

From: Branch Experience Survey <branchexperiencesurvey@opinion.bankofamerica.com>
To: Kester, Tonykester@aging.sc.gov
Date: 1/6/2015 1:23:10 AM
Subject: We would like to hear from you about your recent branch experience.

[Start the Survey](#)

Approximate time to complete: 8 minutes

Dear ANTHONY C KESTER,

Thank you for using Bank of America for your banking needs. Your feedback helps us understand how well we are meeting your expectations.

Bank of America has commissioned Maritz Research, a marketing research firm, to help collect valuable customer feedback about your experience at the Bank of America branch you recently visited. This information will be used to help ensure the best possible experiences for you and other customers.

Please be assured that all your responses will be reported in aggregate, and that your individual responses will be kept confidential. At no time will you be asked to discuss account numbers or personal details of your account.

The survey should take about 8 minutes of your time and is available 24 hours a day until January 11, 2015.

To access the survey, simply click on the "Start the Survey" button above, or copy and paste the following address into your web browser:

<https://www.bankofamericasurvey.com/26b8d3ca/plat/index.php?ticket=005tp7naa7>

Si gusta tomar la encuesta en español, por favor haga clic en o copie el domicilio a continuación en su navegador web:

<https://www.bankofamericasurvey.com/26b8d3ca/plat/index.php?ticket=005tp7naa7>

This survey is sent by Maritz Research, a Bank of America business partner, on behalf of Bank of America.

If you have any questions or concerns about the survey, please reply to this email.

Please do not include any financially sensitive information, such as an account number, PIN, password, or Online ID.

If you have any questions about your account, please either call the phone number on your account statement or use the [Contact Us](#) page.

To ensure you receive important information and updates regarding your account(s), Bank of America encourages you to review your contact information and establish your contact priorities the next time you are in Online Banking, visit a Banking Center or call Customer Service

For an explanation of how Bank of America keeps your personal information safe, please refer to the Bank of America [Privacy Policy](#).

If you no longer wish to receive emails for this survey, please click [unsubscribe](#).