

Recognized by J.D. Power for financial wellness support



Bank of America is certified by J.D. Power for providing outstanding client satisfaction for financial wellness support.

The J.D. Power Financial Health Support Certification ProgramSM recognized our commitment to supporting financial health and for providing an outstanding level of satisfaction with financial health support offerings.



Helping people live financially better is our core mission, and this certification recognizes our commitment to holistic financial wellness. We are delivering individualized guidance to help people make informed financial decisions based on their own unique needs and providing suggested next steps to help them take action to their goals. As we continue to provide more personalized and meaningful experiences, we strive to make financial wellness feel more approachable, relevant and attainable — ensuring that everyone has the opportunity to live their best financial lives.

J.D. Power 2022 Financial Health Support CertificationSM awarded February 28, 2022, is based on exceeding customer experience benchmarks using client surveys and a best practices verification. For more information, visit jdpower.com/awards. The J.D. Power Financial Health and Advice Program explores the financial literacy and wellness of retail customers and provides insights to help financial institutions better target education, support and tools that improve customer financial health. It is designed to segment and profile banking customers based on financial health and to assess how well their primary institution is addressing the needs of each segment. To become certified, a company must successfully pass a detailed audit and also perform within the top 20 percent of the annual J.D. Power Financial Health & Advice Program, which measures the financial health support services received from their bank or card issuer. The ranking or ratings shown here may not be representative of all client experiences because they reflect an average or sampling of the client experiences. These rankings or ratings are not indicative of any future performance or investment outcome. Participation in this survey was paid for by Bank of America.

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