryland section of Appendix D for the facts and data that support all Test conclusions.

State of Missouri Rating

CRA Rating for the State ²⁰:	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Low Satisfactory</u>
The Service Test is rated:	<u>Low Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect good responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Investment volume that reflects an adequate level of responsiveness to the needs of the state; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in the State of Missouri

Bank of America, N.A. is the second largest banking financial institution in the Missouri rating area with 10.5% of the market share representing \$1.5 billion in deposits. The bank's primary competitor, Firststar Bank, N.A., has a deposit market share also of 10.5% with a deposit lead of approximately \$9 million. Of the bank's 31 rating areas, Missouri ranks twenty-third and accounts for less than 1% of total bank deposits. Bank of America, N.A. has six defined AAs in Missouri. The Springfield MSA comprises 26% of bank deposits and 25% of bank lending totals in Missouri and is the largest AA in the state. For purposes of this review, 3 AAs that are not MSAs have been combined under the Missouri Non-MSA. Within the state, Bank of America, N.A. operates 48 branch offices and 41 ATMs.

²⁰ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Missouri is rated High Satisfactory. Based on a full-scope review, performance in the Springfield MSA is good. Lending performance is highlighted by excellent geographic distribution of small loans to businesses, good geographic and borrower distribution of home mortgage loans, good lending activity, and adequate borrower distribution of small loans to businesses. The bank did not originate any community development loans during the assessment period. The offering of bank-wide flexible loan products enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Columbia MSA is excellent and stronger than its overall High Satisfactory performance in Missouri. Stronger performance resulted from higher levels of community development lending in the MSA. Performance in the Joplin MSA and Missouri Non-MSA is adequate and weaker than overall performance in the state due to a less favorable distribution of small business loans among geographies of different income levels. Performance in limited-scope AAs did not impact the Lending Test rating for Missouri.

INVESTMENT TEST

Investment Test performance in Missouri is rated Low Satisfactory. Based on a full-scope review, performance is adequate in the Springfield MSA. Bank of America, N.A. funded 35 investments in the state during 2000 and 2001 totaling \$1.3 million. As of year-end 2001, prior period investments totaled \$566,000. Investments in the Springfield MSA consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Joplin MSA is excellent and stronger than its overall Low Satisfactory performance in Missouri. Stronger performance is centered in a high amount of qualified investments relative to the bank's operations in the MSA. Performance in the Columbia MSA and the Missouri Non-MSA is poor and weaker than the bank's overall performance. Weaker performance is centered in a low amount of qualified investments relative to the bank's operations in the AAs. Investments consisted of one LIHTC. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not impact the Investment Test rating for Missouri.

SERVICE TEST

Service Test performance in Missouri is rated Low Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Service Test performance in Missouri due to less accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Springfield MSA is good. Bank of America, N.A. has excellent branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Springfield MSA, 17% of the customers using alternative delivery systems are LMI, compared to 24% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. One branch was closed in a low-income area. The bank provided an adequate level of community development services. Bank of America, N.A.'s work with five organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Columbia and Joplin MSAs is good and stronger than overall performance in the state due to more accessible retail delivery services to LMI areas. Performance in the Missouri Non-MSA is poor and weaker than its overall Low Satisfactory performance in Missouri. Performance in limited-scope AAs negatively impacted the Service Test rating for Missouri due to less accessible retail delivery services to LMI areas.

Refer to Tables 1-13 in the Missouri section of Appendix D for the facts and data that support all Test conclusions.

State of Nevada Rating

CRA Rating for the State ²¹:	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>Low Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Poor distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in the State of Nevada

Bank of America, N.A. is the second largest banking financial institution in the Nevada rating area with 19% of the market share representing \$1.1 billion in deposits. Primary competitors include Wells Fargo Bank Nevada, N.A. and Colonial Bank with deposit market shares of 31% and 10%, respectively. Of the bank's 31 rating areas, Nevada ranks twenty-fourth and accounts for less than 1% of total bank deposits. Bank of America, N.A. has two defined AAs in Nevada. The Reno MSA comprises 70% of bank deposits and 65% of bank lending totals in Nevada and is the largest AA in the state. For purposes of this review, the bank's Rural Nevada AA is listed as the Nevada Non-MSA. Within the state, Bank of America, N.A. operates 28 branch offices and 81 ATMs.

²¹ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Nevada is rated High Satisfactory. Weaker performance in the Nevada Non-MSA negatively impacted overall Lending Test performance primarily due to weaker geographic distributions of home mortgage loans and small loans to businesses.

Based on a full-scope review, performance in the Reno MSA is excellent. Lending performance in the Reno MSA is highlighted by an excellent level of lending activity, excellent geographic and borrower distribution of small loans to businesses, and adequate borrower distribution of home mortgage loans. The bank's positive performance was somewhat offset by poor geographic distribution of home mortgage loans. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Nevada Non-MSA is adequate and weaker than its overall High Satisfactory performance in the state. Weaker performance is due to a less favorable distribution of home mortgage and small business loans among geographies of different income levels. Performance in the limited-scope AA negatively impacted the bank's Lending Test rating for Nevada.

INVESTMENT TEST

Investment Test performance in Nevada is rated Outstanding. Based on a full-scope review, performance is excellent in the Reno MSA. Bank of America, N.A. funded 23 investments in the state during 2000 and 2001 totaling \$3.0 million. As of year-end 2001, prior period investments totaled \$9.5 million. The largest investments in the Reno MSA totaled \$2.5 million and consisted of one LIHTC that provided 25 housing units to LMI households. An investment was also made in one CDFI. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Nevada Non-MSA is adequate and weaker than its overall Outstanding performance in Nevada. Weaker performance is centered in a moderate amount of qualified investments relative to the bank's operations in the AA. Investments consisted of funding to one CDFI. Other investments were primarily in the form of charitable contributions. Weaker performance did not negatively impact the Investment Test rating for Nevada.

