

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 MOBILE 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

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

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

Answer: _____
Format: 0.00

17. CASH MANAGEMENT SALES FTE

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

Answer: _____
Format: 0.00

18. CASH MANAGEMENT OPERATIONS AND CUSTOMER SUPPORT FTE

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

Answer: _____

Format: 0.00

19. LOCKBOX FTE

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

Answer: _____

Format: 0.00

20. MERCHANT PROCESSING

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

Answer: _____

Format: 0.00

21. CASH MANAGEMENT - OTHER FTE

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

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

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

Format: \$0