

1. PLEASE REPORT THE NUMBER OF DEPOSIT ACCOUNTS ON THE BOOKS AND THE ACCOUNT BALANCES FOR THE FOLLOWING CATEGORIES AS OF 12-31-16

**Instructions**

- Open accounts only
- Savings accounts (both passbook and statement) include both personal and business
- Do not double count any accounts into 2 categories. Examples: An IRA **savings** account would be listed under savings accounts. IRA accounts are in separate question to follow. A health savings account **CD** would be counted as a CD, not as H.S.A. which is in a separate question to follow.

	# of Deposit Accounts	\$ Account Balances
Personal checking accounts		
Business checking accounts		
Personal money market accounts		
Business money market accounts		
Regular savings accounts		
Certificates of deposit (Exclude brokered CDs)		
Other deposit accounts (Exclude IRAs/HSAs in separate question)		

2. IF YOU INCLUDED OTHER DEPOSIT ACCOUNTS ON THE BOOKS, PLEASE DESCRIBE WHAT THEY ARE

**Exclude**

- IRA accounts (See next question)
- HSA accounts (See next question)

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

3. NUMBER OF PLANS (NOT ACCOUNTS) SERVICED FOR CUSTOMERS

	Retirement (IRAs)	Health Savings (HSAs)
# OF PLANS		

4. COUNT OF WIRE TRANSFERS PER MONTH

	# of Wire Transfers/mo.
Incoming	

Outgoing

## 5. OF THE TOTAL OUTGOING MONTHLY WIRE TRANSFERS, HOW MANY WERE INTERNATIONAL?

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

Format: 0

## 6. ANNUAL NSF, COURTESY PAY, AND OVERDRAFT FEES COLLECTED

**Instructions**

Include fees for Non Sufficient Funds(NSF) protection, courtesy and other overdraft transfer fees. Do not include charge-offs.

	Annual Fees Collected (\$)
NSF fees	
Courtesy pay fees	
Overdraft transfer fees	

## 7. DEPOSIT OPERATIONS MANAGEMENT FTE

**Include**

- Managing deposit operations employees
- Tracking/allocating deposit operation costs

**Exclude**

- Chief Operating Officer function (See 'Administrative Executive Officers' [17A])

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

Format: 0.00

## 8. WIRE ROOM FTE

**Include**

- Sending and receiving of wires, no matter where the function happens

**Exclude**

- Time spent on general accounting functions (See 'General Accounting' [15])
- Time spent on general deposit operations functions (See 'Deposit Operations FTE' [11])

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

Format: 0.00

## 9. IRA / HSA ADMINISTRATION FTE

**Include**

- IRA accounts distribution
- Required Minimum Distribution (RMD) Calculations
- Beneficiary research

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

Format: 0.00

## 10. GENERAL DEPOSIT SERVICING FTE (EXCLUDING ONES LISTED PREVIOUSLY)

<b>Include</b>	<ul style="list-style-type: none"><li>• Account file maintenance, reconciliation, research</li><li>• ACH support</li><li>• NSF, courtesy pay, reject, return items</li><li>• Cash vault</li><li>• Deposit document imaging</li><li>• Safe deposit box billing and overall maintenance</li><li>• Remote deposit capture &amp; check processing support</li><li>• Day 2 item processing and balancing</li><li>• Mailroom - processing incoming and outgoing mail manually</li><li>• Statement rendering - loading machines with statements, cancelled checks, and envelopes or stuffing envelopes by hand to prepare statements for distribution</li><li>• Other unique deposit ops task not covered above or in other survey sections</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Deposit operations management overseeing employees (see previous)</li><li>• Wires, IRAs, HSAs, (see previous FTE questions for these)</li><li>• Day-to-day compliance monitoring and fraud detection (See 'Enterprise Risk Mgmt., B.S.A. FTE' [14])</li><li>• Loan document imaging (See 'Loan Servicing' [12])</li><li>• Deposit servicing done on the front line, in branches (See 'Account Servicing' [01])</li></ul>

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

Format: 0.00

## 11. TRANSPORTATION/COURIER FTE

<b>Include</b>	<ul style="list-style-type: none"><li>• Delivering messages, documents, packages and other items between branches or offices</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Outsourced / third party couriers</li></ul>

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

Format: 0.00

## 12. TOTAL # OF STATEMENTS PRODUCED PER MONTH (PAPER &amp; E-STATEMENTS)

<b>Instructions</b>	<ul style="list-style-type: none"><li>• If one account gets paper and e-statement, that counts as 2</li><li>• Include all statements: checking, savings, loans</li><li>• Consolidated statements count as 1</li></ul>
---------------------	---

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

Format: 0

## 13. HOW MANY E-STATEMENTS ARE BEING SENT, AS A % OF ALL STATEMENTS?

<b>Instructions</b>	The value must be between 0 and 100, inclusive
---------------------	--

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

Format: 0% Max 100

14. OF THE VOLUME OF E-STATEMENTS, WHAT PERCENT RECEIVE ONLY AN E-STATEMENT WITHOUT A REDUNDANT PAPER COPY?

**Instructions**

The value must be between 0 and 100, inclusive

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

Format: 0% Max 100