SERVICE TEST

Service Test performance in Nevada is rated Low Satisfactory. Based on a full-scope review, performance in the Reno MSA is adequate. There are no low-income census tracts in the Reno MSA. Bank of America, N.A. has poor branch accessibility in moderate-income geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Reno MSA, 21% of the customers using alternative delivery systems are LMI, compared to 29% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a limited level of community development services. Bank of America, N.A.'s work with three organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Nevada Non-MSA is good and stronger than its overall Low Satisfactory performance in the state. Stronger performance is due to more accessible retail delivery services to LMI areas. Performance in the limited-scope AA did not impact the Service Test rating for Nevada.

Refer to Tables 1-13 in the Nevada section of Appendix D for the facts and data that support all Test conclusions.

State of New Mexico Rating

CRA Rating for the New Mexico ²²: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: High Satisfactory

The Service Test is rated: High Satisfactory

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of New Mexico

Bank of America, N.A. is the second largest banking financial institution in the New Mexico rating area with 19% of the market share representing \$2.4 billion in deposits. Primary competitors include Wells Fargo Bank New Mexico, N.A. and Matrix Capital Bank with deposit market shares of 23% and 6%, respectively. Of the bank's 31 rating areas, New Mexico ranks nineteenth and accounts for slightly less than 1% of total bank deposits. Bank of America, N.A. has five defined AAs in New Mexico. The Albuquerque MSA comprises 65% of bank deposits and 65% of bank lending totals in New Mexico and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under the New Mexico Non-MSA. Within the state, Bank of America, N.A. operates 56 branch offices and 113 ATMs.

²² For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Lending Test performance in New Mexico is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Lending Test performance in New Mexico due to a less favorable distribution of small business loans among geographies of different income levels.

Based on a full-scope review, performance in the Albuquerque MSA is excellent. Lending performance in Albuquerque is highlighted by excellent lending activity and geographic distribution of small loans to businesses, good borrower distribution of small loans to businesses, good borrower distribution of home mortgage loans, and adequate geographic distribution of home mortgage loans. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Las Cruces MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Santa Fe MSA and New Mexico Non-MSA is adequate and weaker than the overall High Satisfactory performance in New Mexico. Performance in limited-scope AAs negatively impacted the Lending Test rating for New Mexico due to a less favorable distribution of small business loans among geographies of different income levels.

INVESTMENT TEST

Investment Test performance in New Mexico is rated High Satisfactory. Based on a full-scope review, performance is good in the Albuquerque MSA. Bank of America, N.A. funded 59 investments in the state during 2000 and 2001 totaling \$6.7 million. As of year-end 2001, prior period investments totaled \$13.0 million. The largest investment in the Albuquerque MSA totaled \$294,000 and consisted of one LIHTC that provided 40 housing units to LMI households. Investments were also made in two CDFIs. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Las Cruces and Santa Fe MSAs is excellent and stronger than its overall High Satisfactory performance in New Mexico. Stronger performance is centered in a high amount of qualified investments relative to the bank's operations in the MSAs. Performance in the New Mexico Non-MSA is adequate and weaker than the bank's overall performance. Weaker performance is centered in a moderate amount of qualified investments relative to the bank's operations in the AA. Investments consisted of three LIHTCs and funding for three CDFIs. Other

investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not impact the Investment Test rating for New Mexico.

SERVICE TEST

Service Test performance in New Mexico is rated High Satisfactory. Based on a full-scope review, performance in the Albuquerque MSA is good. Bank of America, N.A. has no branches in low-income tracts where only 3% of the AA population reside and good branch accessibility in moderate-income geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Albuquerque MSA, 17% of the customers using alternative delivery systems are LMI, compared to 29% of the population that is LMI. The bank's hours and services do not vary in a way that inconveniences the people living in the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 15 organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Las Cruces and Santa Fe MSAs is good and is not inconsistent with its overall High Satisfactory performance in New Mexico. Performance in the New Mexico Non-MSA is adequate and weaker than overall performance in the state due to less accessible retail delivery services to LMI areas as well as a less favorable record of opening and closing branches in the AA. Performance in limited-scope AAs did not negatively impact the Service Test rating for New Mexico.

Refer to Tables 1-13 in the New Mexico section of Appendix D for the facts and data that support all Test conclusions.

State of New York Rating

CRA Rating for the State ²³:	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of New York

Bank of America, N.A. has a relatively small presence in the New York rating area with less than 1% of the market share representing \$391.1 million in deposits. Chase Manhattan Bank and Citibank, N.A. hold primary market shares with 26% and 20%, respectively. Of the bank's 31 rating areas, New York ranks twenty-ninth and accounts for less than 1% of total bank deposits. Bank of America, N.A. has one defined AA in New York, New York MSA, which comprises 100% of bank deposits and 66% of bank lending totals in the state. Because there is only one defined AA in the state, no limited-scope reviews were performed. Within the state, Bank of America, N.A. operates one branch office and no ATMs.

