





P.O. Box 15284  
Wilmington, DE 19850

SILVIA CARRILLO SEGURA  
5917 CARMELITA AVE APT 58  
HUNTINGTON PARK, CA 90255-3346

**Customer service information**

-  Customer service: 1.800.432.1000
- TDD/TTY users only: 1.800.288.4408
- En Español: 1.800.688.6086
-  [bankofamerica.com](http://bankofamerica.com)
-  Bank of America, N.A.  
P.O. Box 25118  
Tampa, FL 33622-5118

 Please see the **Important Messages - Please Read** section of your statement for important details that could impact you.

## Your Adv Plus Banking

for April 11, 2020 to May 8, 2020

Account number: 3251 3987 6822

**SILVIA CARRILLO SEGURA**

### Account summary

Beginning balance on April 11, 2020	\$0.00
Deposits and other additions	2,093.42
Withdrawals and other subtractions	-2,003.96
Checks	-0.00
Service fees	-0.00
<b>Ending balance on May 8, 2020</b>	<b>\$89.46</b>

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## IMPORTANT INFORMATION: BANK DEPOSIT ACCOUNTS

**How to Contact Us** - You may call us at the telephone number listed on the front of this statement.

**Updating your contact information** - We encourage you to keep your contact information up-to-date. This includes address, email and phone number. If your information has changed, the easiest way to update it is by visiting the Help & Support tab of Online Banking.

**Deposit agreement** - When you opened your account, you received a deposit agreement and fee schedule and agreed that your account would be governed by the terms of these documents, as we may amend them from time to time. These documents are part of the contract for your deposit account and govern all transactions relating to your account, including all deposits and withdrawals. Copies of both the deposit agreement and fee schedule which contain the current version of the terms and conditions of your account relationship may be obtained at our financial centers.

**Electronic transfers: In case of errors or questions about your electronic transfers** - If you think your statement or receipt is wrong or you need more information about an electronic transfer (e.g., ATM transactions, direct deposits or withdrawals, point-of-sale transactions) on the statement or receipt, telephone or write us at the address and number listed on the front of this statement as soon as you can. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

- Tell us your name and account number.
- Describe the error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

For consumer accounts used primarily for personal, family or household purposes, we will investigate your complaint and will correct any error promptly. If we take more than 10 business days (10 calendar days if you are a Massachusetts customer) (20 business days if you are a new customer, for electronic transfers occurring during the first 30 days after the first deposit is made to your account) to do this, we will provisionally credit your account for the amount you think is in error, so that you will have use of the money during the time it will take to complete our investigation.

For other accounts, we investigate, and if we find we have made an error, we credit your account at the conclusion of our investigation.

**Reporting other problems** - You must examine your statement carefully and promptly. You are in the best position to discover errors and unauthorized transactions on your account. If you fail to notify us in writing of suspected problems or an unauthorized transaction within the time period specified in the deposit agreement (which periods are no more than 60 days after we make the statement available to you and in some cases are 30 days or less), we are not liable to you and you agree to not make a claim against us, for the problems or unauthorized transactions.

**Direct deposits** - If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you may call us to find out if the deposit was made as scheduled. You may also review your activity online or visit a financial center for information.

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### Deposits and other additions

Date	Description	Amount
04/17/20	AMERICAN INTERNA DES:DIRECT DEP ID:735051725159K&E INDN:CARRILLO SEGUR,SILV CO ID:9111111101 PPD	669.48
04/27/20	Zelle Transfer Conf# T0823R2JJ; JOSHUA ARCINIEGA	50.00
05/01/20	AMERICAN INTERNA DES:DIRECT DEP ID:503055338257K&E INDN:CARRILLO SEGUR,SILV CO ID:9111111101 PPD	673.94
05/04/20	MAKWA FINANCE CR DES:ONLINE PMT ID:200501213021OL6 INDN:SILVIA CARRILLO CO ID:9029452642 WEB	700.00

