

## ATTACHMENT B

### **GENERAL LOCKBOX NETWORK PERFORMANCE QUESTIONNAIRE** *For Completion by Bidding Financial Institution*

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The following questionnaire has been prepared to obtain responses to effectively evaluate your financial institution's ability to provide lockbox services. This questionnaire must be completed and included along with your response to the 2003 Invitation for Expression of Interest (IEI) for the General Lockbox Network. Each question must be answered in the order presented herein, listing the question first and followed by the answer.

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1. Provide a brief history of your financial institution as it relates to lockbox processing including the following:
  - a. Year of organization
  - b. Year of initiation of lockbox processing
  - c. Nature of relationships with affiliated companies or joint ventures
2. Has your financial institution ever been terminated, sanctioned or penalized for failure to perform any duty described in any agreement, Memorandum of Understanding or contract for lockbox services? If so, please provide dates and circumstances.
3. Do you subscribe to the Phoenix Hecht Quality Index report? If so, please provide your latest rating.
4. Do you send questionnaires to your customers on an annual basis to rate your financial institution's performance? If so, please provide a summary of the results from all customers.
5. Describe examples of your financial institution's commitment to innovation in lockbox services. Include the number and experience of employees dedicated to this processing, approach to check conversion/truncation, and any other significant information.
6. Discuss the overall business objectives of your financial institution with respect to general lockbox transaction processing. Comment on any present or planned areas of emphasis over the next three to five years.
7. Describe the approach to account administration, e.g., account team, client account executives, support by administrative units. Elaborate on the support staff, size of the staff, and hours of availability.
8. Provide the number of commercial and government accounts for which your financial institution provides lockbox services, and the volume of transactions processed by your financial institution. How have these volumes changed over the last three years?

9. Discuss services currently provided to commercial or Federal government clients similar to those required in this IEI. A brief description of current deposit reporting services, customer service capabilities, and response and down time statistics with existing services must be included.

10. Briefly describe what distinguishes your financial institution from competitors.

**GENERAL LOCKBOX NETWORK**  
**Certification Page**  
**PERFORMANCE QUESTIONNAIRE**  
*For Completion by Bidding Financial Institutions*

This questionnaire is submitted by     [Financial Institution Name]     to FMS in response to the 2003 Invitation for Expression of Interest in the General Lockbox Network.

The undersigned, on behalf of     [Financial Institution Name]     agrees/certifies:

1. That all factual statements made in the attached response are true and correct;
2. To provide General Lockbox services set out in the Invitation's Technical Requirements in accordance with this IEI,
3. To accept terms and conditions as outlined in the Invitation's Designation and Authorization of Financial Agent (DFA); and
4. That the undersigned possesses authority to make these representations on behalf of the undersigned's financial institution.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Financial Institution: \_\_\_\_\_

Date: \_\_\_\_\_