²³ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in New York is rated High Satisfactory. Based on a full-scope review, performance in the New York MSA is good. Lending performance is highlighted by an excellent level of lending activity, excellent geographic distribution of multi-family loans, good geographic distribution of home mortgage loans, and adequate geographic and borrower distribution of small loans to businesses. Performance was somewhat offset by poor borrower distribution of home mortgage loans. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in New York is rated Outstanding. Based on a full-scope review, performance is excellent in the New York MSA. Bank of America, N.A. funded 22 investments in the state during 2000 and 2001 totaling \$11.3 million. As of year-end 2001, prior period investments totaled \$7.0 million. The largest investments in the MSA totaled \$10.1 million and consisted of an investment in a state mortgage agency as well as LIHTCs in 11 single-family and multi-family housing projects. Those LIHTC projects provided more than 570 housing units to LMI households. In addition, strategic funding was provided to promote small business development. Investments were also made in one CDFI. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

SERVICE TEST

Service Test performance in New York is rated High Satisfactory. Based on a full-scope review, performance in the New York MSA is good. Bank of America, N.A.'s only branch in the MSA is located in a low-income tract. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the New York MSA, 17% of the customers using alternative delivery systems are LMI, compared to 14% of the population that is LMI. The branch's hours and services do not vary in a way that inconveniences the people living in the area surrounding the Bank of America, N.A. branch office. Bank of America, N.A. did not

open or close any branches in the MSA during the evaluation period. The bank provided a limited level of community development services. Bank of America, N.A.'s work with three organizations during the evaluation period consistently addressed the community development needs of the MSA.

Refer to Tables 1-13 in the New York section of Appendix D for the facts and data that support all Test conclusions.

State of North Carolina Rating

CRA Rating for the State ²⁴:	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that positively impacted performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of North Carolina

Bank of America, N.A. is the fifth largest banking financial institution in the North Carolina rating area with 8% of the market share representing \$4.8 billion in deposits. Primary competitors include Branch Banking and Trust Company, the former Wachovia Bank, N.A., and the former First Union National Bank with deposit market shares of 21%, 18%, and 9%, respectively. Of the bank's 31 rating areas, North Carolina ranks twelfth and accounts for approximately 2% of total bank deposits. Bank of America, N.A. has 16 defined AAs in North Carolina. The Greensboro--Winston-Salem--High Point MSA comprises 25% of bank deposits and 25% of bank lending totals in North Carolina and is the largest AA in the state. For purposes of this review, 7 AAs that are not MSAs have

²⁴ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

been combined under the North Carolina Non-MSA. Within the state, Bank of America, N.A. operates 137 branch offices and 193 ATMs.

LENDING TEST

Lending Test performance in North Carolina is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Lending Test performance in North Carolina due to a less favorable distribution of small business and home mortgage loans among geographies and borrowers of different income levels.

Based on a full-scope review, performance in the Greensboro--Winston-Salem--High Point MSA is excellent. Lending performance in the Greensboro--Winston-Salem--High Point MSA is highlighted by excellent lending activity, excellent geographic distribution of small loans to businesses, good geographic and borrower distribution of home mortgage loans, and good borrower distribution of small loans to businesses. Community development lending had a significant positive impact on the bank's overall performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Greenville, Hickory-Morganton-Lenoir, Jacksonville, and Wilmington MSAs as well as North Carolina Non-MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Asheville MSA is excellent and stronger than the overall High Satisfactory performance in North Carolina. Stronger performance is due to a more favorable distribution of home mortgage and small business loans among geographies of different income levels. Performance in the Fayetteville, Goldsboro, and Raleigh-Durham-Chapel Hill MSAs is adequate and weaker than the overall High Satisfactory performance in North Carolina. Performance in limited-scope AAs negatively impacted the Lending Test rating for North Carolina due to a less favorable distribution of small business and home mortgage loans, respectively, among geographies and borrowers of different income levels.

INVESTMENT TEST

Investment Test performance in North Carolina is rated Outstanding. Based on a full-scope review, performance is excellent in the Greensboro--Winston-Salem--High Point MSA. Bank of America, N.A. funded 74 investments in the state during 2000 and 2001 totaling \$22.6 million. As of year-end 2001, prior period investments totaled \$26.0 million. The largest investments made in the Greensboro--Winston-Salem--High Point MSA totaled \$4.4 million and consisted of two LIHTCs that provided more than 85 housing units to LMI households. Bank of America, N.A. also made investments in two

organizations that provided strategic funding to promote small business development. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Asheville, Greenville, and Raleigh-Durham-Chapel Hill MSAs as well as the North Carolina Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in North Carolina. Performance is adequate and weaker in the Fayetteville, Hickory-Morganton-Lenoir, and Wilmington MSAs while it is poor in the Goldsboro and Jacksonville MSAs. Weaker performance is centered in lower amounts of qualified investments relative to the bank's operations in the MSAs. Investments made in limited-scope AAs consisted of four LIHTCs, two CDFIs, and investments in organizations that provide funding to small businesses. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating for North Carolina.

SERVICE TEST

Service Test performance in North Carolina is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Service Test performance in North Carolina due to less accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Greensboro--Winston-Salem--High Point MSA is excellent. Bank of America, N.A. has excellent branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Greensboro--Winston-Salem--High Point MSA, 10% of the customers using alternative delivery systems are LMI, compared to 18% of the population that is LMI. Hours and services do not vary in a way that inconveniences the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 15 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Fayetteville, Goldsboro, Hickory-Morganton-Lenoir, and Raleigh-Durham-Chapel Hill MSAs as well as the North Carolina Non-MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Asheville and Wilmington MSAs is excellent and stronger than overall performance in the state. Performance is stronger due to more accessible retail delivery services to LMI areas. Performance in the Greenville and Jacksonville MSAs is adequate and very poor, respectively, and is weaker than overall performance in the state. Performance in limited-scope AAs negatively impacted the

Service Test rating for North Carolina due to less accessible retail delivery services to LMI areas.

Refer to Tables 1-13 in the North Carolina section of Appendix D for the facts and data that support all Test conclusions.

