

**STATE OF CONNECTICUT DEPARTMENT OF BANKING
YEAR-END 2004 ELECTRONIC BANKING QUESTIONNAIRE FOR BANKS**

Name of Institution:

Purposes of your Internet site. (Check all that apply)

Marketing

- New account products
- Investment product information
- Rates for loans and deposits
- Insurance information
- Personalized marketing information

Personal Banking

- Account activities (inquiries/transfers)
- Bill payment
- Bill presentment
- Personal banking data download (Quicken, Money, etc.)
- ACH transfers
- Loan history
- Loan payment

Business Banking

- Account activities (inquiries/transfers)
- Bill payment
- Bill presentment
- Business banking data download (QuickBooks, etc.)
- Wire transfer
- Cash management
- Loan history

Other Services

- Brokerage services
- Trust account access
- Credit card history
- Credit card transaction download
- Credit card payment
- Electronic marketplace (vendor links)
- Tax return preparation

Applications

- Loan application download
- Loan application upload
- New account opening
- Sign-up for Internet banking
- Credit card application
- Software download
- Customer Support
- Direct access to CSR

Informational Functions

- Links to external sites
- Loan/investment calculator
- Community information
- Content aggregation(screen scraping)

Name of Institution:

Does your institution offer:

Telephone Banking? Yes No

If **no**, do you plan to offer it within 1 year? Yes No

If **yes**, check any of the functions you offer:

Balance inquiry

Balance transfer

Marketing/informational material

Loan applications

Bill payment services

Other _____

Do you offer any of the following?

Automated loan machines

No yet, but within the next year

ATMs offering additional products

Not yet, but within the next year

Debit cards (check cards)

Not yet, but within the next year

Stored value cards

Not yet, but within the next year

Name of person who completed this

Phone

THANK YOU FOR PARTICIPATING!