



Christine Channels Head of Community Banking and Client Protection

Christine Channels is Head of Community Banking and Client Protection, serving Consumer & Small Business clients at Bank of America.

Christine is responsible for Bank of America's Community Banking, which aims to increase financial resilience and create economic mobility by making investments that align with the Community Reinvestment Act, Hispanic-Latino priorities and technology initiatives. The Community Banking team also strives to provide jobs as well as access to core banking products and services, loans and capital to help communities grow and thrive.

Leading Client Protection, Christine oversees operations related to fraud prevention, detection and resolution, ensuring clients' finances and information are kept safe and secure. This includes fraud detection and prevention, claims, recovery, billing, disputes, anti-money laundering, controls, operational excellence and employee conduct.

Christine and her leadership team are also responsible for designing and implementing Operational Excellence efforts in support of the 70,000 employees in Consumer & Small Business to drive responsible growth, deliver client care and foster a strong risk culture in an operationally sound environment.

Christine joined the company in 2002 and has held various leadership roles within Consumer as well as Compliance and Global Technology & Operations.

She currently serves as chairman of the board for the Consumer Bankers Association and on the boards of the American Red Cross and the Charlotte Ballet. She also actively supports Junior Achievement, devoting time to volunteer in local schools.