

## 1. # OF BUSINESS CUSTOMERS

**Instructions**

A BUSINESS customer is defined as having a BUSINESS relationship, either loans or deposits. For example, a business with three BUSINESS loans and two BUSINESS deposit accounts would be one BUSINESS customer.

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

Format: 0 Min 0

## 2. # OF BUSINESS DEPOSIT ACCOUNTS

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

Format: 0 Min 0

## 3. # OF FREE (NO FEE) BUSINESS CHECKING ACCOUNTS

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

Format: 0

## 4. TOTAL ANNUAL \$ AMOUNT OF NEW BUSINESS DEPOSITS

**Instructions**

Identify any new deposits opened for Business customers over 12-month period as of 12-31-18 and total the \$ balance

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

Format: \$0 Min 0

## 5. # OF LOCKBOX ITEMS PROCESSED IN-HOUSE PER MONTH

**Instructions**

- If lockbox is outsourced, put 0

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

Format: 0 Min 0

## 6. # OF BUSINESS CUSTOMERS USING ONLINE ACH ORIGINATION

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

Format: 0 Min 0

## 7. # OF BUSINESS CUSTOMERS USING ONLINE WIRE ORIGINATION

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

Format: 0 Min 0

## 8. # OF BUSINESS CUSTOMERS USING POSITIVE PAY

**Instructions**

Positive pay includes checks and ACH

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

Format: 0 Min 0

## 9. # OF BUSINESS CUSTOMERS USING MERCHANT SERVICES

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

Format: 0 Min 0

## 10. # OF BUSINESS CUSTOMERS USING SWEEP ACCOUNTS

**Instructions**

Sweep accounts including combined investment sweep, loan sweep, or both

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

Format: 0 Min 0

## 11. # OF BUSINESS CUSTOMERS ENROLLED IN INTERNET CASH MANAGEMENT (TYPICALLY WITH MONTHLY SERVICE FEE OR "SOFT" CHARGE VIA ACCOUNT ANALYSIS WHICH INCLUDES SERVICES LIKE ONLINE ACH/WIRE ORIGINATION, ENHANCED REPORTING, AND MULTI-USER FUNCTIONALITY)

**Include**

- Services like online ACH/wire origination, enhanced reporting, and multi-user functionality

**Exclude**

- Business customers only using retail online banking functionality

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

Format: 0 Min 0

## 12. # OF BUSINESS CUSTOMERS ON REMOTE DEPOSIT CAPTURE

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

Format: 0

## 13. # OF COMMERCIAL CUSTOMERS ENROLLED IN BILL PAY

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

Format: 0 Min 0

14. TYPE OF BILL PAY SYSTEM BUSINESS CUSTOMERS ARE USING

<b>Instructions</b>	<ul style="list-style-type: none"> <li>• Enter the number of business customers for each</li> <li>• Consumer bill pay is a basic bill pay application often used by non-business bill pay users</li> <li>• Business bill pay has advanced features such as paying multiple invoices, splitting invoice payments, and additional payment addenda information</li> </ul>
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	Consumer Bill Pay	Business Bill Pay with Advanced Features
# of business customers		

15. # OF BUSINESS ACCOUNTS ON ACCOUNT ANALYSIS

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

16. MANAGEMENT AND PRODUCT MANAGEMENT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>• Managing and supervising personnel in the Treasury Management function</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Treasury management sales</li> <li>• Conducting other treasury management functions</li> </ul>

Answer: \_\_\_\_\_  
Format: 0.00

17. CASH MANAGEMENT SALES FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>• Marketing business cash management services</li> <li>• Formal sales goals to generate new business cash management relationships or additional cash management revenue</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Cash management operations/support function (See 'Cash Management Operations' [09])</li> </ul>

Answer: \_\_\_\_\_  
Format: 0.00

18. CASH MANAGEMENT OPERATIONS AND CUSTOMER SUPPORT FTE

<b>Include</b>	<ul style="list-style-type: none"> <li>• Online business cash management operations/customer support to business cash management users, regarding online wires, ACH, account analysis and sweep account processing</li> <li>• Cash management set up for mobile deposit/merchant capture, online banking and other cash management services</li> </ul>
<b>Exclude</b>	<ul style="list-style-type: none"> <li>• Wire room staff (See 'Deposit Operations' [11])</li> <li>• Deposit Operations FTE who process commercial deposits (See 'Deposit Operations Servicing' [11])</li> </ul>

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

Format: 0.00

## 19. LOCKBOX FTE

<b>Include</b>	<ul style="list-style-type: none"><li>• Tasks related to lockbox operations if done in-house</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Other item processing tasks (See Deposit Operations-General' [11])</li><li>• Outsourced/third party lockbox FTE</li></ul>

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

Format: 0.00

## 20. MERCHANT PROCESSING

<b>Include</b>	<ul style="list-style-type: none"><li>• Selling and supporting the merchant processing program</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Representatives from outsourced partners</li></ul>

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

Format: 0.00

## 21. CASH MANAGEMENT - OTHER FTE

<b>Include</b>	<ul style="list-style-type: none"><li>• Other cash management functions not listed in other categories</li><li>• Administrative staff</li></ul>
<b>Exclude</b>	<ul style="list-style-type: none"><li>• Business cash management sale function (See 'Cash Management-Sales' [09])</li><li>• Business cash management support function (See 'Cash Management-Operations' [09])</li></ul>

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

Format: 0.00

## 22. IF YOU COUNTED ANY EMPLOYEES AS "CASH MANAGEMENT - OTHER," PLEASE EXPLAIN THEIR FUNCTIONS

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

## 23. AVERAGE CASH MANAGEMENT RESOURCE COST

<b>Include</b>	<ul style="list-style-type: none"><li>• Total salaries and benefits expense per FTE (including management, sales, operations and support, lockbox, merchant processing, other FTE)</li></ul>
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Answer: \_\_\_\_\_

Format: \$0