

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

<b>Instructions</b>	<ul style="list-style-type: none"> <li>• ENROLLED retail users means signed up or activated service, even if it was never used</li> <li>• ACTIVE retail users means they used the service in the last 90 days</li> <li>• # of Enrolled users should be greater than (or equal to) the # of Active users</li> <li>• Do not include treasury management online business services</li> </ul>
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	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

<b>Include</b>	<p><b>Important to provide answer to this question since it is included in the calculation of IT spending for remote delivery</b></p> <ul style="list-style-type: none"> <li>• Costs included on your internet banking vendor invoice such as internet banking, account aggregation, P2P, A2A, online check images</li> <li>• 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.</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Retail bill payment costs (See 'Bill Pay' [03])</li> <li>• Retail mobile banking costs (See 'Mobile' [03])</li> </ul>

Answer: \_\_\_\_\_

Format: \$0

5. # OF NEW DEPOSIT ACCOUNTS OPENED ONLINE PER MONTH

<b>Instructions</b>	Do not include deposit accounts opened in branches and other channels, i.e., contact center
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Answer: \_\_\_\_\_

Format: 0

6. RETAIL WEB AND MOBILE CHANNEL MANAGEMENT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>• Overall management planning, sales management and product development aspects of retail web and mobile banking</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Supporting marketing content for web and mobile (See 'Marketing FTE' [16])</li> <li>• Programming/infrastructure or general website support (See 'Developers FTE' [13])</li> <li>• Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent' [02])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

7. RETAIL WEB AND MOBILE CHANNEL SUPPORT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>• Advanced tier 2/3 support for internet banking, mobile, bill pay, A2A and P2P users</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Tier 1 End-User Support for IB, Mobile, Bill Pay (See 'Inbound Contact Center Agent FTE' [02])</li> <li>• ACH/Wire Support (See 'General Deposit Servicing FTE' or 'Wire Room FTE' [11])</li> <li>• Business Cash Management Support (See 'Treasury Management' [09])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

8. RETAIL WEB AND MOBILE ACCOUNT OPENING FULFILLMENT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Account opening fulfillment / quality / fraud reviews through the web and mobile channel</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Account opening in other channels, i.e., contact center, branches</li> <li>Fraud case investigations (See Enterprise Risk Management [14])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

9. MOBILE DEPOSIT CAPTURE SUPPORT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>Support for mobile deposit capture clients</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>Deposits in other channels, i.e., branches &amp; ATM</li> <li>Fraud case investigations (See Enterprise Risk Management [14])</li> </ul>

Answer: \_\_\_\_\_

Format: 0.00

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

<b>Instructions</b>	<ul style="list-style-type: none"> <li>ENROLLED retail users means signed up or activated service, even if it was never used</li> <li>ACTIVE retail users means they used the service in the last 90 days</li> <li># of Enrolled users should be greater than (or equal to) the # of Active users</li> <li>Do not include treasury management online business services</li> </ul>
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	Enrolled	Active
Mobile Banking Users		

11. 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

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

Answer: \_\_\_\_\_

13. AVERAGE MONTHLY MOBILE BANKING VENDOR COST

<b>Instructions</b>	<ul style="list-style-type: none"> <li>• <b>it is important to provide an answer to this question since it is included in the calculation of IT spending for remote delivery</b></li> <li>• <b>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</b></li> </ul>
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Answer: \_\_\_\_\_

Format: \$0

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

<b>Instructions</b>	<ul style="list-style-type: none"> <li>• ENROLLED retail users means signed up or activated service, even if it was never used</li> <li>• ACTIVE retail users means they used the service in the last 90 days</li> <li>• # of Enrolled users should be greater than (or equal to) the # of Active users</li> <li>• Do not include business services (See 'Treasury Management' [09])</li> </ul>
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	Enrolled	Active
Retail Bill Pay Users		

## 15. RETAIL BILL PAY - AVERAGE MONTHLY TRANSACTIONS

Answer: \_\_\_\_\_

Format: 0

## 16. NAME OF CONSUMER BILL PAY VENDOR AND PRODUCT

- FIS Bill Pay (Metavante)
- Fiserv Checkfree RXP
- ProfitStars iPay (Jack Henry)
- Other

## 17. RETAIL BILL PAY - AVERAGE MONTHLY BILL PAY VENDOR COST

<b>Include</b>	<ul style="list-style-type: none"><li>Costs included on your bill pay vendor invoice such as bill pay and bill presentment</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>Online banking costs (See 'Consumer Online Banking' [03])</li></ul>

Answer: \_\_\_\_\_

Format: \$0

## 18. RETAIL BILL PAY VENDOR FEE STRUCTURE

- Per user and per transaction
- Per transaction only
- Per user only
- Other

## 19. DO YOU OUTSOURCE TIER 1 BILL PAY SUPPORT?

- Yes       No

20. # OF ENROLLED RETAIL MOBILE DEPOSIT CAPTURE USERS AND # OF ACTIVE RETAIL MOBILE 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		

21. RETAIL MOBILE DEPOSIT CAPTURE - AVERAGE MONTHLY TRANSACTIONS

Answer: \_\_\_\_\_  
Format: 0

22. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR RETAIL MOBILE DEPOSIT CAPTURE AVAILABILITY POLICY

- No real time
- Partial flat amount
- 100% real time
- Risk based real time

23. AVERAGE DIGITAL BANKING RESOURCE COST

**Include**

- Total salaries and benefits expense per FTE (including management, support, account opening, mobile deposit, mobile deposit capture FTE)

Answer: \_\_\_\_\_  
Format: \$0