

Consumer Real Estate
Executive Customer Relations

February 12, 2008

Dr. Joseph Zernik
2415 Saint George St.
Los Feliz, CA 90027

Re: Bank of America Agreement Proposed Acquisition of Countrywide

Dear Dr. Zernik:

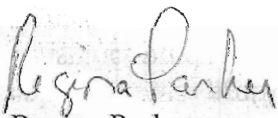
Thank you for your inquiry regarding the recent announcement regarding the proposal of Bank of America to purchase Countrywide. This is an important advancement in our desire to help customers and clients meet all of their financial needs.

This is a rare opportunity to add the leading mortgage company to our other leading products and services. We now will have an opportunity to better serve customers and to enhance future profitability. Countrywide customers will gain access to a broad set of consumer products, including credit cards and deposit services. We believe this is the right decision for customers, shareholders, and employees.

The proposed acquisition is anticipated to close in the third quarter of 2008. The transaction remains subject to regulatory and shareholder approval. Because the acquisition has not yet occurred, Bank of America and Countrywide continue to operate as two separate companies.

Thank you for your interest in these matters. Bank of America continues to be committed to providing consumers with the best the industry has to offer.

Sincerely,


Regina Parker
Customer Advocate
Office of the Chairman