

Leadership Through Innovation



RETIREMENT & BENEFIT PLAN SERVICES

At Bank of America Merrill Lynch, we're committed to innovation in retirement and benefits. That means that our proven benefits professionals aren't just going to meet your needs—they seek to exceed them by delivering insightful information and the latest in integrated benefits solutions. All to help keep you and your employees well positioned for any financial benefit challenges that come your way today, tomorrow and well into the future.

What sets us apart

Bank of America Merrill Lynch is among the nation's leading providers of employee benefit plan services. With more than 41,000 retirement and benefit plans, with 4.6 million plan participants and \$258.2 billion in client balances,¹ we can offer your organization the perspective of a retirement industry leader and a full range of benefit options. Regardless of your company size, we are able to deliver solutions and services that align with your current and future needs and those of your employees in the following areas:

Integrated Services

Enjoy greater simplicity and economies of scale—while your employees gain a greater appreciation of the full value of your benefits program.

Advice and Guidance

Guidance specially tailored to improve your benefits plan offering and personalized advice to help your employees improve their financial wellness, delivered in the way they choose.²

Open Architecture

Delivers the flexibility to choose and adjust your retirement plan investment menu based on a truly open investment architecture.

Proven Benefits Professionals

Our Merrill Lynch Financial Advisors and specialized service teams are highly experienced and specially trained, delivering innovative, cost-effective, and sound guidance to you and your employees.

Beyond Retirement

With our broad array of financial products, tools and educational resources, you have everything you may need to help your employees manage their multiple financial needs—beyond retirement.

Demonstrating leadership through client-focused innovation

Integrated Services Experience true benefits integration with the flexibility to grow and change with the needs of your business and deliver more value to your employees. Highlights of our Integrated Benefits Platform include:

Defined Contribution	Defined Benefit	Equity Compensation	Nonqualified Deferred Compensation	Executive Services	Health Savings Accounts
<ul style="list-style-type: none"> ■ Plan sponsor solutions ■ Investment consulting ■ Advice solutions 	<ul style="list-style-type: none"> ■ Institutional trust & custody ■ Advisory & risk ■ Actuarial & benefit consulting ■ Discretionary solutions 	<ul style="list-style-type: none"> ■ Equity plan solutions ■ Consulting & financial reporting solutions 	<ul style="list-style-type: none"> ■ Hedging services ■ Personalized advisory services for executives 	<ul style="list-style-type: none"> ■ Executive trading programs ■ Wealth management services ■ Diversification & liquidity strategies 	<ul style="list-style-type: none"> ■ Integrated savings solutions for pre- and post-retirement medical expenses

PLUS our Benefits OnLine® web portal gives your plan participants access to retirement planning and education tools; and allows them to transact and view account information.

Advice and Guidance Imagine guidance specially tailored to address your benefits plan—and advice to help your employees improve their financial wellness. Our advice is always personalized, unbiased and can be delivered in a multitude of ways—by phone, online and in-person. Highlights include:

- **Advice Access²:** Help your employees become more financially secure with advice that’s tailored to their individual situations. With Advice Access, plan participants can receive as much assistance as they’d like, from ongoing professional investment management to a one-time asset allocation recommendation, delivered in the manner they choose—online, over the phone or in person—so they can take greater control of their financial futures.
- **Registered Phone Representatives:** Our representatives are uniquely qualified and have comprehensive licenses so they can seamlessly handle a wide variety of products from defined contribution plans to health savings accounts. It’s one of the reasons why our industry-leading contact center has been recognized by J.D. Power and Associates for providing “An Outstanding Customer Service Experience” eight times in a row.³

Open Architecture Benefit from an open investment architecture featuring thousands of nonproprietary funds and hundreds of investment managers. That’s true choice. Highlights include:

- **Stable Value Offerings:** We don’t just talk about open investment architecture. We prove our commitment by providing a choice of several nonproprietary stable value funds. And now we offer more stable value funds than ever before.⁴
- **Self-Directed Brokerage:** When you want to give your employees even greater investment choice, offer them a self-directed brokerage through Bank of America Merrill Lynch. It not only offers participants greater flexibility, it also offers them a choice of managing their portfolios on their own or with a Merrill Lynch Financial Advisor.⁵

Proven Benefits Professionals Our Merrill Lynch Financial Advisors and specialized service teams are highly experienced and specially trained in the retirement and benefits space. Highlights include:

- **Plan Sponsor Solutions:** Bringing together everything from plan design and compliance to investment consulting, our Plan Sponsor Solutions team helps you conveniently build the appropriate benefits program.
- **Premier Retirement Benefits Advisors:** Our Merrill Lynch Financial Advisors who have earned the title of Premier Retirement Benefits Advisors have completed a rigorous assessment process and training program before qualifying to work with your organization. They’re prepared to add ongoing value to your benefits plan and help ensure that your employees have access to tools that can lead them down the path to financial wellness.

