

## 1. # OF COMMERCIAL CUSTOMERS

**Instructions**

A commercial customer is defined as having a commercial relationship, either loans or deposits. For example, a business with three commercial loans and two commercial deposit accounts would be one commercial customer.

Answer: \_\_\_\_\_

Format: 0 Min 0

## 2. # OF COMMERCIAL DEPOSIT ACCOUNTS

Answer: \_\_\_\_\_

Format: 0 Min 0

## 3. TOTAL ANNUAL \$ AMOUNT OF NEW COMMERCIAL DEPOSITS

**Instructions**

Identify any new deposits opened for commercial customers over 12-month period as of 12-31-16 and total the \$ balance

Answer: \_\_\_\_\_

Format: \$0 Min 0

## 4. # OF LOCKBOX ITEMS PROCESSED IN-HOUSE PER MONTH

**Instructions**

- If lockbox is outsourced, put 0

Answer: \_\_\_\_\_

Format: 0 Min 0

## 5. # OF COMMERCIAL CUSTOMERS USING ONLINE ACH ORIGINATION

Answer: \_\_\_\_\_

Format: 0 Min 0

## 6. # OF COMMERCIAL CUSTOMERS USING ONLINE WIRE ORIGINATION

Answer: \_\_\_\_\_

Format: 0 Min 0

## 7. # OF COMMERCIAL CUSTOMERS USING POSITIVE PAY

**Instructions**

Positive pay includes checks and ACH

Answer: \_\_\_\_\_

Format: 0 Min 0

8. # OF COMMERCIAL CUSTOMERS USING MERCHANT SERVICES

Answer: \_\_\_\_\_  
Format: 0 Min 0

9. # OF COMMERCIAL CUSTOMERS USING SWEEP ACCOUNTS

<b>Instructions</b>	Sweep accounts including combined investment sweep, loan sweep, or both
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Answer: \_\_\_\_\_  
Format: 0 Min 0

10. # OF COMMERCIAL CUSTOMERS ENROLLED IN INTERNET CASH MANAGEMENT (TYPICALLY WITH MONTHLY SERVICE FEE OR "SOFT" CHARGE VIA ACCOUNT ANALYSIS WHICH INCLUDES SERVICES LIKE ONLINE ACH/WIRE ORIGINATION, ENHANCED REPORTING, AND MULTI-USER FUNCTIONALITY)

<b>Include</b>	<ul style="list-style-type: none"> <li>Services like online ACH/wire origination, enhanced reporting, and multi-user functionality</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Business customers only using retail online banking functionality</li> </ul>

Answer: \_\_\_\_\_  
Format: 0 Min 0

11. # OF CUSTOMERS ON REMOTE DEPOSIT CAPTURE

Answer: \_\_\_\_\_  
Format: 0

12. # OF COMMERCIAL CUSTOMERS ENROLLED IN BILL PAY

Answer: \_\_\_\_\_  
Format: 0 Min 0

13. TYPE OF BILL PAY SYSTEM COMMERCIAL CUSTOMERS ARE USING

<b>Instructions</b>	<ul style="list-style-type: none"> <li>Enter the number of commercial customers for each</li> <li>Consumer bill pay is a basic bill pay application often used by non-commercial bill pay users</li> <li>Business bill pay has advanced features such as paying multiple invoices, splitting invoice payments, and additional payment addenda information</li> </ul>
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	Consumer Bill Pay	Business Bill Pay with Advanced Features
# of commercial customers using		

14. # OF BUSINESS ACCOUNTS ON ACCOUNT ANALYSIS

Answer: \_\_\_\_\_

Format: 0 Min 0

15. MANAGEMENT AND PRODUCT MANAGEMENT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Managing and supervising personnel in the Treasury Management function</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Treasury management sales</li> <li>Conducting other treasury management functions</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

16. CASH MANAGEMENT SALES FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Marketing business cash management services</li> <li>Formal sales goals to generate new business cash management relationships or additional cash management revenue</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Cash management operations/support function (See 'Cash Management Operations' [09])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

17. CASH MANAGEMENT OPERATIONS AND CUSTOMER SUPPORT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Online business cash management operations/customer support to business cash management users, regarding online wires, ACH, account analysis and sweep account processing</li> <li>Cash management set up for remote deposit/merchant capture, online banking and other treasury services</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Wire room staff (See 'Deposit Operations' [11])</li> <li>Deposit Operations FTE who process commercial deposits (See 'Deposit Operations Servicing' [11])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

18. LOCKBOX FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Tasks related to lockbox operations if done in-house</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Other item processing tasks (See Deposit Operations-General' [11])</li> <li>Outsourced/third party lockbox FTE</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

## 19. MERCHANT PROCESSING

<b>Include</b>	<ul style="list-style-type: none"><li>• Selling and supporting the merchant processing program</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Representatives from outsourced partners</li></ul>

Answer: \_\_\_\_\_

Format: 0.00

## 20. TREASURY MANAGEMENT - OTHER FTE

<b>Include</b>	<ul style="list-style-type: none"><li>• Other treasury management functions not listed in other categories</li><li>• Administrative staff</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Business cash management sale function (See 'Cash Management-Sales' [09])</li><li>• Business cash management support function (See 'Cash Management-Operations' [09])</li></ul>

Answer: \_\_\_\_\_

Format: 0.00

## 21. IF YOU COUNTED ANY EMPLOYEES AS "TREASURY MANAGEMENT - OTHER," PLEASE EXPLAIN THEIR FUNCTIONS

Answer: \_\_\_\_\_