**Total deposits and other additions** **\$2,093.42**

### Withdrawals and other subtractions

Date	Description	Amount
04/17/20	PURCHASE 0416 Netflix.com 866-5797172 CA	-12.99
04/20/20	BKOFAMERICA ATM 04/20 #000002220 WITHDRWL BELL BELL CA	-600.00
04/21/20	CHECKCARD 0420 SQ *TWIN'S CATERING SUN VALLEY CA 24492150111740207842704	-6.00
04/23/20	CHECKCARD 0422 SQ *TWIN'S CATERING SUN VALLEY CA 24492150113854292024769	-4.00
04/24/20	WAL-MART #2886 04/24 #000137009 PURCHASE WAL-MART #2886 PICO RIVERA CA	-10.98
04/24/20	RITE AID STORE 04/24 #000929464 PURCHASE RITE AID STORE - BELL GARDENS CA	-12.03
04/29/20	SUPERIOR GROCE 04/29 #000893028 PURCHASE SUPERIOR GROCERS MAYWOOD CA	-20.25
05/04/20	DOLLAR BOX 05/03 #000201811 PURCHASE DOLLAR BOX MAYWOOD CA	-8.54
05/04/20	CHECKCARD 0504 ARCO #42289 COMMERCE CA	-23.52
05/05/20	BKOFAMERICA ATM 05/05 #000009821 WITHDRWL BELL BELL CA	-400.00
05/05/20	JAVIER TACO ME 05/05 #000052609 PURCHASE JAVIER TACO MEXIC BELL CA	-35.65
05/06/20	CHECKCARD 0504 AT&T S896 5788 HUNTINGTON PACA 24493980127821937007783	-270.00
05/08/20	BKOFAMERICA ATM 05/08 #000002973 WITHDRWL BELL GARDENS BELL GARDENS CA	-600.00

**Total withdrawals and other subtractions** **-\$2,003.96**

Thank you for being a Bank of America® customer

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## Important Messages - Please Read

We want to make sure you stay up-to-date on changes, reminders, and other important details that could impact you.

### **We are here to help – Important Information about Coronavirus Support**

The health and well-being of you and our employees remains our top priority. We are providing support by offering our clients payment deferrals through our Client Assistance Program. In addition, you may also be eligible for an Economic Impact Payment, sometimes referred to as a 'stimulus check', as part of the US Government's emergency coronavirus-related funding in the CARES Act.

### **How to request a payment deferral**

Through our Client Assistance Program we can defer credit card, vehicle and/or home loan payment(s) and waive or refund certain account fees to help keep you on track. Visit our Client Resource Site at [bankofamerica.com/HelpfulResources](http://bankofamerica.com/HelpfulResources). Simply click the link to request a payment deferral and then sign in to Online Banking and follow the instructions.

### **What you need to know about receiving an Economic Impact Payment**

For the most up-to-date information including whether you are eligible, how you will get paid and when you will receive payment, please visit [IRS.gov/coronavirus](http://IRS.gov/coronavirus).

### **How you can prepare**

- Get our Mobile Banking app (footnote 1) by visiting [bankofamerica.com/mobilebanking](http://bankofamerica.com/mobilebanking).
- Set up alerts to be notified when you receive your direct deposit. Go to 'Help & Support' in Online Banking or ask Erica® (footnote 2), your virtual financial assistant, to 'set up alerts' in our Mobile Banking app.
- If you need to locate your account and electronic routing information to provide to the IRS for direct deposit, click 'Quick View' under your account in Online Banking or ask Erica, your virtual financial assistant for 'help with account and routing numbers' in our Mobile Banking app.
- If you are receiving your payment by check, avoid the trip by quickly depositing your check using our Mobile Banking app (footnote 3). Learn more at [bankofamerica.com/mobiledeposit](http://bankofamerica.com/mobiledeposit).
- Go to [bankofamerica.com/locator](http://bankofamerica.com/locator) to find nearby ATMs that accept check deposits. If you must visit a financial center, we encourage you to follow CDC guidelines at [cdc.gov/coronavirus](http://cdc.gov/coronavirus) with social distancing and wear a protective mask.

### **How to protect yourself against fraud**

To help keep your account information secure during this period, make sure your contact information is up to date so we can stay in touch. Remember, if we need to reach out to you, we will NEVER ask for personal or financial information or an access code through email, text, or unsolicited calls. Visit our Security Center at [bankofamerica.com/Security](http://bankofamerica.com/Security) or the Federal Trade Commission's Coronavirus Scam Tips at [consumer.ftc.gov](http://consumer.ftc.gov) for tips on how to recognize potential scams and learn more about how to keep your accounts secure.

We will continue to share updates on our Client Resource Site at [bankofamerica.com/HelpfulResources](http://bankofamerica.com/HelpfulResources).

Footnotes are spelled out so the text can be translated by vision disability screen reader programs.

(footnote 1) Mobile Banking requires that you download the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply.

(footnote 2) The mobile feature, Erica, is only available in the English language. The feature requires that you download the latest version of the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply.

(footnote 3) Mobile Check Deposits are subject to verification and not available for immediate withdrawal. Other restrictions apply. In the Mobile Banking app menu, select Deposit Checks, then Help for details and other terms and conditions. Message and data rates may apply.

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