

BUREAU OF BANKING
INTERNET BANKING SURVEY

1) Does your financial institution have a web-site on the Internet?

Yes No

(If Yes, go to question 2, if No, go to question 7)

2) Please provide your financial institution's world-wide web address.

3) Which of the following best describes your financial institution's web-site: (Please choose only one)

Informational. Informational web-sites typically have marketing information about the financial institution's products and services, branch locations, hours of operation, contact information, etc. on a stand alone server.

Communicative. Communicative web-sites typically allow some communication between the financial institution's systems and the customer. The interaction may be limited to electronic mail, loan applications, account query, or static file updates, such name and address changes. These servers may include a path to the financial institution's systems.

Transactional. Transactional web-sites allow customers to execute transactions, such as transfers among accounts, bill payments, loan payments, opening deposit accounts, obtaining loans, or purchasing other authorized products and services. A path typically exists between the server and the financial institution's or outsourcer's internal network.

4) If your financial institution's web-site is **Communicative**, please check the applicable features below:

a) E-Mail between the customer and the financial institution

b) On-line Loan Applications

c) Loan Account Inquiry

d) Deposit Account Inquiry

e) Other (please list and describe)

5) If your financial institution's web-site is **Transactional**, please check the applicable features below:

- A) Transfers Between Accounts
- B) Bill Payment
- C) Bill Presentment
- D) Loan Payment
- D) Obtaining Loans
- E) Opening Deposit Accounts
- F) Securities Trading
- G) Purchasing Insurance
- H) Other (please list and describe)

6) Please provide the following information regarding your financial institution's web-site and/or internet banking products:

#	<u>Vendor/Provider</u>	<u>Hardware</u>	<u>Software Package(s)</u>
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

7) Please describe any plans your financial institution may have for establishing a web-site or enhancing the current web-site or online banking services. Please provide a timetable.

8) Please provide the following additional information:

Name of Financial Institution

Name and Title of the Officer responsible for the institution's Internet banking activities

Responsible Officer's Telephone Number

Responsible Officer's E-mail Address