State of Oklahoma Rating

CRA Rating for the State ²⁵: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: High Satisfactory

The Service Test is rated: High Satisfactory

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Oklahoma

Bank of America, N.A. is the second largest banking financial institution in the Oklahoma rating area with slightly more than 8% of the market share representing \$1.9 billion in deposits. Primary competitors include Bank of Oklahoma, N.A. and Bank One, Oklahoma, N.A. with deposit market shares of 18% and 8%, respectively. Of the bank's 31 rating areas, Oklahoma ranks twenty-first and accounts for less than 1% of total bank deposits. Bank of America, N.A. has five defined AAs in Oklahoma. The Oklahoma City MSA comprises 45% of bank deposits and 47% of bank lending totals in Oklahoma and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under the Oklahoma Non-MSA. Within the state, Bank of America, N.A. operates 48 branch offices and 39 ATMs.

²⁵ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Oklahoma is rated High Satisfactory. Based on a full-scope review, performance in the Oklahoma City MSA is good. Lending performance is highlighted by excellent geographic and borrower distribution of small loans to businesses, good geographic distribution of home mortgage loans, adequate lending activity, and adequate borrower distribution of home mortgage loans. The bank did not originate any community development loans during the assessment period. The offering of bank-wide flexible loan products enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Tulsa MSA is good and is not inconsistent with its overall High Satisfactory performance in Oklahoma. Performance in the Enid MSA and Oklahoma Non-MSA is adequate and weaker than the overall High Satisfactory performance in the state. Weaker performance resulted from a less favorable distribution of small business loans among geographies of different income levels. Performance in limited-scope AAs did not negatively impact the Lending Test rating for Oklahoma.

INVESTMENT TEST

Investment Test performance in Oklahoma is rated High Satisfactory. Stronger performance in limited-scope AAs positively impacted the overall Investment Test performance in Oklahoma due to a high amount of qualified investments relative to the bank's operations in those AAs.

Based on a full-scope review, performance is adequate in the Oklahoma City MSA. Bank of America, N.A. funded 39 investments in the state during 2000 and 2001 totaling \$6.2 million. As of year-end 2001, prior period investments totaled \$646,000. The largest investment in the Oklahoma City MSA totaled \$250,000 and was made to one CDFI. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Enid and Tulsa MSAs and the Oklahoma Non-MSA is excellent and stronger than its bank's overall High Satisfactory performance in Oklahoma. Stronger performance is centered in a high amount of qualified investments relative to the bank's operations in the AAs. Investments consisted of two LIHTCs, while other investments were primarily in the form of charitable contributions. Stronger performance in limited-scope AAs positively impacted the overall Investment Test performance in Oklahoma.

SERVICE TEST

Service Test performance in Oklahoma is rated High Satisfactory. Based on a full-scope review, performance in the Oklahoma City MSA is good. Bank of America, N.A. has good branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Oklahoma City MSA, 21% of the customers using alternative delivery systems are LMI, compared to 29% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a relatively high level of community development services. Bank of America, N.A.'s work with 13 organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Oklahoma Non-MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Enid and Tulsa MSAs is excellent and stronger than overall performance in the state due to more accessible retail delivery services to LMI areas as well as a more favorable record of opening and closing branches in the AA. Performance in limited-scope AAs did not impact the Service Test rating for Oklahoma.

Refer to Tables 1-13 in the Oklahoma section of Appendix D for the facts and data that support all Test conclusions.

State of Oregon Rating

CRA Rating for the State ²⁶:	<u>Satisfactory</u>
The Lending Test is rated:	<u>Low Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>Low Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that had a positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in the State of Oregon

Bank of America, N.A. is the fourth largest banking financial institution in the Oregon rating area with 7% of the market share representing \$1 billion in deposits. Primary competitors include U.S. Bank, N.A.; Wells Fargo Bank Northwest, N.A.; and Washington Mutual Bank with deposit market shares of 18%, 11.9%, and 11.6%, respectively. Of the bank's 31 rating areas, Oregon ranks twenty-fifth and accounts for less than 1% of total bank deposits. Bank of America, N.A. has five defined AAs in Oregon. The Salem MSA comprises 12% of bank deposits and 18% of bank lending totals in Oregon and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have

²⁶ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

been combined under the Oregon Non-MSA. Within the state, Bank of America, N.A. operates 36 branch offices and 72 ATMs.

LENDING TEST

Lending Test performance in Oregon is rated Low Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Lending Test performance in Oregon due to community development lending levels that provided less positive impact than in the Salem MSA.

Based on a full-scope review, performance in the Salem MSA is good. Lending performance in Salem is highlighted by excellent lending activity, good borrower distribution of small loans to businesses, and adequate geographic distribution of home mortgage loans. The aforementioned performance was offset by poor geographic distribution of small loans to businesses, poor borrower distribution of home mortgage loans and small loans to farms, and very poor geographic distribution of small farm loans. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Corvallis and Eugene-Springfield MSAs is stronger than the overall Low Satisfactory performance in Oregon. Performance is good in the Corvallis and Eugene-Springfield MSAs due to a more favorable distribution of small business loans among geographies and borrowers of different income levels. Performance in the Medford MSA and Oregon Non-MSA is adequate and is not inconsistent with its overall Low Satisfactory performance in the state. Performance in limited-scope AAs negatively impacted the Lending Test rating for Oregon due to community development lending levels that provided a less positive impact than in the full-scope rating area.

INVESTMENT TEST

Investment Test performance in Oregon is rated Outstanding. Based on a full-scope review, performance is excellent in the Salem MSA. Bank of America, N.A. funded 36 investments in the state during 2000 and 2001 totaling \$14.4 million. As of year-end 2001, prior period investments totaled \$15.1 million. The largest investments in the Salem MSA totaled \$3.8 million and consisted of a LIHTC in one affordable housing project providing 34 units to LMI households. The bank also invested in one CDFI. Other investments consisted primarily of contributions to local organizations providing housing services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Eugene-Springfield MSA and the Oregon Non-MSA is excellent and is not inconsistent with the overall Outstanding performance in Oregon. Performance in the Corvallis and Medford MSAs is good and weaker than the bank's overall performance. Weaker performance is centered in a moderate amount of qualified investments relative to the bank's operations in the AAs. Investments made in limited-scope AAs consisted of two LIHTCs and funds provided to four CDFIs. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating for Oregon.

