

1. TOTAL FULL SERVICE STAND-ALONE BRANCHES

Include	<ul style="list-style-type: none">• Full service stand-alone branches
Exclude	<ul style="list-style-type: none">• In-store branches• Drive-up only branches

Answer: _____

Format: 0

2. TOTAL IN-STORE, "MINI", AND DRIVE-UP ONLY BRANCHES

Include	<ul style="list-style-type: none">• In-store branches• Drive-up only branches
Exclude	<ul style="list-style-type: none">• Full service stand-alone branches

Answer: _____

Format: 0

3. AVERAGE # OF MONETARY TELLER TRANSACTIONS PER MONTH

Include	<ul style="list-style-type: none">• Average number of monetary transactions completed in the branches per month• Multiple items that are processed as one transaction should be counted as a single transaction
Exclude	<ul style="list-style-type: none">• Inquiry and record transactions that must be done in conjunction with financial transactions• Teller transactions conducted through an Interactive Teller Machine (ITM) which are covered in separate ITM questions

Answer: _____

Format: 0

4. AVERAGE # OF BRANCH-BASED NEW DEPOSIT ACCOUNTS OPENED PER MONTH

Include	<ul style="list-style-type: none">• Average number of all branch-based new deposit accounts opened in the branches (i.e. checking, money market, savings, CDs, IRAs)
Exclude	<ul style="list-style-type: none">• CDs that were renewed• Accounts opened in other channels (i.e. call center, mobile or online)

Answer: _____

Format: 0

5. OF AVERAGE # OF NEW DEPOSIT ACCOUNTS OPENED PER MONTH, HOW MANY WERE PERSONAL / RETAIL CHECKING ACCOUNTS?

Include	<ul style="list-style-type: none">• Personal/ retail checking accounts
Exclude	<ul style="list-style-type: none">• Business checking accounts• All other non-personal/ retail checking accounts e.g., savings, money market, CDs, etc.

Answer: _____

Format: 0

6. OF AVERAGE # OF NEW DEPOSIT ACCOUNTS OPENED PER MONTH, HOW MANY WERE BUSINESS CHECKING ACCOUNTS?

Include	<ul style="list-style-type: none">• Business checking accounts
Exclude	<ul style="list-style-type: none">• Personal/ retail checking accounts• All other non-business accounts e.g., savings, money market, CDs, etc.

Answer: _____

Format: 0

7. AVERAGE # OF PERSONAL / RETAIL CHECKING ACCOUNTS CLOSED PER MONTH?

Include	<ul style="list-style-type: none">• Personal/ retail checking accounts
Exclude	<ul style="list-style-type: none">• Business checking accounts• All other deposit accounts (savings, money market, CD's)

Answer: _____

Format: 0

8. ESTIMATE THE PERCENTAGE (%) OF BRANCH HEADCOUNT THAT IS PART-TIME / PEAK-TIME VERSUS FULL-TIME

Answer: _____

Format: 0% Min 0 Max 100

9. BRANCH MANAGERS FTE BY TITLE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of Full Time Equivalent (FTE) employees according to HR roster (Allocation of functions will be asked in separate question)
Exclude	<ul style="list-style-type: none">• Assistant Managers/Head Tellers (See next question [01])

Answer: _____

Format: 0.00

10. ASSISTANT MANAGERS, HEAD TELLERS FTE BY TITLE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of Full Time Equivalent (FTE) employees according to HR roster (Allocation of functions will be asked in separate question)
Exclude	<ul style="list-style-type: none">• Branch Managers FTE• Tellers / Float Tellers FTE

Answer: _____

Format: 0.00 Min 0

11. TELLERS, FLOAT TELLERS FTE BY TITLE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of Full Time Equivalent (FTE) employees according to HR roster (Allocation of functions will be asked in separate question)
Exclude	<ul style="list-style-type: none">• Centralized Teller FTE for Interactive Teller Machines (ITM)

Answer: _____

Format: 0.00

12. PLATFORM (SERVICE REPRESENTATIVES) FTE BY TITLE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of Full Time Equivalent (FTE) with FSR, MSR, Platform title according to HR roster (Allocation of functions will be asked in separate question)
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Answer: _____

Format: 0.00

13. UNIVERSAL BANKER FTE BY TITLE

Include	<ul style="list-style-type: none">• Branch employees handling multiple functions as a teller transactions, opening/servicing accounts and/or lending functions
Exclude	<ul style="list-style-type: none">• Employees with duties that align with Teller & Platform

Answer: _____

Format: 0.00

14. RETAIL LOAN OFFICER FTE BY TITLE

Include	<ul style="list-style-type: none">• Open positions being actively recruited• # of Full Time Equivalent (FTE) employees according to HR roster (Allocation of functions will be asked in separate question)
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Answer: _____

Format: 0.00

15. OTHER BRANCH FTE BY TITLE

Include	<ul style="list-style-type: none">• Greeters• Receptionists• Other branch FTE not included in above categories
Exclude	<ul style="list-style-type: none">• Retail management FTE• Retail delivery support FTE• Centralized Teller FTE

Answer: _____

Format: 0.00

16. ALLOCATE FTE BY FUNCTIONS. ESTIMATE A BLENDED MONTHLY AVERAGE ALLOCATION OF THE FUNCTIONS LISTED IN ROWS 1 THROUGH 8 FOR THE FTE LISTED IN EACH COLUMN.

