

1. # OF ENROLLED AND # OF ACTIVE RETAIL INTERNET BANKING USERS

Instructions

- ENROLLED retail users means signed up or activated service, even if it was never used
- ACTIVE retail users means they used the service in the last 90 days
- # of Enrolled users should be greater than (or equal to) the # of Active users
- Do not include treasury management online business services

	Enrolled	Active (last 90 days)
Retail Internet Banking Users		

2. NAME OF CONSUMER INTERNET BANKING VENDOR AND PRODUCT

- ☐ Digital Insight Online Banking
- ☐ First Data FundsXpress
- ☐ FIS CeB
- ☐ Fiserv Architect
- ☐ Fiserv Corillian
- ☐ Fiserv Retail Online Banking – “ROB” (a.k.a. eCom)
- ☐ Jack Henry NetTeller
- ☐ Q2
- ☐ Developed In-House
- ☐ Other

3. IF YOU CHECKED 'OTHER' FOR YOUR CONSUMER INTERNET BANKING SYSTEM, PLEASE PROVIDE VENDOR AND PRODUCT NAME

Answer: _____

4. AVERAGE MONTHLY CONSUMER INTERNET BANKING VENDOR COST

Include	Important to provide answer to this question since it is included in the calculation of IT spending for remote delivery <ul style="list-style-type: none"> Costs included on your internet banking vendor invoice such as internet banking, account aggregation, P2P, A2A, online check images If "all-in" pricing, take off 25% for bill pay and 25% off for mobile banking and use the other 50% as Internet banking costs.
Exclude	<ul style="list-style-type: none"> Retail bill payment costs (See 'Bill Pay' [03]) Retail mobile banking costs (See 'Mobile' [03])

Answer: _____

Format: \$0

5. # OF NEW DEPOSIT ACCOUNTS OPENED ONLINE PER MONTH

Instructions	Do not include deposit accounts opened in branches and other channels, i.e., contact center
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Answer: _____

Format: 0

6. ONLINE ACCOUNT OPENING VENDOR

- ☐ Bottomline (fka Andera) oFlows
- ☐ CRIF Deposit Account Opening (DAO)
- ☐ CU Direct Lending360 New Account Opening
- ☐ Finastra (fka D+H) uOpen
- ☐ MeridianLink Xpress Accounts (XA)
- ☐ Temenos Lifecycle Management Suite
- ☐ Other (including Avoka, Gro, Zenmonics, etc.)

7. RETAIL WEB AND MOBILE CHANNEL MANAGEMENT FTE

Include	<ul style="list-style-type: none"> Overall management planning, sales management and product development aspects of retail web and mobile banking
Exclude	<ul style="list-style-type: none"> Supporting marketing content for web and mobile (See 'Marketing FTE' [16]) Programming/infrastructure or general website support (See 'Developers FTE' [13]) Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent' [02])

Answer: _____

Format: 0.00

8. RETAIL WEB AND MOBILE CHANNEL SUPPORT FTE

Include	<ul style="list-style-type: none"> Advanced tier 2/3 support for internet banking, mobile, bill pay, A2A and P2P users
Exclude	<ul style="list-style-type: none"> Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent FTE' [02]) ACH/Wire Support (See 'General Deposit Servicing FTE' or 'Wire Room FTE' [11])

Answer: _____

Format: 0.00

9. RETAIL WEB AND MOBILE ACCOUNT OPENING FULFILLMENT FTE

Include	<ul style="list-style-type: none"> Account opening fulfillment through the web and mobile channel
Exclude	<ul style="list-style-type: none"> Account opening in other channels, i.e., contact center, branches

Answer: _____

Format: 0.00

10. # OF ENROLLED MOBILE BANKING USERS AND # OF ACTIVE MOBILE BANKING USERS

Instructions	<ul style="list-style-type: none"> ENROLLED retail users means signed up or activated service, even if it was never used ACTIVE retail users means they used the service in the last 90 days # of Enrolled users should be greater than (or equal to) the # of Active users Do not include treasury management online business services
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	Enrolled	Active
Mobile Banking Users		

11. NAME OF MOBILE BANKING VENDOR AND PRODUCT

- ☐ Digital Insight Mobile Banking
☐ First Data mBanking
☐ FIS Mobile Banking for CeB
☐ Fiserv Mobiliti
☐ Jack Henry Banno
☐ Jack Henry goDough
☐ Malauzai SmartWebApps
☐ Q2
☐ Other
☐ ProfitStars Banno

12. IF YOU CHECKED 'OTHER' FOR YOUR MOBILE BANKING SYSTEM, PLEASE PROVIDE VENDOR AND PRODUCT NAME

Answer: _____

13. AVERAGE MONTHLY MOBILE BANKING VENDOR COST

Instructions

- it is important to provide an answer to this question since it is included in the calculation of IT spending for remote delivery
- If "all-in" pricing, take 25% off for bill pay and 50% off for internet banking and the remaining 25% report here for mobile banking

Answer: _____

Format: \$0

14. # OF ENROLLED RETAIL BILL PAY USERS AND # OF ACTIVE RETAIL BILL PAY USERS

Instructions

- ENROLLED retail users means signed up or activated service, even if it was never used
- ACTIVE retail users means they used the service in the last 90 days
- # of Enrolled users should be greater than (or equal to) the # of Active users
- Do not include business services (See 'Treasury Management' [09])

	Enrolled	Active
Retail Bill Pay Users		

15. RETAIL BILL PAY - AVERAGE MONTHLY TRANSACTIONS

Answer: _____

Format: 0

16. NAME OF CONSUMER BILL PAY VENDOR AND PRODUCT

- ☐ FIS Bill Pay (Metavante)
- ☐ Fiserv Checkfree RXP
- ☐ ProfitStars iPay (Jack Henry)
- ☐ Other

17. RETAIL BILL PAY - AVERAGE MONTHLY BILL PAY VENDOR COST

Include	<ul style="list-style-type: none">Costs included on your bill pay vendor invoice such as bill pay and bill presentment
Exclude	<ul style="list-style-type: none">Online banking costs (See 'Consumer Online Banking' [03])

Answer: _____

Format: \$0

18. RETAIL BILL PAY VENDOR FEE STRUCTURE

- ☐ Per user and per transaction
- ☐ Per transaction only
- ☐ Per user only
- ☐ Other

19. DO YOU OUTSOURCE TIER 1 BILL PAY SUPPORT?

- ☐ Yes ☐ No

20. # OF ENROLLED RETAIL REMOTE DEPOSIT CAPTURE USERS AND # OF ACTIVE RETAIL REMOTE DEPOSIT CAPTURE USERS

Instructions

- ENROLLED retail users means signed up or activated service, even if it was never used
- ACTIVE retail users means they used the service in the last 90 days
- # of Enrolled users should be greater than (or equal to) the # of Active users
- Do not include treasury management online business services

	Enrolled	Active
Retail Remote Deposit Capture Users		

21. RETAIL MOBILE REMOTE DEPOSIT CAPTURE - AVERAGE MONTHLY TRANSACTIONS

Answer: _____

Format: 0

22. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR RETAIL REMOTE DEPOSIT CAPTURE AVAILABILITY POLICY

- ☐ No real time
- ☐ Partial flat amount
- ☐ 100% real time
- ☐ Risk based real time