

1. TOTAL FULL SERVICE STAND-ALONE BRANCHES

Include	<ul style="list-style-type: none">• Full service stand-alone branches
Exclude	<ul style="list-style-type: none">• In-store branches• Branches that have no lobby

Answer: _____

Format: 0

2. TOTAL IN-STORE, "MINI", AND DRIVE-UP ONLY BRANCHES

Include	<ul style="list-style-type: none">• In-store branches• Branches with no lobby
Exclude	<ul style="list-style-type: none">• Full service stand-alone branches

Answer: _____

Format: 0

3. # OF MONETARY TELLER TRANSACTIONS PER MONTH

Include	<ul style="list-style-type: none">• Total number of monetary transactions completed in the branches
Exclude	<ul style="list-style-type: none">• Inquiry and record transactions that must be done in conjunction with financial transactions• Teller transactions conducted through an Interactive Teller Machine (ITM) which are covered in separate ITM questions

Answer: _____

Format: 0

4. # OF NEW DEPOSIT ACCOUNTS OPENED PER MONTH

Include	<ul style="list-style-type: none">• All new deposit accounts opened in the branches (i.e. checking, money market, savings, CDs, IRAs)
Exclude	<ul style="list-style-type: none">• CDs that were renewed• Accounts opened in other channels (i.e. call center, mobile or online)

Answer: _____

Format: 0

5. OF NEW DEPOSIT ACCOUNTS OPENED PER MONTH, HOW MANY WERE PERSONAL CHECKING ACCOUNTS?

Include	<ul style="list-style-type: none">• Personal checking accounts
Exclude	<ul style="list-style-type: none">• Business checking accounts

Answer: _____

Format: 0

6. OF NEW DEPOSIT ACCOUNTS OPENED PER MONTH, HOW MANY WERE BUSINESS CHECKING ACCOUNTS?

Include	<ul style="list-style-type: none">• Business checking accounts
Exclude	<ul style="list-style-type: none">• Personal checking accounts

Answer: _____

Format: 0

7. # OF DEPOSIT ACCOUNTS CLOSED PER MONTH

Include	<ul style="list-style-type: none">• All closed checking, money market, savings and early withdrawal of CDs• Matured CD accounts that do not renew
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Answer: _____

Format: 0

8. OF DEPOSIT ACCOUNTS CLOSED PER MONTH, HOW MANY WERE PERSONAL CHECKING ACCOUNTS?

Include	<ul style="list-style-type: none">• Personal checking accounts
Exclude	<ul style="list-style-type: none">• Business checking accounts• All other deposit accounts (savings, money market, CD's)

Answer: _____

Format: 0

9. ANNUAL INCOME FROM RETAIL DEPOSIT SERVICE CHARGES

Include	<ul style="list-style-type: none">• Monthly service charges• Traveler's checks, money orders, check cashing• Safe deposit box rental income• Income from selling checks
Exclude	<ul style="list-style-type: none">• ATM surcharge/interchange income (See 'Cards and Payments' [04])• Non Sufficient Funds/overdraft fees (See 'Cards and Payments' [04])• Business account analysis

Answer: _____

Format: \$0 Min 0

10. ESTIMATE THE PERCENTAGE (%) OF BRANCH HEADCOUNT THAT IS PART-TIME / PEAK-TIME VERSUS FULL-TIME

Instructions	The value must be between 0 and 100
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Answer: _____

Format: 0% Min 0 Max 100

11. # OF INTERACTIVE TELLER MACHINES (ITM) DEPLOYED

Include	<ul style="list-style-type: none">Interactive Teller Machines with video interface
Exclude	<ul style="list-style-type: none">ATM's (see 'Cards and Payments' [04])

Answer: _____

Format: 0 Min 0

12. # OF INTERACTIVE TELLER MACHINE (ITM) TRANSACTIONS / MONTH

Include	<ul style="list-style-type: none">Monthly average for the annualized 12-month reporting period
Exclude	<ul style="list-style-type: none">ATM transactions (See 'Cards and Payments' [04])

Answer: _____

Format: 0 Min 0

13. INTERACTIVE TELLER MACHINE ANNUAL COSTS

Include	<ul style="list-style-type: none">Annual maintenanceAnnual hardware depreciation
Exclude	<ul style="list-style-type: none">Cash replenishment

Answer: _____

Format: \$0 Min 0

14. NAME OF INTERACTIVE TELLER MACHINE VENDOR

- ☐ Diebold
- ☐ Hyosung
- ☐ NCR

15. CENTRALIZED TELLER FTE FOR INTERACTIVE TELLER MACHINES

Include	<ul style="list-style-type: none">Conducting transactions through Interactive Teller Machine (ITM)BalancingInteractive Teller Machine (ITM) support
Exclude	<ul style="list-style-type: none">'In-person' Tellers (See 'Tellers, Float Tellers FTE' [01])Debit support functions (See 'Debit Support FTE' [04])ATM loading (See 'Branch-Other function' [01])Terminal and circuit monitoring (See 'ATM/ITM Support FTE' [04])

Answer: _____

Format: 0.00 Min 0

16. BRANCH MANAGERS FTE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of FTE according to HR roster (Allocation of functions will be asked in separate question)
Exclude	<ul style="list-style-type: none">• Assistant Managers/Head Tellers (See next question [01])• Investment Advisors (See 'In-House Investment Advisors' [10A])• Mortgage Loan Agents (See 'Mortgage Loan Originators' [07])• Commercial Loan Officers (See 'Commercial Loan Officer' [08])• Interactive Teller Machine(ITM) Tellers (See ' Centralized Teller FTE' [01])

