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Bank Scorecard Teams

Corporate Practitioners

John Bruenger, CTP - Kellwood Company

Terry Crawford, CCM - AMC Theatres

Lyn Fritter - Bristol West

Marie Hollein, CTP(CD) - KPMG, LLC

Mark Krawczyk, CTP - Monarch Quilts

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Bank Service Providers

Jane J. Darga, CTP – Comerica Bank N.A.

Anthony Petchel, CTP - Bank of the Cascades

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THE BANK SCORECARD PURPOSE

The AFP Bank Scorecard © was created in Microsoft Excel and its intended purpose was to offer templates for users to utilize in the development of their own bank scorecards. View the Excel version of the scorecard [here](#).

INTRODUCTION

WHAT IS A SCORECARD

A scorecard is a management tool used to measure activities in both a qualitative and quantitative method of a bank's performance.

HOW TO USE A SCORECARD?

- As a quantitative measure of the service provided/benefit received.
- As feedback for the service provider to better understand how you, the customer, perceive the value/quality/cost of the service(s) provided.
- As a tool in measuring the relative value/importance of current service relationships the organization maintains.
- As an evaluative method in support of continuous improvement/communication both within and outside the organization.
- As a tool to evaluate all service providers on those issues deemed important to the organization.
- As a way to provide clarity on how well issues/services are delivered or dealt with by the service provider(s).

BEST PRACTICES / ADVANTAGES

- A scorecard is an effective relationship management tool for service providers to have critical feedback from you, the customer, on your perception of the quality of the services they provide to you.
- Sharing your evaluation of each service provider **ONLY WITH THAT SERVICE PROVIDER** for the sole purpose of improving the quality of the service provider relationship.
- When developing/using a scorecard it is best that more than one person in the customer organization have a part in its completion to assure valid indicators of service quality are determined – and not just one person's perceptions (which could be favorably/unfavorably biased)
- Suggest that perhaps the service provider could provide you a scorecard with which to measure the quality of your organization as a customer to help you improve in your internal operations as well.

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1		GENERAL CUSTOMER SERVICE				
	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Level of Competence	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Courteous Professional Behavior	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Telephone Availability	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Back-up coverage	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Response Correctness	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Timeliness of Response	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Follow Through on Commitments	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
8. Overall Problem Solving	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
9. Knowledge of Bank's Policies/Procedures	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
10. Knowledge of Bank's Cash Mgmt Products	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 2

RELATIONSHIP MANAGER

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Knowledge of Bank's Cash Mgmt Products	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Ability to Match Services to our Needs	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Follow-up on Requests	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Company and Industry Knowledge	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Calling Frequency [Excellent = __ visits / yr]	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Ease of Access - General	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Ease of Access - Emergency	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 3

TECHNICAL RELIABILITY

	N/A	Excellent	Satisfactory	Poor	Unacceptable	Rating
1. Service Level Agreement (SLA) Compliance	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. System Response Time To Inquiry	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Security / Ease of Application & Practical	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Timeliness of Data Availability	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Communication of System Status	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. System outages	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

<u>Direct Transmission</u>	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. FTP Access	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timeliness of transactions	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Security / Ease of Application & Practical	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Overall benefit to customer	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION TOTAL

Average =

Total =

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1	ACCOUNT ANALYSIS					
	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Pricing Accuracy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Volume Accuracy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Timeliness (access to info & Delivery time)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Pricing Problem Resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Overall Cost	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Value Relative to Cost	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 2**BANK SAFETY AND SOUNDNESS (DR, FIN STABILITY)**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Financial Stability of Provider	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. The Reputation of the Provider	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Bank Reputation within a _____ Industry	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Market Position	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. R & D Investment	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Customer Base	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Business Continuity & Disaster Recovery	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1	DISBURSEMENT SERVICES					
<u>Web Wire Transfer</u>	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Ease of Input	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Timeliness of execution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Timeliness of confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Ease of Maintenance & Input to Templates	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

<u>International</u>	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. International Wires - value dating	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. International Wires - f/x rates	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. International Timeliness of execution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. International Timeliness of confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Utilization of Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

Web ACH	N/A	Excellent	Satisfactory	Poor	Unacceptable	Rating
1. Ease of Input	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timeliness of transactions	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Notification of change	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION TOTAL