Beyond Retirement We design programs to help participants plan holistically, as retirement is only one piece of the financial puzzle. They’ll gain greater appreciation for your benefits program as a result. Highlights include:

- **Employee Financial Services (EFS):** This new program delivers the full capabilities of Bank of America to employees. With services ranging from banking and health savings accounts to retirement and investing, Employee Financial Services is available in a variety of channels, from in-person guidance to online, self-directed resources.
- **Mobile Experience:** Our award-winning⁶ online retirement & benefits plan platform, Benefits OnLine®, is now mobile, allowing participants to view account balances and information, as well as access vital communications about how to maximize their benefits while on the go.

Award-winning plan sponsor and participant services

The retirement industry has taken notice of Bank of America Merrill Lynch's Retirement & Benefit Plan Services. We have received multiple awards recognizing the exceptional service we provide to employers and employees.



2012 J.D. Power and Associates Certification for Outstanding Customer Service³

J.D. Power and Associates has recognized the Bank of America Merrill Lynch's Retirement & Benefits Contact Center for providing "An Outstanding Customer Service Experience" eight times in a row (2005-2012), and we are the first-ever call center to receive this distinction.

The DALBAR Communications Seal

The DALBAR Communications Seal is the recognition awarded to financial service communications that display excellence in meeting the needs of plan participants. Bank of America Merrill Lynch has received honors for our:

- Benefits OnLine® — Plan Participant Website⁶
- Plan Participant Statement⁷— rated "Excellent" for the 12th year in a row, with #1 ranking
- Total Retirement Statement⁷— #1 ranking with highest rating of "very good"

2011 PLANSPONSOR Best in Class Honors⁸

Bank of America Merrill Lynch received 30 "Best in Class" honors for participant and plan sponsor services and achieved first place rankings in the mega market.

Received #1 Ratings in the 2011 Group 5 Stock Plan Administration Study⁹

Bank of America Merrill Lynch received #1 ratings for "Completely Satisfied Clients" and "Executive Services". The study also reported outstanding ratings for overall service for plan sponsors and participants and overall satisfaction, loyalty, value and retention.

PLANSPONSOR®

GROUP 5

Bank of America Merrill Lynch continually enhances and innovates our retirement and benefit plan offerings to make sure employers and their employees have access to an appropriate financial strategy for today and for the long term.

To Learn More Contact:
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Experience the difference that Bank of America Merrill Lynch's Retirement & Benefit Plan Services can mean for your organization. For more information about our retirement and benefit plan services, please contact your Merrill Lynch Financial Advisor or visit www.benefitplans.baml.com.

