

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])• CCO (Chief Credit Officer) See 'Chief Credit Officer' [08A])• 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]), CCO (See 'Chief Credit Officers [08A]), 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: _____

7. AVERAGE CORPORATE ADMINISTRATION RESOURCE COST

Include	<ul style="list-style-type: none">• Total salaries and benefits expense per FTE (including corporate level administrative support, facilities and office services, quality improvement / project managers, other FTE)
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Answer: _____

Format: \$0