Answer: _____

Format: 0.00

17. ASSISTANT MANAGERS, HEAD TELLERS FTE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of FTE according to HR roster (Allocation of functions will be asked in a separate question)
Exclude	<ul style="list-style-type: none">• Branch Managers FTE• Tellers / Float Tellers FTE

Answer: _____

Format: 0.00 Min 0

18. TELLERS, FLOAT TELLERS FTE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of FTE according to HR roster (Allocation of the tellers' functions will be asked in separate question)
Exclude	<ul style="list-style-type: none">• Centralized Teller FTE for Interactive Teller Machines (ITM). (See previous 'Centralized Teller FTE' [01])

Answer: _____

Format: 0.00

19. PLATFORM (SERVICE REPRESENTATIVES) FTE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of FTE according to HR roster (Allocation of functions will be asked in separate question)
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Answer: _____

Format: 0.00

20. RETAIL LOAN OFFICER FTE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of FTE according to HR roster (Allocation of functions will be asked in separate question)
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Answer: _____

Format: 0.00

21. OTHER BRANCH FTE

Include	<ul style="list-style-type: none">• Greeters• Receptionists• Other branch FTE not included in above categories
Exclude	<ul style="list-style-type: none">• Retail management FTE (See 'Retail Management FTE' [01])• Retail delivery support FTE (See 'Retail Delivery Support FTE' [01])• Centralized Teller FTE (See 'Centralized Teller FTE' [01])

Answer: _____

Format: 0.00

22. ALLOCATE FTE BY FUNCTIONS. ESTIMATE A BLENDED MONTHLY AVERAGE ALLOCATION OF THE FUNCTIONS LISTED IN ROWS 1 THROUGH 10 FOR THE FTE LISTED IN EACH COLUMN.

Instructions	<p>Enter a blended average for all branches. For example, as a blended average for column 1 you might estimate that branch managers spend 20% of their time managing employees, 50% opening deposit or servicing deposit accounts, and 30% making consumer loan sales. This would account for 100% of their time.</p> <p>Answer in whole numbers from 1 to 100 only. For example, 20% would be entered as 20, 50% would be 50, etc. until each column totals 100, which is 100%. Consumer lending includes home equity loans but not credit card (listed in a different row)</p> <p>Columns should total 100% when allocating functions for each header</p> <p>Do not include allocations for FTE that spend 100% of their time on investments, mortgage, or business lending. Instead those FTE would be counted in the survey sections for those services</p>
Include	<p>Allocation Functions</p> <p>Management Function: Employee Coaching, Development, Shadowing, HR: Reviews, Hiring and Firing, Salaries, Recruitment, Conducting Internal Branch Meeting, Drawer Audit</p> <p>Teller Function: Balancing, Teller Processing, Teller Cross-Sell, Inventory Management</p> <p>Acct. Servicing/Opening: New Account Opening, Deposit Sales, Deposit Servicing, Safe Deposit Box, Deposit Exception Reports, Closing Accounts, Research</p> <p>Applications (Sales): Loan Sales, Application Input and other Origination Functions</p> <p>Underwriting: Underwriting done in the branches</p> <p>Other Branch Functions: Attending Meetings, Branch Sales/Business development, Reports (i.e., Sales Tracking), Compliance, ATM Balancing, Coin Machine Maintenance, Alarm Testing, Ordering Supplies</p>

	Branch Mgrs & Assist. Mgrs FTE	Assist Mgrs- Head Tellers FTE	Tellers FTE	Serv. Reps/Platform FTE	Retail Loan Officers FTE	Other Branch FTE
% Management Function						
% Teller Function						
% Acct. Opening/Servicing						
% Consumer Lending Apps/Sales						
% Consumer Loan Underwriting						

% Credit Card Apps/Sales						
% Credit Card Underwriting						
% Mortgage Lending Apps/Sales						
% Business Lending Apps/Sales						
% Other Branch Functions						

23. RETAIL MANAGEMENT FTE

Include	<ul style="list-style-type: none"> Overall management, planning, sales management and product development aspects of retail banking Regional or district retail management
Exclude	<ul style="list-style-type: none"> Branch management function (See 'Branch Managers and Assistant Managers FTE' [01]) Centralized deposit operations (See 'Deposit Operations' [11]) Remote banking (See 'Digital Banking' [03]) Organizational-wide marketing (See 'Marketing' [16])

Answer: _____

Format: 0.00 Min 0

24. RETAIL DELIVERY SUPPORT FTE

Include	<ul style="list-style-type: none"> Central or regional policies, procedures and administrative support Support function for regional and district managers Internal branch help desk Administration of the branch work flow and sales system
Exclude	<ul style="list-style-type: none"> Back office deposit operations functions (See 'Deposit Operations' [11]) Branch-level customer services/support (See 'Platform Service Representatives FTE' [01]) Contact center functions (See 'Contact Center' [02])

Answer: _____

Format: 0.00 Min 0

25. RETAIL OTHER FTE

Include	<ul style="list-style-type: none"> Other retail administration functions not listed in categories previously
Exclude	<ul style="list-style-type: none"> Branch-specific other FTE (See 'Other Branch FTE')

Answer: _____

Format: 0.00

26. IF YOU ENTERED 'OTHER' RETAIL ADMINISTRATION FTE, PLEASE DESCRIBE THEIR FUNCTIONS

Answer: _____