Average =

Total =

SECTION 2

REMOTE DEPOSIT SERVICES

<u>Remote Deposit Capture</u>	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Service availability	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Accuracy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Timeliness of execution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 3**DEPOSIT SERVICES**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timely deposit processing	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timely notice of deposit discrepancy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Change order processing	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Physical Available and Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1 INFORMATION REPORTING (include any type of balance reporting)						
	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Availability of File	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timeliness	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. No Missing Data (store #s, proper codes)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Communication & Resolution of Transmit Issues	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Custom Report Capability	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Delivery Channels	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

ACH - Debit Blocks/Filters	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Service functionality	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Overall benefit to customer	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION TOTAL

Average =

Total =

SECTION 2**ACCOUNT RECONCILEMENT**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timely delivery of statements and CDs	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. No Missing Data (store #s, proper codes)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Scrubbing Process to ID Encoding Errors	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Ease of Corrective User Input	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

SECTION 3

WEB OTHER SERVICE

Web Other Services	N/A	Excellent	Satisfactory	Poor	Unacceptable	Rating
1. Statements	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. ACH Addenda Report	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. ACH Returns / NOC Report	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Check Services	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Account Transfers	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Paid Item Images	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Returned Item Images	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
8. Administration	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
9. Overall benefit to customer	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 4**POSITIVE PAY**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Service Quality	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Availability on Suspect information	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Detail of Information	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Timeliness of Confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Image Quality	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. File implementation time	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
8. Fraud Resolution Process	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1	INTERNATIONAL SERVICES					
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	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timeliness of transactions/confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. System Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Competitive FX Rate Quotes	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Tracking of Letter of Credits	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 2

INVESTMENT/BROKERAGE SERVICES

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timeliness of transactions/Confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. System Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Ease of Trade	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Accuracy of Transaction	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Competitive Fees	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Adequate Market Research	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
8. Support services quality	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 3

THIRD PARTY VENDORS *APPLICABLE FOR DIRECT CONTACTS ONLY

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timeliness of transactions/confirmation	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. System Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Accuracy of Transactions	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Ease of Data Exchange with Bank / Us	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Quality of service(s)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 4**CARDS COMMERCIAL (e.g. PURCHASING, PRE-LOADED, TRAVEL)**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timeliness of transactions	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. System Security	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. On-line Program Tools	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Program Report Accuracy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
6. Fraud/Potential Fraud Communication Process	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
7. Quality of service(s)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

Company Name

Bank Name: Any Bank Name

Acct Officer: Any Relationship Manager

Time Period: Any Time Period

Banking Services Evaluation

* See Appendix for suggested scoring option

SECTION 1	ITEM PROCESSING					
	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Timely deposit processing	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timely notice of deposit discrepancy	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. Problem resolution	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Keying/Reading Errors	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Meeting Availability Schedule Per SLA	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =

Total =

COMMENTS:

SECTION 2**INFORMATION REPORTING**

	<u>N/A</u>	<u>Excellent</u>	<u>Satisfactory</u>	<u>Poor</u>	<u>Unacceptable</u>	<u>Rating</u>
1. Availability of File	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
2. Timeliness	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
3. No Missing Data (store #s, proper codes)	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
4. Communication & Resolution of Transmission	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
5. Delivery Channels	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	
Custom Field	<input checked="" type="radio"/> Not Applicable	<input type="radio"/> Rating of 4	<input type="radio"/> Rating of 3	<input type="radio"/> Rating of 2	<input type="radio"/> Rating of 1	

Average =**Total =****COMMENTS:**

Company Name

Bank Name: Any Bank Name

Banking Services Evaluation

Account Officer: Any Relationship Manager

Time Period Any Time Period

Scoring Summary

QUALITATIVE

AVERAGE TOTAL

1. GENERAL CUSTOMER SERVICE
2. RELATIONSHIP MANAGER
3. TECHNICAL RELIABILITY

SECTION AVERAGE / TOTAL

QUANTITATIVE

AVERAGE TOTAL

1. ACCOUNT ANALYSIS
2. BANK SAFETY AND SOUNDNESS
(DR, FIN STABILITY)

SECTION AVERAGE / TOTAL

PAYMENTS

AVERAGE TOTAL

1. DISBURSEMENT SERVICES
2. REMOTE DEPOSIT SERVICES
3. DEPOSIT SERVICES

SECTION AVERAGE / TOTAL

INFORMATION REPORTING

AVERAGE TOTAL

1. INFORMATION REPORTING

(include any type of balance reporting)

