1. # OF ENROLLED AND # OF ACTIVE RETAIL INTERNET BANKING USERS

Instructions	• ENROLLED retail users means signed up or activated service, even if it was never used
	• ACTIVE retail users means they used the service in the last 90 days
	• # of Enrolled users should be greater than (or equal to) the # of Active users
	• Do not include treasury management online business services

	Enrolled	Active (last 90 days)
Retail Internet Banking Users		

2. NAME OF CONSUMER INTERNET BANKING VENDOR AND PRODUCT

- ○ Digital Insight Online Banking
- ○ First Data FundsXpress
- ○ FIS CeB
- ○ Fiserv Architect
- ○ Fiserv Corillian
- ○ Fiserv Retail Online Banking – "ROB" (a.k.a. eCom)
- ○ Jack Henry NetTeller
- ○ Q2
- ○ Developed In-House
- ○ Other

3. IF YOU CHECKED 'OTHER' FOR YOUR CONSUMER INTERNET BANKING SYSTEM, PLEASE PROVIDE VENDOR AND PRODUCT NAME

Answer: _____

4. AVERAGE MONTHLY CONSUMER INTERNET BANKING VENDOR COST

Include	Important to provide answer to this question since it is included in the calculation of IT spending for remote delivery
	• Costs included on your internet banking vendor invoice such as internet banking, account aggregation, P2P, A2A, online check images
	• If "all-in" pricing, take off 25% for bill pay and 25% off for mobile banking and use the other 50% as Internet banking costs.
Exclude	• Retail bill payment costs (See 'Bill Pay' [03])
	• Retail mobile banking costs (See 'Mobile' [03])

Answer:

Format: $0

5.   # OF NEW DEPOSIT ACCOUNTS OPENED ONLINE PER MONTH

Instructions	Do not include deposit accounts opened in branches and other channels, i.e., contact center

Answer:

Format: 0

6.   RETAIL WEB AND MOBILE CHANNEL MANAGEMENT FTE

Include	• Overall management planning, sales management and product development aspects of retail web and mobile banking
Exclude	• Supporting marketing content for web and mobile (See 'Marketing FTE' [16])
	• Programming/infrastructure or general website support (See 'Developers FTE' [13])
	• Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent' [02])

Answer:

Format: 0.00

7.   RETAIL WEB AND MOBILE CHANNEL SUPPORT FTE

Include	• Advanced tier 2/3 support for internet banking, mobile, bill pay, A2A and P2P users
Exclude	• Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent FTE' [02])
	• ACH/Wire Support (See 'General Deposit Servicing FTE' or 'Wire Room FTE' [11])
	• Business Cash Management Support (See 'Treasury Management' [09])

Answer:

Format: 0.00

8.   RETAIL WEB AND MOBILE ACCOUNT OPENING FULFILLMENT FTE

Include	• Account opening fulfillment / quality / fraud reviews through the web and mobile channel
Exclude	• Account opening in other channels, i.e., contact center, branches • Fraud case investigations (See Enterprise Risk Management [14])

Answer: _____

   Format: 0.00

9.   RETAIL WEB AND MOBILE DEPOSIT FTE

Include	• Mobile deposit fulfillment / quality / fraud reviews
Exclude	• Deposits in other channels, i.e., branches & ATM • Fraud case investigations (See Enterprise Risk Management [14])

Answer: _____

   Format: 0.00

10.   RETAIL REMOTE DEPOSIT CAPTURE FTE

Include	• Support for retail remote deposit capture clients

Answer: _____

   Format: 0.00

11.   # OF ENROLLED MOBILE BANKING USERS AND # OF ACTIVE MOBILE BANKING USERS

Instructions	• ENROLLED retail users means signed up or activated service, even if it was never used • ACTIVE retail users means they used the service in the last 90 days • # of Enrolled users should be greater than (or equal to) the # of Active users • Do not include treasury management online business services

	Enrolled	Active
Mobile Banking Users		

12.   NAME OF MOBILE BANKING VENDOR AND PRODUCT

○   Digital Insight Mobile Banking

○   First Data mBanking

○   FIS Mobile Banking for CeB

○   Fiserv Mobiliti

○   Jack Henry Banno

○   Jack Henry goDough

○   Malauzai SmartWebApps

○   Q2

○   Other

○   ProfitStars Banno

13. IF YOU CHECKED 'OTHER' FOR YOUR MOBILE BANKING SYSTEM, PLEASE PROVIDE VENDOR AND PRODUCT NAME

Answer: _____

14. AVERAGE MONTHLY MOBILE BANKING VENDOR COST

Instructions	• **it is important to provide an answer to this question since it is included in the calculation of IT spending for remote delivery** • **If "all-in" pricing, take 25% off for bill pay and 50% off for internet banking and the remaining 25% report here for mobile banking**

Answer: _____

Format: $0

15. # OF ENROLLED RETAIL BILL PAY USERS AND # OF ACTIVE RETAIL BILL PAY USERS

Instructions	• ENROLLED retail users means signed up or activated service, even if it was never used • ACTIVE retail users means they used the service in the last 90 days • # of Enrolled users should be greater than (or equal to) the # of Active users • Do not include business services (See 'Treasury Management' [09])

	Enrolled	Active
Retail Bill Pay Users		

16. RETAIL BILL PAY - AVERAGE MONTHLY TRANSACTIONS

Answer: _____

   Format: 0

17. NAME OF CONSUMER BILL PAY VENDOR AND PRODUCT

   ○   FIS Bill Pay (Metavante)

   ○   Fiserv Checkfree RXP

   ○   ProfitStars iPay (Jack Henry)

   ○   Other

18. RETAIL BILL PAY - AVERAGE MONTHLY BILL PAY VENDOR COST

Include	• Costs included on your bill pay vendor invoice such as bill pay and bill presentment
Exclude	• Online banking costs (See 'Consumer Online Banking' [03])

Answer: _____

   Format: $0

19. RETAIL BILL PAY VENDOR FEE STRUCTURE

   ○   Per user and per transaction

   ○   Per transaction only

   ○   Per user only

   ○   Other

20. DO YOU OUTSOURCE TIER 1 BILL PAY SUPPORT?

   ○ Yes   ○ No

21. # OF ENROLLED RETAIL REMOTE DEPOSIT CAPTURE USERS AND # OF ACTIVE RETAIL REMOTE DEPOSIT CAPTURE USERS

Instructions	• ENROLLED retail users means signed up or activated service, even if it was never used • ACTIVE retail users means they used the service in the last 90 days • # of Enrolled users should be greater than (or equal to) the # of Active users • Do not include treasury management online business services

	Enrolled	Active
Retail Remote Deposit Capture Users		

22. RETAIL MOBILE REMOTE DEPOSIT CAPTURE - AVERAGE MONTHLY TRANSACTIONS

Answer: _____

Format: 0

23. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR RETAIL REMOTE DEPOSIT CAPTURE AVAILABILITY POLICY

○ No real time

○ Partial flat amount

○ 100% real time

○ Risk based real time