SERVICE TEST

Service Test performance in Oregon is rated Low Satisfactory. Weaker performance in limited-scope AAs negatively impacted the overall Service Test performance in Oregon due to less accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Salem MSA is good. Bank of America, N.A. serves this MSA with four branches, one of which is located in a moderate-income tract. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Salem MSA, 5% of the customers using alternative delivery systems are LMI, compared to 10% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a limited level of community development services. Bank of America, N.A.'s work with three organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Corvallis, Eugene-Springfield, and Medford MSAs is good and is stronger than its overall Low Satisfactory performance in the state. Performance in the Oregon Non-MSA is poor and weaker than overall performance in the state. Weaker performance is due to less accessible retail delivery services to LMI areas. Performance in limited-scope AAs negatively impacted the Service Test rating for Oregon.

Refer to Tables 1-13 in the Oregon section of Appendix D for the facts and data that support all Test conclusions.

State of South Carolina Rating

CRA Rating for the State ²⁷:	<u>Satisfactory</u>
The Lending Test is rated:	<u>Low Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and borrowers of different income levels throughout its AAs;
- Community development lending levels that positively impacted performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of South Carolina

Bank of America, N.A. is the second largest banking financial institution in the South Carolina rating area with 13% of the market share representing \$4.1 billion in deposits. Primary competitors include the former Wachovia Bank, N.A. and Branch Banking and Trust Company of South Carolina with deposit market shares of 16% and 12%, respectively. Of the bank's 31 rating areas, South Carolina ranks fourteenth and accounts for approximately 1% of total bank deposits. Bank of America, N.A. has 11 defined AAs in South Carolina. The Greenville-Spartanburg-Anderson MSA comprises 31% of bank deposits and 31% of bank lending totals in South Carolina and is the largest AA in the state. For purposes of this review, 5 AAs that are not MSAs have been

²⁷ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

combined under the South Carolina Non-MSA. Within the state, Bank of America, N.A. operates 120 branch offices and 171 ATMs.

LENDING TEST

Performance under the Lending Test in South Carolina is rated Low Satisfactory. Based on a full-scope review, performance in the Greenville-Spartanburg-Anderson MSA is good. Lending performance in the Greenville-Spartanburg-Anderson MSA is highlighted by excellent lending activity, good geographic and borrower distributions of small loans to businesses, and adequate geographic and borrower distributions for home mortgages. Overall performance was positively impacted by the bank's community development lending in the AA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited scope reviews, Lending Test performance in the Charleston-North Charleston, Columbia, and Sumter MSAs is adequate and is not inconsistent with the overall Low Satisfactory performance in South Carolina. Performance in the Florence and Myrtle Beach MSAs along with the South Carolina Non-MSA is poor and weaker than the overall Low Satisfactory performance in the state. Weaker performance resulted from a less favorable distribution of home mortgage loans among borrowers of different income levels. Performance in the limited-scope AAs negatively impacted the overall Lending Test rating for South Carolina.

INVESTMENT TEST

Investment Test performance in South Carolina is rated Outstanding. Based on a full-scope review, performance is excellent in the Greenville-Spartanburg-Anderson MSA. Bank of America, N.A. funded 63 investments in the state during 2000 and 2001 totaling \$30.2 million. As of year-end 2001, prior period investments totaled \$9.7 million. The largest investments in the Greenville-Spartanburg-Anderson MSA totaled \$5.4 million and consisted of LIHTCs in two multi-family housing projects. Those LIHTC projects provided more than 85 housing units to LMI households. The bank also invested in two QZABs. Other investments consisted primarily of contributions to local organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Charleston-North Charleston, Florence, and Sumter MSAs as well as the South Carolina Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in South Carolina. Performance is adequate and weaker in the Columbia MSA while it is poor in the Myrtle Beach MSA. Weaker performance is centered in a lower amount of qualified investments relative to the bank's operations in the MSAs. Investments made in limited-

scope AAs consisted of three LIHTCs and one QZAB. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating for South Carolina.

SERVICE TEST

Service Test performance in South Carolina is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Service Test performance in South Carolina due to less accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Greenville-Spartanburg-Anderson MSA is excellent. Bank of America, N.A. has excellent branch accessibility in LMI geographies. The bank's hours and services do not vary in a way that inconveniences the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank closed one office in a low-income tract where the receiving branch was located less than one mile away. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 23 organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Florence and Sumter MSAs as well as the South Carolina Non-MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Charleston-North Charleston and Columbia MSAs is excellent and stronger than overall performance in South Carolina. Stronger performance is due to more accessible retail delivery services to LMI areas. Performance in the Myrtle Beach MSA is very poor and weaker than overall performance in South Carolina. Performance in limited-scope AAs negatively impacted the Service Test performance for South Carolina due to less accessible retail delivery services to LMI areas.

Refer to Tables 1-13 in the South Carolina section of Appendix D for the facts and data that support all Test conclusions.

State of Tennessee Rating

CRA Rating for the State ²⁸:	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>Low Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows adequate responsiveness to banking needs.