2. ACCOUNT RECONCILEMENT

3. WEB OTHER SERVICE

4. POSITIVE PAY

SECTION AVERAGE / TOTAL

MISCELLANEOUS

AVERAGE TOTAL

1. INTERNATIONAL SERVICES

2. INVESTMENT/BROKERAGE SERVICES

3. THIRD PARTY VENDORS

4. CARDS COMMERCIAL

SECTION AVERAGE / TOTAL

LOCK BOX

AVERAGE TOTAL

1. ITEM PROCESSING

2. INFORMATION REPORTING

SECTION AVERAGE / TOTAL

TOTAL SCORES

WEIGHTED AVERAGE TOTAL

TOTAL WEIGHTED SCORE

APPENDIX – REFERENCE SECTION

SCORING SCALE

- Scoring scale is ranged form 1-4, with (4) being highest.
 - Not Applicable (N/A rating 0) – Bank Service is not applicable in scoring.
 - Needs Improvement (Lowest rating 1-2) – Bank needs to improve its level of service or the product has clearly failed to meet our expectations.
 - Meets Expectation (Satisfactory rating 3) – Bank has satisfactorily met our expectations.
 - Exceeds Expectations (Highest rating 4) – Bank has exceeded expectations. Takes extra steps to ensure we are satisfied.

GUIDELINES ON ACHIEVING SCORE OF (3) SATISFACTORY

The following thoughts and standards could be used when determining an evaluation score of 3 for the service provider's performance. Not all services are given a guideline.

- Note: Individual Service Level Agreements (SLAs) between you and your service provider may provide different metrics for evaluation. Custom Fields will not be calculated into scores unless cell is utilized.

QUALITATIVE

SECTION 1 – GENERAL CUSTOMER SERVICE

- 1.1 Are the bank's representative(s) capable and proficient at meeting the needs of your organization?
- 1.2 Are the bank's representative(s) courteous, easy to work with and a professional demeanor?
- 1.3 Are you able to contact the bank in a timely manner? Do they promptly return phone calls? Is there a dedicated representative?
- 1.4 Does the bank maintain sufficient staff levels to accommodate employee absences? Is there an appropriate chain of command?
- 1.5 When asked questions do the bank's representative(s) provide accurate information. Are inquiries involving research or problem resolution handled efficiently?

- 1.6 Are responses to inquiries timely? Are multiple inquiries needed before receiving a response? Are there established turn around times and procedures and are they adequate?
- 1.7 Is the bank held accountable for following through on its promises and commitments?
- 1.8 When problems arise, is the bank well equipped to address and solve problems? Is the bank well equipped to handle issues requiring research or problem resolution?
- 1.9 Does the bank's representative(s) have thorough understanding of the bank's policies, procedures and federal regulations?
- 1.10 Do the bank's representative(s) have thorough understanding of the bank's cash management products and how fit into meeting the needs of their clients?

SECTION 2 – RELATIONSHIP MANAGER

- 2.1 Understands how the bank's products can help the company achieve mission critical goals.
- 2.2 Ability to Match Services to our Needs by understanding our business.
- 2.3 Responses within promised timeframes - Are there established turn around times and procedures for research and problem solving and are they adequate?
- 2.4 Understands major aspects of the company's industry.
- 2.5 Each call has been organized around a specific agenda.
- 2.6 Availability and response time through any channel (telephone, internet, pager) within 1 business day. Established turnaround times are efficient for problem resolution.
- 2.7 Availability and response time through any channel (telephone, internet, pager) within 1 hour - Established turn around times are efficient for problem resolution.

SECTION 3 – TECHNICAL RELIABILITY

Part 1

- 3.1 Does the bank hold true to its SLA? Have there been breaches? Are you required to monitor the SLA for compliance?
- 3.2 How quick are the Bank's systems when used? (i.e. online software)
- 3.3 Does the bank have adequate security measures in place that are realistic and straightforward to use? (I.E. user ID & password requirements, user settings, etc)

- 3.4 Do they have the ability to address and solve problems efficiently and effectively?
- 3.5 Are data files available at times that are conducive to running your business?
- 3.6 When system outages occur, how timely are status messages sent from your bank?
- 3.7 How frequent are system outages? Does the bank have contingency plans in place? (Do not include regularly scheduled maintenance)

Part 2

- 3.1 Is the Bank's FTP portal easy to access, work within and available at convenient times?
- 3.2 How quick is the bank's processing time upon receipt of files?
- 3.3 Does the bank have adequate security measures in place that are realistic and straightforward to use? (I.E. user ID & password requirements, user settings, etc)
- 3.4 When problems arise, is the bank well equipped to address and solve problems?
- 3.5 In general, how beneficial is direct transmission to the functioning of you organization.

