

2023 Bank of America Employee Assistance Program Summary of Material Modifications

For part-time employees working fewer than 20 hours per week and interns

What's a summary of material modifications?

A summary of material modifications (SMM) is a legally required document that details changes made to a summary plan description (SPD), which is a comprehensive description of the benefits and rules of a plan. We issue an SMM when we make changes to a plan.

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What does this document include?

This document includes a summary of coverage changes that we made to the Employee Assistance Program (EAP) under the Bank of America Group Benefits Program effective Jan. 1, 2023 (unless otherwise noted). This document provides an overview of the changes by topic.

Who is this document for?

This document is for part-time employees working fewer than 20 hours per week, interns and their beneficiaries who are participating in the Bank of America Group Benefits Program.

This SMM should be read in conjunction with the *2020 Bank of America Employee Assistance Program SPD* (2020 EAP SPD), the *2021 Bank of America Employee Assistance Program SMM* (2021 EAP SMM) and the *2022 Bank of America Employee Assistance Program SMM* (2022 EAP SMM). Please keep this document with your other Bank of America benefit plan materials so you'll have up-to-date information on your benefit plans.

You can view the 2020 EAP SPD, together with the 2021, 2022 and 2023 EAP SMMs, online at any time at [HR Connect > Benefits > Health > Eligibility & enrollment > Resources > Summary Plan Descriptions and Summaries of Material Modifications](#) or by logging in to [My Benefits Resources](#) (mybenefitsresources.bankofamerica.com).

If you have questions about your Employee Assistance Program benefit or would like a paper copy of these materials, contact the Global HR Service Center at **800.556.6044**. Representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern (excluding certain holidays).

Employee Assistance Program

Change: Availability of onsite Employee Assistance Program (EAP) services

*The following information relates to the **Overview of services** section on page 4 of the online version of the 2020 EAP SPD. Additions to the previously documented information are highlighted in gray. Also, as noted in the 2022 EAP SMM, the number of face-to-face counseling sessions was increased to 12 sessions (from six visits as documented in the 2020 EAP SPD).*

Overview of services

EAP services are available 24 hours a day, seven days a week, and offer:

- Unlimited confidential telephone consultations
- Up to 12 face-to-face counseling sessions per issue at no cost

Counseling sessions must be provided by a participating EAP counselor and arranged by calling **866.327.2725** (TTY: dial 711 then 866.327.2725). In-person EAP visits may be available in certain locations. If additional counseling beyond the 12 visits is required or needed, the EAP counselor will assist you in identifying an appropriate behavioral health provider under your medical benefits plan. For all additional counseling sessions, you may be responsible for any out-of-pocket expenses.

EAP resources are available online by visiting [HR Connect \(Benefits > Emotional wellness\)](#) for easy web access. From your personal computer or device, go to member.lifecare.com (registration code **BAC**).

Take advantage of confidential counseling services when you need:

- Counseling for critical needs: If you're facing a serious life issue — like marital troubles, an illness or injury, grief and loss, alcohol or substance misuse or a mental health condition — counselors can help provide personalized guidance or access to resources.
- Support for day-to-day stressors: Counselors can help you, your spouse or partner and members of your household consider solutions for common everyday stressors and responsibilities.

Deletion: Note with EAP contact information

*The **Note** on page 6 of the online version of the 2020 EAP SPD has been deleted in its entirety.*

Contact information

If you have questions about your benefits or the information in this SMM, please call the Global HR Service Center at **800.556.6044**. Representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern (excluding certain holidays).

The EAP is available to all U.S.-based employees, interns and international assignees whose designated home or host country is the U.S., regardless of the number of regularly scheduled work hours. The terms of the EAP set forth in this SMM apply to those employees who are regularly scheduled to work fewer than 20 hours per week and interns. The EAP terms applicable to employees working 20 hours per week or more and international assignees whose designated home or host country is the U.S. are set forth in the 2021 Bank of America Health & Insurance SPD and any SMMs subsequently issued with regard to that SPD.

This document is a summary of material modifications (SMM) of the 2020 Bank of America Employee Assistance Program Summary Plan Description (2020 EAP SPD). The Employee Assistance Program (“EAP” or the “plan”) is a component plan under the Bank of America Group Benefits Program (“Group Benefits Program”). Except as modified or clarified by this SMM, the 2022 EAP SMM and the 2021 EAP SMM, the 2020 EAP SPD remains in effect. This 2023 EAP SMM, the 2022 EAP SMM, the 2021 EAP SMM and the 2020 EAP SPD together describe the Employee Assistance Program as revised and effective on and after Jan. 1, 2023.

This SMM supersedes and replaces any prior communications, policies, rules, practices, standards and guidelines to the contrary, whether written or oral. Receipt of this SMM does not make you eligible for a benefit described in this SMM, the 2022 EAP SMM, 2021 EAP SMM or the 2020 EAP SPD; you must meet all requirements for such a benefit. If there is any conflict or inconsistency between the information in this SMM and the terms of the official plan documents or policies, the official plan documents and policies govern.

This document is provided in English. If you have difficulty understanding any part of this document, call the Global HR Service Center for assistance at **800.556.6044**. Representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern (excluding certain holidays).

For convenience, the terms “Bank of America,” “bank” and “company” are used in this document to refer to Bank of America Corporation (the plan sponsor), as well as all companies in the Bank of America controlled group of corporations whose employees participate in the Group Benefits Program. The use of these terms does not mean that you are an employee of Bank of America Corporation. You remain solely an employee of the company that directly pays your wages.

Bank of America is solely responsible for the content of this document. This communication provides information about certain Bank of America benefits. Receipt of this document does not automatically entitle you to benefits offered by Bank of America.

Every effort has been made to ensure the accuracy of this communication. However, if there are discrepancies between this communication and the official plan documents and policies, the plan documents and policies will always govern. Bank of America retains the discretion to interpret the terms or language used in any of its communications according to the provisions contained in the plan documents and policies. Bank of America also reserves the right to amend or terminate any benefit plan or policy in its sole discretion at any time for any reason.

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