Description of Institution's Operations in the State of Tennessee

Bank of America, N.A. is the fourth largest banking financial institution in the Tennessee rating area with 10% of the market share representing \$4.3 billion in deposits. Primary competitors include First Tennessee Bank, N.A., AmSouth Bank, and SunTrust Bank with deposit market shares of 21%, 13%, and 11%, respectively. Of the bank's 31 rating areas, Tennessee ranks thirteenth and accounts for approximately 1% of total bank deposits. Bank of America, N.A. has eight defined AAs in Tennessee. The Nashville MSA comprises 61% of bank deposits and 54% of bank lending totals in Tennessee and is the largest AA in the state. For purposes of this review, 3 AAs that are not MSAs

²⁸ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

have been combined under the Tennessee Non-MSA. Within the state, Bank of America, N.A. operates 92 branch offices and 140 ATMs.

LENDING TEST

Lending Test performance in Tennessee is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted overall Lending Test performance in Tennessee due to a less favorable distribution of home mortgage loans among geographies of different income levels.

Based on a full-scope review, performance in the Nashville MSA is excellent. Lending performance in Nashville is highlighted by excellent lending activity, excellent geographic distribution of small loans to businesses and farms, adequate geographic and borrower distribution of home mortgage loans, and adequate borrower distribution of small loans to businesses. Performance was offset by poor borrower distribution of small loans to farms. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Memphis MSA is excellent and stronger than its overall High Satisfactory performance in the state. Stronger performance resulted from a more favorable distribution of home mortgage loans among borrowers of different income levels as well as higher levels of community development lending. Performance in the Chattanooga, Clarksville-Hopkinsville, and Knoxville MSAs as well as Tennessee Non-MSA is weaker than the overall High Satisfactory performance in Tennessee. Performance is adequate in the Chattanooga, Clarksville-Hopkinsville, and Knoxville MSAs and poor in the Tennessee Non-MSA. Performance in limited-scope AAs negatively impacted the Lending Test rating in Tennessee due to a less favorable distribution of home mortgage loans among geographies of different income levels.

INVESTMENT TEST

Investment Test performance in Tennessee is rated Outstanding. Based on a full-scope review, performance is excellent in the Nashville MSA. Bank of America, N.A. funded 113 investments in the state during 2000 and 2001 totaling \$52.4 million. As of year-end 2001, prior period investments totaled \$19.0 million. The largest investments in the Nashville MSA totaled \$9.5 million and consisted of one LIHTC and four equity investments in five single-family and multi-family housing projects. Those projects provided nearly 400 housing units to LMI households. Investments were also made in two CDFIs. Other investments consisted primarily of contributions to local organizations

providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Chattanooga, Knoxville, and Memphis MSAs is excellent and is not inconsistent with its overall Outstanding performance in Tennessee. Performance is poor and weaker in the Clarksville-Hopkinsville MSA and the Tennessee Non-MSA. Weaker performance is centered in a low amount of qualified investments relative to the bank's operations in the AAs. Investments made in limited-scope AAs consisted of four significant housing related investments as well as funding to three CDFIs. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not negatively impact the Investment Test rating for Tennessee.

SERVICE TEST

Service Test performance in Tennessee is rated Low Satisfactory. Weaker performance in limited-scope AAs negatively impacted the overall Service Test performance in Tennessee due to less accessible retail delivery services to LMI areas.

Based on a full-scope review, performance in the Nashville MSA is good. Bank of America, N.A. has excellent branch accessibility in LMI geographies. The bank's hours and services do not vary in a way that inconveniences the MSA. Branch openings and closings have generally not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a limited level of community development services. Bank of America, N.A.'s work with five organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Chattanooga, Clarksville-Hopkinsville, and Knoxville MSAs is excellent and stronger than its overall Low Satisfactory performance in Tennessee. Stronger performance is due to more accessible retail delivery services to LMI areas and to a more favorable record of branch openings and closings. Performance in the Memphis MSA and Tennessee Non-MSA is poor and weaker than overall performance in the state. Performance in limited-scope AAs negatively impacted the Service Test rating for Tennessee due to less accessible retail delivery services to LMI areas.

Refer to Tables 1-13 in the Tennessee section of Appendix D for the facts and data that support all Test conclusions.

State of Utah Rating

CRA Rating for the State ²⁹ :	<u>Satisfactory</u>
The Lending Test is rated:	<u>High Satisfactory</u>
The Investment Test is rated:	<u>Outstanding</u>
The Service Test is rated:	<u>High Satisfactory</u>

The major factors that support this rating include:

- Lending levels that reflect adequate responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Adequate distribution of Bank of America, N.A.'s loans among geographies and poor distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that had a significant positive impact on performance in the state;
- Investment volume that reflects an excellent level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Utah

Bank of America, N.A. has a relatively small presence in the Utah rating area with less than 1% of the market share representing \$4.8 million in deposits. Merrill Lynch Bank USA and American Express Centurion Bank hold primary market shares with 73% and 5%, respectively. Of the bank's 31 rating areas, Utah ranks thirty-first and accounts for significantly less than 1% of total bank deposits. Bank of America, N.A. has one defined AA in Utah, Salt Lake City-Ogden MSA, which comprises 100% of bank deposits and lending totals in the state. Because there is only one defined AA in the state, no limited-scope reviews were performed. Within the state, Bank of America, N.A. operates one branch office and no ATMs.

²⁹ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Utah is rated High Satisfactory. Based on a full-scope review, performance in the Salt Lake City-Ogden MSA is good. Lending performance is highlighted by good geographic distribution of small loans to businesses, adequate lending activity, and adequate geographic distribution of home mortgage loans. Performance was offset by poor borrower distribution of home mortgage and small loans to businesses. The bank's community development lending had a significant positive impact on performance in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

INVESTMENT TEST

Investment Test performance in Utah is rated Outstanding. Based on a full-scope review, performance is excellent in the Salt Lake City-Ogden MSA. Bank of America, N.A. funded three investments in the state during 2000 and 2001 totaling \$275,000. As of year-end 2001, the bank had no prior period investments outstanding. Bank of America, N.A. made one investment to a CDFI located in the Salt Lake City-Ogden MSA. Other investments consisted of contributions to a local housing organization to support infrastructure needs.