QUANTITATIVE

SECTION 1 – ACCOUNT ANALYSIS

- 1.1 Total pricing error deviation does not exceed 5%. A 0% would be a 5, a 10% would be a 1.
- 1.2 Total volume error deviation does not exceed 5%. A 0% would be a 5, a 10% would be a 1.
- 1.3 Pricing analysis is made available (via web or mail) on 14th calendar day after billing period close.
- 1.4 Pricing issues are fully resolved on 30th day after issue first reported. Are there established turnaround times and are they sufficient for problem resolution?
- 1.5 Overall pricing deviation (when compared to competition) does not exceed +-1%. A -10% would be a 5, a +10% a 1.
- 1.6 = Average (median score from QUALITATIVE tab, and score from #5 above).

SECTION 2 – BANK SAFETY AND SOUNDNESS (DR, FIN. STABILITY)

- 2.1 Considered sound and stable as evaluated by a recognized independent agency?
- 2.2 Provider reputation as perceived by 1) your internal front line users and 2) by local entities (IE Chamber of Commerce, BBB and the like).
- 2.3 As provided by your local industry affiliations.
- 2.4 In the top 5 for local providers. In the top 50 for national providers.
- 2.5 Systems are at par with normal and expected anticipated practices. Remain current and competitive.
- 2.6 Financial Institution's diversification of market segments served. Not heavily weighted in one customer segment.
- 2.7 A plan is in place and validation of bi-annual testing is documented and disclosed upon request.

PAYMENTS

SECTION 1 – DISBURSEMENT SERVICES

Part 1

- 1.1 Logical and clearly marked - defined-steps.
- 1.2 Able to identify and propose/implement change within 24 hours- Are there established turn around times and are the sufficient for problem resolution?
- 1.3 Satisfactory amount of time spent on wire input and approval.
- 1.4 Satisfactory response from Fed system with confirmation / reject information.
- 1.5 Logical and clearly marked - defined-steps.
- 1.6 Secure environment meeting customer requirements.

Part 2

- 1.1 Accurate settlement with respect to value dating.
- 1.2 Accurate settlement with respect to f/x rates.
- 1.3 Satisfactory amount of time spent on wire input and approval.
- 1.4 Satisfactory response from Fed system with confirmation / reject information.
- 1.5 Satisfactory amount of time on input and approval of use of field.

Part 3

- 1.1 Logical and clearly marked - defined-steps.
- 1.2 Easy to use ACH system - ACH system provides ease of use.
- 1.3 ACH transactions processed at advertised levels.
- 1.4 Able to identify and propose/implement change within 24 hours.
- 1.5 Secure environment meeting customer requirements- Established security features meet anticipated/advertised levels.

SECTION 2 – REMOTE DEPOSIT SERVICES

- 2.1 RDC Service available during advertised hours.
- 2.2 Complete and accurate information scanned and transmitted to bank.
- 2.3 Quick system and bank response in transmission of deposits.
- 2.4 Able to identify and propose/implement change within 24 hours.
- 2.5 Safe secure environment for delivery of Image Deposit files Established security features are sufficient for delivery of image deposit files.

SECTION 3 – DEPOSIT SERVICES

- 3.1 Meets defined Service Level Agreement (SLA) or agreed upon terms.
- 3.2 Meets defined Service Level Agreement (SLA) or agreed upon terms.
- 3.3 Accurate and ease of ordering change.
- 3.4 Able to identify and propose/implement change within 24 hours- Are there established turn around times and are the sufficient for problem resolution?
- 3.5 Adequate security exists to ensure associate safety.

REPORTING

SECTION 1 – INFORMATION REPORTING (Includes any type of balance reporting)

Part 1

- 1.1 Are data files available at times that are conducive to running your business?
- 1.2 Time access to files is convenient and conducive to running your business?
- 1.3 Complete and accurate information.
- 1.4 Timely communication of system issues and fixes, resolutions.
- 1.5 Ability to generate custom reports and data files.
- 1.6 Ability to customize fields.

Part 2

- 1.1 Successful blocking of unauthorized ACH transactions.
- 1.2 Able to identify and propose/implement change within 24 hours.
- 1.3 Safe secure environment for delivery of Image Deposit files - Established security features are sufficient for delivery of image deposit files.
- 1.4 Easy to use functionality.