- ¹ Source: Bank of America. Bank of America Merrill Lynch's Retirement Services is part of Global Wealth and Investment Management (GWIM), the wealth and investment management division of Bank of America Corporation. As of March 31, 2012, Retirement Services had client balances of \$258.2 billion. Client Balances consists of assets under management, client brokerage assets and deposits of GWIM retirement plan participants held at Bank of America, N.A. and affiliated banks.
- ² Investment advice is provided to participants solely through the Advice Access service.
- ³ The Call Center Certification Program focuses on critical areas of customer satisfaction by rewarding best practices that are aligned with customer needs. For certification status, a call center operation must pass a detailed audit and perform within the top 20 percent of customer service, based on J.D. Power and Associates' cross industry customer satisfaction research. The evaluation criteria used during the survey include: courtesy of the customer service representative (CSR); knowledge of the CSR; the CSR's concern for the customer's questions and/or problem; usefulness of the information provided; convenience of customer service operating hours; ease of getting through to CSR; and the timely resolution of the customer's problem, question or request. Certification is valid for one year. For J.D. Power and Associates 2012 Call Center Certification ProgramSM information, visit www.jdpower.com.
- ⁴ Investing in stable value products is typically more involved than investing in other diversified fund offerings. Plan sponsors will need to sign participation agreements and other documents with the stable value product's sponsor; will also be required to meet certain eligibility criteria; and such investments are typically subject to plan-level withdrawal restrictions that may limit plan liquidity.
- ⁵ A Merrill Lynch Financial Advisor is not permitted by law to provide recommendations or advice on participant SDB accounts. However, when participants enroll in SDB Advisor Advantage, managed account solutions typically available to Merrill Lynch brokerage accounts may be available for use with the SDB account, within the legal guidelines. Certain conditions, including minimum balances, may apply.
- ⁶ For the 3rd Quarter 2011, DALBAR, Inc. examined 44 websites tailored to defined contribution plan participants. Websites are scored on a 100-point scale in criteria grouped into five broad categories: Functions, Usability, Content Currency, Consistency, and Behavior Centric. Websites that earn 80-100 points are designated "excellent." Benefits OnLine[®] received a score of 87.71 and an "excellent" rating.
- ⁷ For the year ending 2011, DALBAR, Inc. examined defined contribution (DC) statements from 25 financial service providers, and total retirement (TR) statements from 5 financial service providers. Statements are scored on a 100-point scale in criteria grouped into four broad categories: Calculated to be Understood, Primary Content, Secondary Content & Design and Statement Formats. Statements that earn 80-100 points are designated "excellent." Statements that earn 70-79 points are designated "very good." The DC statement earned a score of 87.55, the highest awarded in its category. The TR statement earned a score of 77.90, the highest awarded in its category.
- ⁸ Ratings were based on results from 6,885 plan sponsors that replied to the 2011 PLANSPONSOR DC Survey questionnaire. 47 plan providers obtained the minimum required 35 survey responses to be considered for awards. "Best in Class" awards are given to qualified providers with average scores in the top quartile for each individual category, across both participant and sponsor services, within each plan asset size: Micro (under \$5 million); Small (\$5-50 million); Mid (\$50-200 million); Large (\$200 million-\$1 billion); and Mega (over \$1 billion). For additional details, please refer to the November 2011 issue of PLANSPONSOR Magazine or go to www.plansponsor.com.
- ⁹ Bank of America Merrill Lynch's satisfaction ratings are based on 2011 responses from 131 plan sponsors representing 333 equity compensation plans in Group Five's annual study of stock plan sponsors' satisfaction with their plan administration service conducted from May to July 2011. #1 ratings are based on receiving the highest percentage of clients who gave the maximum rating for overall satisfaction on a 5-point scale. Outstanding ratings indicate Bank of America Merrill Lynch is among the plan administrators who received the highest percentage of clients rating of 4 or 5 for overall satisfaction on a 5-point scale. Group Five is a leading corporate services research firm in the financial services industry. By surveying companies, employees and investors worldwide for over 20 years, Group Five has become the most knowledgeable and independent source for client satisfaction information in the shareholder service and stock plan industries.

Investors should consider the investment objectives, risks, charges and expenses of investment options carefully before investing. This, and additional information about the investment options, can be found in the prospectuses and, if available, the summary prospectuses which can be obtained on Benefits OnLine[®] at www.benefits.ml.com or by calling Merrill Lynch at (800) 228-401K. Investors should read the prospectuses and, if available, the summary prospectuses carefully before investing.

The Advice Access service uses a probabilistic approach to determine the likelihood that participants in the service may be able to achieve their stated goals and/or to identify a range of potential wealth outcomes that could be realized. Additionally, the recommendations provided by Advice Access do not consider an individual's comfort level with investment risk, and may include a higher level of investment risk than a participant may be personally comfortable with. Participants are strongly advised to consider their personal goals, overall risk tolerance, and retirement horizon before accepting any recommendations made by Advice Access. Participants should carefully review the explanation of the methodology used, including key assumptions and limitations, which is provided in the Advice Access disclosure statement. It can be obtained through Benefits OnLine[®] or through your Bank of America Merrill Lynch representative.

IMPORTANT: *The projections or other information shown in the Advice Access service regarding the likelihood of various investment outcomes are hypothetical in nature, do not reflect actual investment results and are not guarantees of future results. Results may vary with each use and over time.*

Bank of America Merrill Lynch is a marketing name for the Retirement Services business of Bank of America Corporation ("BAC"). Banking and fiduciary activities are performed by wholly owned banking affiliates of BAC, including Bank of America, N.A., member FDIC. Brokerage services are performed by wholly owned brokerage affiliates of BAC, including Merrill Lynch, Pierce, Fenner & Smith Incorporated ("MLPF&S"), a registered broker-dealer and member SIPC.

Investment products:

Are Not FDIC Insured	Are Not Bank Guaranteed	May Lose Value
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