SERVICE TEST

Service Test performance in Utah is rated High Satisfactory. Based on a full-scope review, performance in the Salt Lake City-Ogden MSA is good. Although Bank of America, N.A. has no physical presence in LMI tracts, the bank has only one branch in the entire AA. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Salt Lake City-Ogden MSA, 23% of the customers using alternative delivery systems are LMI, compared to 20% of the population that is LMI. The bank's hours and services are tailored to the convenience and needs of the people living in the area surrounding the Bank of America, N.A. branch office. Bank of America, N.A. did not open or close any branches in the MSA during the evaluation period. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with four organizations during the evaluation period occasionally addressed the community development needs of the MSA.

Refer to Tables 1-13 in the Utah section of Appendix D for the facts and data that support all Test conclusions.

State of Virginia Rating

CRA Rating for the State ³⁰: Satisfactory

The Lending Test is rated: High Satisfactory

The Investment Test is rated: High Satisfactory

The Service Test is rated: High Satisfactory

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and adequate distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that positively impacted performance in the state;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows good responsiveness to banking needs.

Description of Institution's Operations in the State of Virginia

Bank of America, N.A. is the second largest banking financial institution in the Virginia rating area with 12.56% of the market share representing \$6.2 billion in deposits. Primary competitors include SunTrust Bank and the former Wachovia Bank, N.A. with deposit market shares of 13.92% and 12.53%, respectively. Of the bank's 31 rating areas, Virginia ranks ninth and accounts for approximately 2% of total bank deposits. Bank of America, N.A. has 11 defined AAs in Virginia. The Richmond-Petersburg MSA comprises 36% of bank deposits and 32% of bank lending totals in Virginia and is the largest AA in the state. For purposes of this review, 5 AAs that are not MSAs have been combined under the Virginia Non-MSA. Within the state, Bank of America, N.A. operates 124 branch offices and 184 ATMs.

³⁰ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

LENDING TEST

Performance under the Lending Test in Virginia is rated High Satisfactory. Based on a full-scope review, performance in the Richmond-Petersburg MSA is good. Lending performance is highlighted by excellent lending activity, good geographic and borrower distribution of small loans to businesses, and adequate geographic and borrower distribution of home mortgage loans. Overall performance was positively impacted by the bank's community development lending in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Lynchburg MSA is good and is not inconsistent with its overall High Satisfactory performance in the state. Performance in the Norfolk-Virginia Beach-Newport News MSA is excellent and stronger than overall performance in the state due to higher levels of community development lending. Performance in the Charlottesville, Danville, and Roanoke MSAs as well as the Virginia Non-MSA is adequate and weaker than overall performance in the state. This weaker performance was due to a less favorable distribution of home mortgage loans among borrowers of different income levels. Performance in limited-scope AAs did not impact Lending Test performance for Virginia.

INVESTMENT TEST

Investment Test performance in Virginia is rated High Satisfactory. Weaker performance in limited-scope AAs negatively impacted the overall Investment Test rating in Virginia due to a lower amount of qualified investments relative to the bank's operations in those AAs.

Based on a full-scope review, performance is excellent in the Richmond-Petersburg MSA. Bank of America, N.A. funded 142 investments in the state during 2000 and 2001 totaling \$20.4 million. As of year-end 2001, prior period investments totaled \$16.8 million. The largest investments in the Richmond-Petersburg MSA totaled \$15.8 million and consisted of six LIHTCs in single-family and multi-family housing projects. Those projects provided more than 450 housing units to LMI households. The bank also invested in one QZAB and three CDFIs. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Lynchburg and Norfolk-Virginia Beach-Newport News MSAs is good and is not inconsistent with the overall High Satisfactory performance in Virginia. Performance in the Charlottesville, Danville, and Roanoke MSAs as well as the Virginia Non-MSA is weaker than its overall

High Satisfactory performance in Virginia. Weak performance is adequate in the Charlottesville and Roanoke MSAs and the Virginia Non-MSA, while it is poor in the Danville MSA. Weaker performance is centered in a lower amount of qualified investments relative to the bank's operations in the AAs. Investments consisted of two LIHTCs, two QZABs, and funds provided to two CDFIs. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs negatively impacted the Investment Test rating in Virginia.

SERVICE TEST

Service Test performance in Virginia is rated High Satisfactory. Based on a full-scope review, performance in the Richmond–Petersburg MSA is good. Bank of America, N.A. has good branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Richmond-Petersburg MSA, 14% of the customers using alternative delivery systems are LMI, compared to 28% of the population that is LMI. The bank's hours and services do not vary in a way that inconveniences the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided a relatively high level of community development services. Bank of America, N.A.'s work with 12 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Danville MSA is good and is not inconsistent with its overall High Satisfactory performance in Virginia. Performance in the Charlottesville, Norfolk–Virginia Beach–Newport News, and Roanoke MSAs and the Virginia Non-MSA is excellent and stronger than overall performance in the state. Stronger performance is due to more accessible retail delivery services to LMI areas. Performance in the Lynchburg MSA is adequate and weaker than overall performance in the state. Weaker performance is due to less accessible retail delivery services to LMI areas. Performance in limited-scope AAs did not impact the Service Test rating for Virginia.

Refer to Tables 1-13 in the Virginia section of Appendix D for the facts and data that support all Test conclusions.