SECTION 2 – ACCOUNT RECONCILEMENT

- 2.1 Complete and on time - weekly and monthly.
- 2.2 Complete and accurate information.
- 2.3 Able to identify and propose/implement change within 24 hours - Are there established turn around times and are they sufficient for problem resolution?
- 2.4 Safe secure environment for delivery of Image Deposit files - Established security features are sufficient for delivery of image deposit files.
- 2.5 Safe secure environment for delivery of Image Deposit files - Established security features are sufficient for delivery of image deposit files.
- 2.6 Easy to use functionality.

SECTION 3 – WEB OTHER SERVICE

- 3.1 Complete and on time - weekly and monthly.
- 3.2 Available for all ACH transactions that accompany.
- 3.3 Complete information available in timely manner.
- 3.4 Timely processing and system response - Are there established turn around times and are they sufficient for problem resolution?
- 3.5 Timely processing and system response - Are there established turn around times and are they sufficient for problem resolution?
- 3.6 Image availability and timely system response.
- 3.7 Image availability and timely system response.
- 3.8 Easy to use functionality - System provides ease of use.
- 3.9 In general, how beneficial is web service to the functioning of you organization.

SECTION 4 – POSITIVE PAY

- 4.1 Proper operation of Positive Pay service - Positive pay operates as anticipated/advertised.
- 4.2 Suspect images are available by timer advertised - as anticipated/advertised.
- 4.3 Sufficient detail and quality images.
- 4.4 Able to identify and propose/implement change within 24 hours.
- 4.5 Smooth flow of delivering check issue files.
- 4.6 Able to identify relevant data on item.
- 4.7 Time between file upload and implementation at branch level.

MISCELLANEOUS

SECTION 1 – INTERNATIONAL SERVICES

- 1.1 Accurate and timely settlement.
- 1.2 Is the bank well equipped to handle issues requiring research or problem resolution?
- 1.3 Secure environment meeting customer requirements- Established security features meet anticipated/advertised levels.
- 1.4 Access to market competitive rates.

SECTION 2 – INVESTMENTS/BROKERAGE SERVICES

- 2.1 Accurate and timely settlement.
- 2.2 Is the bank well equipped to handle issues requiring research or problem resolution?
- 2.3 Secure environment meeting customer requirements- Established security features meet anticipated/advertised levels.
- 2.4 Convenience of placing trades
- 2.5 N/A
- 2.6 Access to market competitive rates
- 2.7 N/A
- 2.8 Support services based of SLA or mutually agreed upon standards

*SECTION 3 – THIRD PARTY VENDORS * APPLICABLE FOR DIRECT CONTACTS ONLY*

- 3.1 Accurate and timely settlement
- 3.2 Is the bank well equipped to handle issues requiring research or problem resolution?
- 3.3 Secure environment meeting customer requirements- Established security features meet anticipated/advertised levels.
- 3.4 N/A
- 3.5 N/A
- 3.6 Quality of service is consistent with agreement between Third Party Vendor and Service Provider

SECTION 4 – COMMERCIAL CARDS (e.g. PURCHASING, PRE-LOAD, TRAVEL & EXPENSE)

- 4.1 Accurate and timely settlement.
- 4.2 Is the bank well equipped to handle issues requiring research or problem resolution?
- 4.3 Meet appropriate PCI compliance standards.
- 4.4 N/A
- 4.5 N/A
- 4.6 Individual levels agreed by both parties.
- 4.7 Quality of service is consistent with agreement between Third Party Vendor and Service Provider.

LOCKBOX SERVICES

SECTION 1 – LOCKBOX SERVICES

Part 1

- 1.1 Meets defined Service Level Agreement (SLA) or agreed upon terms.
- 1.2 Meets defined Service Level Agreement (SLA) or agreed upon terms.
- 1.3 Able to identify and propose/implement change within 24 hours- Are there established turn around times and are the sufficient for problem resolution?

Part 2

- 1.1 Are data files available at times that are conducive to running your business?
- 1.2 Time access to files is convenient and conducive to running your business?
- 1.3 Complete and accurate information.
- 1.4 Timely communication of system issues and fixes, resolutions.

SECTION 2 – INFORMATION REPORTING

- 2.1 Are data files available at times that are conducive to running your business?
- 2.2 Time access to files is convenient and conducive to running your business?
- 2.3 Complete and accurate information.
- 2.4 Timely communication of system issues and fixes, resolutions.
- 2.5 Ability to customize fields.