Instructions	<p>Enter a blended average for all branches. For example, as a blended average for column 1 you might estimate that branch managers spend 20% of their time managing employees, 50% opening deposit or servicing deposit accounts, and 30% making consumer loan sales. This would account for 100% of their time.</p> <p>Answer in whole numbers from 1 to 100 only. For example, 20% would be entered as 20, 50% would be 50, etc. until each column totals 100, which is 100%. Consumer lending includes home equity loans and credit cards</p> <p>Columns should total 100% when allocating functions for each header</p> <p>Do not include allocations for FTE that spend 100% of their time on investments, mortgage, or micro-business lending. Instead those FTE would be counted in the survey sections for those services</p>
Include	<p>Allocation Functions</p> <p>Management Function: Employee Coaching / Reviews / Development, Shadowing, Recruitment, Conducting Internal Branch Meeting, Drawer Audit</p> <p>Teller Function: Balancing, Teller Processing, Teller Cross-Sell, Inventory Management</p> <p>Acct. Servicing/Opening: New Account Opening / Onboarding, Deposit Sales, Deposit Servicing, Safe Deposit Box, Deposit Exception Reports, Closing Accounts, Research, Wires, CDs, order checks</p> <p>Loan Origination (Specific to Loan Type Below): Sales, Application Input, Processing, Closing/Signing and Other Origination Functions</p> <p>Underwriting (Specific to Loan Type Below): Time (if applicable) to analyze & approve credit. This will be 0 in a centralized lending environment.</p> <p>Other Branch Functions: Attending Meetings, Sales/Business development & community development (time spent outside of branches), Reports (i.e., Sales Tracking), Compliance, ATM Balancing, Coin Machine Maintenance, Alarm Testing, Ordering Supplies</p>

	Branch Mgrs FTE	Assist. Mgrs / Head Tellers FTE	Tellers FTE	Serv. Reps /Platform /Universal Banker FTE	Retail Loan Officers FTE	Other Branch FTE
% Management Function						
% Teller Function						
% Acct. Openings / Servicing						

% Consumer Lending Apps / Sales						
% Consumer Loan Underwriting						
% Mortgage Lending Apps / Sales						
% Micro-Business Lending Apps / Sales						
% Other Branch Functions						

17. RETAIL MANAGEMENT FTE

Include	<ul style="list-style-type: none"> Overall management, planning, sales management and product development aspects of retail banking Regional or district retail management & support
Exclude	<ul style="list-style-type: none"> Branch management function (See 'Branch Managers and Assistant Managers FTE [01]) Centralized deposit operations (See 'Deposit Operations' [11]) Remote banking (See 'Digital Banking' [03]) Organizational-wide marketing (See 'Marketing' [16])

Answer: _____

Format: 0.00 Min 0

18. RETAIL DELIVERY SUPPORT FTE

Include	<ul style="list-style-type: none"> Branch policies, procedures and administrative support Internal branch support resources to handle questions on policies & procedures
Exclude	<ul style="list-style-type: none"> Back office deposit operations functions (See 'Deposit Operations' [11]) Any customer-facing support (See 'Platform Service Representatives FTE' [01]) Technology help desk (See 'Information Technology' [13]) Administration of systems (See 'Information Technology' [13] Business Analyst FTE)

Answer: _____

Format: 0.00 Min 0

19. RETAIL OTHER FTE

Include	<ul style="list-style-type: none"> Other retail administration functions not listed in categories previously Internal audits of branches
Exclude	<ul style="list-style-type: none"> Branch-specific other FTE (See 'Other Branch FTE')

Answer: _____

Format: 0.00

20. IF YOU ENTERED 'OTHER' RETAIL ADMINISTRATION FTE, PLEASE DESCRIBE THEIR FUNCTIONS

Answer: _____

21. AVERAGE BRANCH MANAGERS AND ASSISTANT BRANCH MANAGERS RESOURCE COST

Include	<ul style="list-style-type: none">Total salaries and benefits expense per FTE (including branch managers and assistant branch managers)
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Answer: _____

Format: \$0

22. AVERAGE TELLER AND OTHER BRANCH FTE RESOURCE COST

Include	<ul style="list-style-type: none">Total salaries and benefits expense per FTE (including teller and other branch FTE)
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Answer: _____

Format: \$0

23. AVERAGE PLATFORM / SERVICE REPRESENTATIVES / UNIVERSAL BANKER RESOURCE COST

Include	<ul style="list-style-type: none">Total salaries and benefits expense per FTE (including platform/service reps and universal bankers)
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Answer: _____

Format: \$0.00

24. AVERAGE RETAIL LOAN OFFICER RESOURCE COST

Include	<ul style="list-style-type: none">Total salaries and benefits expense per retail loan officer FTE
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Answer: _____

Format: \$0

25. AVERAGE RETAIL ADMINISTRATION RESOURCE COST

Include	<ul style="list-style-type: none">Total salaries and benefits expense for retail management and support FTE
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Answer: _____

Format: \$0