State of Washington Rating

CRA Rating for the State ³¹: Outstanding

The Lending Test is rated: Outstanding

The Investment Test is rated: High Satisfactory

The Service Test is rated: Outstanding

The major factors that support this rating include:

- Lending levels that reflect excellent responsiveness by Bank of America, N.A. to the credit needs of its AAs within the state;
- Good distribution of Bank of America, N.A.'s loans among geographies and good distribution among borrowers of different income levels throughout its AAs;
- Community development lending levels that positively impacted performance in the state;
- Investment volume that reflects a good level of responsiveness to the needs of the state; and
- Provision of services that shows excellent responsiveness to banking needs.

Description of Institution's Operations in the State of Washington

Bank of America, N.A. is the largest banking financial institution in the Washington rating area with 21% of the market share representing \$13.4 billion in deposits. Primary competitors include Washington Mutual Bank and U.S. Bank, N.A. with deposit market shares of 16% and 11%, respectively. Of the bank's 31 rating areas, Washington ranks fifth and accounts for approximately 4% of total bank deposits. Bank of America, N.A. has ten defined AAs in Washington. The Seattle-Bellevue-Everett MSA comprises 75% of bank deposits and 65% of bank lending totals in Washington and is the largest AA in the state. For purposes of this review, 2 AAs that are not MSAs have been combined under

³¹ For institutions with branches in two or more states in a multistate MSA, this statewide evaluation does not reflect performance in the parts of this state contained within the multistate MSA. Refer to the multistate MSA rating and discussion for the rating and evaluation of the institution's performance in that area.

the Washington Non-MSA. Within the state, Bank of America, N.A. operates 225 branch offices and 440 ATMs.

LENDING TEST

Performance under the Lending Test in Washington is rated Outstanding. Based on a full-scope review, performance in the Seattle-Bellevue-Everett MSA is excellent. Lending performance is highlighted by excellent lending activity, excellent geographic distribution of home mortgage and small loans to businesses, good borrower distribution of home mortgage and small loans to businesses, good geographic distribution of small loans to farms, adequate borrower distribution of small loans to farms, and adequate geographic distribution of multi-family loans. Overall performance was positively impacted by the bank's community development lending in the MSA. The offering of bank-wide flexible loan products also enhanced Lending Test performance in the state. Refer to the Charlotte-Gastonia-Rock Hill (NC-SC) multistate MSA section of this Evaluation for information regarding product flexibility.

Based on limited-scope reviews, Lending Test performance in the Bellingham and Yakima MSAs is excellent and is not inconsistent with its overall Outstanding performance in the state. Performance in the Bremerton, Olympia, Richland-Kennewick-Pasco, Spokane, and Tacoma MSAs as well as the Washington Non-MSA is weaker than overall performance in the state. Performance in the Olympia, Richland-Kennewick-Pasco, Spokane, and Tacoma MSAs as well as the Washington Non-MSA is good while performance in the Bremerton MSA is adequate. Weaker performance resulted from a less favorable distribution of home mortgage loans to geographies and borrowers of different income levels. Performance in limited-scope AAs did not negatively impact the Lending Test rating for Washington.

INVESTMENT TEST

Investment Test performance in Washington is rated High Satisfactory. Based on a full-scope review, Investment Test performance is good in the Seattle-Bellevue-Everett MSA. Bank of America, N.A. funded 142 investments in the state during 2000 and 2001 totaling \$28.0 million. As of year-end 2001, prior period investments totaled \$45.2 million. The largest investments in the Seattle-Bellevue-Everett MSA totaled \$15.4 million and consisted of seven LIHTCs, which provided more than 225 housing units to LMI households. The bank also invested in one QZAB and three CDFIs as well as provided strategic funding to promote small business development. Other investments consisted primarily of contributions to local or regional organizations providing community development, housing, and financial services to LMI areas or individuals.

Based on limited-scope reviews, Investment Test performance in the Bremerton, Olympia, and Yakima MSAs is good and is not inconsistent with the overall High Satisfactory performance in Washington. Performance in the Bellingham and Tacoma MSAs as well as the Washington Non-MSA is excellent and stronger than the overall state performance rating. Stronger performance is centered in a high level of qualified investments relative to the bank's operations in the AAs. Performance in the Richland-Kennewick-Pasco and Spokane MSAs is adequate and weaker than the overall state rating. Weaker performance is centered in a moderate level of qualified investments relative to the bank's operations in the MSAs. Investments made in limited-scope AAs consisted of four LIHTCs, two QZABs, and three CDFIs. Other investments were primarily in the form of charitable contributions. Performance in limited-scope AAs did not impact the Investment Test rating for Washington.

SERVICE TEST

Service Test performance in Washington is rated Outstanding. Based on a full-scope review, performance in the Seattle-Bellevue-Everett MSA is excellent. Bank of America, N.A. has excellent branch accessibility in LMI geographies. Bank of America, N.A.'s use of telephone and electronic banking delivery systems improved access by LMI individuals to retail banking services. In the Seattle-Bellevue-Everett MSA, 16% of the customers using alternative delivery systems are LMI, compared to 18% of the population that is LMI. Hours and services are tailored to the convenience and needs of the people living in the MSA. Branch openings and closings have not adversely affected accessibility of the bank's delivery systems, particularly in LMI geographies. The bank provided an excellent level of community development services. Bank of America, N.A.'s work with 34 organizations during the evaluation period consistently addressed the community development needs of the MSA.

Based on limited-scope reviews, Service Test performance in the Richland-Kennewick-Pasco, Spokane, Tacoma, and Yakima MSAs as well as the Washington Non-MSA is excellent and is not inconsistent with its overall Outstanding performance in the state. Performance in the Bellingham, Bremerton, and Olympia MSAs is weaker than overall performance in Washington due to less accessible retail delivery services to LMI areas. Performance in the Bellingham, Bremerton, and Olympia MSAs is good. Performance in limited-scope AAs did not negatively impact the Service Test rating for Washington.

Refer to Tables 1-13 in the Washington section of Appendix D for the facts and data that support all Test conclusions.