

1. PLEASE REPORT THE NUMBER OF DEPOSIT ACCOUNTS ON THE BOOKS AND THE ACCOUNT BALANCES FOR THE FOLLOWING CATEGORIES AS OF 12-31-17

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. A health savings account CD would be counted as a CD.**

	# 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		

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

Answer: _____

3. OF THE PREVIOUS ACCOUNTS LISTED, HOW MANY ARE TIED TO EITHER AN INDIVIDUAL RETIREMENT ACCOUNT OR HEALTH SAVINGS PLAN

	# of accounts
IRA	
HSA	

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 retail Non Sufficient Funds(NSF) protection, courtesy and overdraft transfer fees. Do not include charge-offs.
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	Annual Fees Collected (\$)
NSF fees	
Courtesy pay fees	
Overdraft transfer fees	

7. DEPOSIT OPERATIONS MANAGEMENT FTE

Include	<ul style="list-style-type: none"> Managing deposit operations employees Tracking/allocating deposit operation costs
Exclude	<ul style="list-style-type: none"> Chief Operating Officer function (See 'Administrative Executive Officers' [17A])

Answer: _____

Format: 0.00

8. WIRE ROOM FTE

Include	<ul style="list-style-type: none"> Sending and receiving of wires, no matter where the function happens
Exclude	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> IRA accounts distribution Required Minimum Distribution (RMD) Calculations Beneficiary research
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Answer: _____

Format: 0.00

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

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

Answer: _____
Format: 0.00

11. TRANSPORTATION/COURIER FTE

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

Answer: _____
Format: 0.00

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

Instructions	<ul style="list-style-type: none"> • If one account gets paper and e-statement, that counts as 2 • Include all statements: checking, savings, loans • Consolidated statements count as 1
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Answer: _____
Format: 0

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

Instructions	The value must be between 0 and 100, inclusive
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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