

1. EXECUTIVE OFFICERS FTE

Include	<ul style="list-style-type: none"> • CEO (Chief Executive Officer) • CSO (Chief Strategy Officer) • President / COO (Chief Operating Officer)
Exclude	<ul style="list-style-type: none"> • CIO (Chief Information Officer) See 'CIO/CTO'[13]) • CFO (Chief Financial Officer) See 'CFO' [15]) • Other Executives See 'Other Admin' [17A]) • Non-Employee Board Members (Do not benchmark)

Answer: _____
Format: 0.00

2. CORPORATE-LEVEL ADMINISTRATIVE STAFF FTE

Include	<ul style="list-style-type: none"> • Corporate admin. responsibilities (frequently part or all of executive administrative assistant time)
Exclude	<ul style="list-style-type: none"> • Departmental assistants including loan secretaries (include in respective line of business sections)

Answer: _____
Format: 0.00

3. FACILITIES AND OFFICE SERVICES FTE

Include	<ul style="list-style-type: none"> • Management of the organization's facilities, as well as office service functions such as janitorial and auto pool • Card access
Exclude	<ul style="list-style-type: none"> • Overseeing the overall Physical Security Program(see 'Physical Security' [14]) • Outsourced/3rd Party Employees • Security guards (not 3rd Party) (see 'Other Administrative FTE' [17A])

Answer: _____
Format: 0.00

4. QUALITY IMPROVEMENT / CORPORATE PROJECT MANAGERS FTE

Include	<ul style="list-style-type: none"> • Corporate-level project management or process improvement functions (e.g., impacts multiple business lines)
Exclude	<ul style="list-style-type: none"> • IT Project Managers (See 'IT Project Manager' [13]) • Line of Business project managers (include in respective line of business sections as 'Other')

Answer: _____
Format: 0.00

5. OTHER ADMINISTRATIVE FUNCTIONS FTE

Include	<ul style="list-style-type: none">• Executive time not included in other lines of business or support areas• Administrative functions not included elsewhere• Security guards if employees, not outsourced
Exclude	<ul style="list-style-type: none">• CEO, CAO, President/COO (See 'Administrative Executive Officers' [17A])• CIO (See 'CIO/CTO' [13]), CFO (See 'CFO' [15])• Legal FTE (See 'Legal' [15])• Corporate Insurance (See 'Corporate Insurance' [14])• Purchasing (See 'Purchasing' [15])

Answer: _____

Format: 0.00

6. IF YOU ENTERED 'OTHER' CORPORATE ADMINISTRATION FTE, PLEASE DESCRIBE THEIR FUNCTIONS

Answer: _____