GENERAL INSTRUCTIONS

- Any significant change in this firm’s operations should be noted in 1.
- For establishments sold or acquired in 2013, report data only for the period the establishments were operated by this firm.
- Estimates are acceptable if book figures are not available.
- Enter “0” where applicable.
- Do not combine data for two or more detailed lines.
- Report data on an accrual basis, except for payroll.
- Dollars should be rounded to the nearest dollar.
- If a figure is $1,030,280,456 it should be reported as 1,030,280,456.

Include:

- Data for all Services establishments (excluding data for Retail, Wholesale, Manufacturing, Mining, and Construction operations) as defined by the survey coverage in 1B.
- Data for auxiliary facilities primarily engaged in supporting services to those establishment(s) such as warehouses, garages, central administrative offices, and repair services.

1. MAILING ADDRESS

Is this firm’s name and mailing address the same as shown in the mailing address above?

☐ Yes
☐ No - Enter corrections in the mailing address above
### B. SURVEY COVERAGE

Did this firm provide the business activities described below?

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in accepting demand and other deposits and making commercial, industrial, and consumer loans. Commercial banks and branches of foreign banks are included in this industry.

- **Yes**
- **No - Specify this firm’s business activity**

### ORGANIZATIONAL CHANGE

#### A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2013?

- **Yes**
- **No - Go to B**

#### B. Which of the following organizational changes occurred in 2013?

Check all that apply. If more than one organizational change occurred during the reporting period, explain in **Q**.

- **Acquisition**
- **Sale**
- **Merger**
- **Divestiture**

**Date of organizational change**

AND

**Enter detailed information below**

**Name of company**

**EIN (9 digits)**

**Address (Number and street, P.O. Box, etc.)**

**City, town, village, etc.**

**State**

**ZIP Code**
### 4 REPORTING PERIOD

NOTE: Calendar year data is preferred. If it is not available, please report for the fiscal year that includes at least six months of data for the 2013 calendar year.

What time period is covered by the data provided in this report?

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<td>Fiscal or partial year - Report beginning and ending dates</td>
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### 5 Not Applicable.

### 6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2013?

Include:
- Report gross billings, except where noted elsewhere on the form.
- Amounts received for work subcontracted to others.
- Revenue from services performed by domestic locations of foreign parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.
- Income from investments, sales of company-owned real estate (land and building) or other assets (except inventory held for resale), securities, gifts, loans, contributions, and grants.
- Interest earned from financing leases. Interest earned from sales, rent or lease under capital, finance, or full payout. Also include interest, dividends, and royalties.
- Net realized gains (losses) within specified area(s) of activity.
- Rents from separately operated departments, concessions, etc., which are leased to others.
- E-commerce revenue.

Exclude:
- Transfers made within the company.
- Net unrealized gains (losses).
- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.
- Revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Revenue from the sale of used equipment.

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#### 1. Depository Credit Intermediation

**a. Loan income from consumers** - Include interest received, origination, other fees received, and revenue from sales of loans.

Include secured (e.g., residential mortgages, home equity, vehicle, other) and unsecured loans...

**b. Loan income from businesses and governments** - Include interest received, origination, other fees received, and revenue from sales of loans for commercial and industrial mortgages and other.

Include government guaranteed loans, loans secured by accounts receivables and inventories, and loans to government agencies and foreign governments...

**c. Credit card income from consumers** - Include interest, fees, processing, insurance, and services...

**d. Credit card income from businesses and governments** - Include interest, fees, processing, insurance, and services.

CONTINUE ON PAGE 4
6 SALES, RECEIPTS, OR REVENUE - Continued

2. All other operating revenue - Revenue not reported in lines 1a through 1d. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below.

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<th>2013</th>
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3. TOTAL OPERATING REVENUE
   Sum of lines 1a through 2

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<th>2013</th>
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7 Not Applicable.

8 E-COMMERCE

E-commerce is the sale of goods and services where the buyer places an order, or the price and terms of the sale are negotiated, over an Internet, mobile device (M-Commerce), extranet, EDI network, electronic mail, or other comparable online system. Payment may or may not be made online.

A. Did this firm have any e-commerce revenue in 2013?

| 0011 | Yes
|      | No - Go to 9

B. What was the total e-commerce revenue in 2013?

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9 - 13 Not Applicable.
### OPERATING EXPENSES

**What were the operating expenses for this firm in 2013?**

**Exclude:**
- Transfers made within the company.
- Capitalized expenses.
- Bad debt.
- Impairment.
- Income tax.

**Gross annual payroll**

**Include** salaries and wages, commissions, dismissal pay, bonuses, employee contributions to Social Security, income tax withholding, union dues, group insurance premiums, savings bonds, cash equivalent in-kind, allowances, holiday pay, vacation pay, sick leave, stock purchase plans, and employee contributions to pension plans. **Exclude** the cost of leased employees, employer’s cost for fringe benefits, and temporary staff obtained from temporary help services. For unincorporated businesses, **exclude** profit or other compensation of proprietors or partners.

**All other operating expenses**

**Include** travel and entertainment; postage, shipping or delivery services; warehousing and storage services; royalties; security services; janitorial and grounds maintenance services; purchased transportation with operators; and other expenses not reported elsewhere.

---

**Personnel Costs**

1. **Gross annual payroll**
   - Total annual Medicare salaries and wages for all employees as reported on this firm’s IRS Form 941, Employer’s Quarterly Federal Tax Return, line 5(c) for the four quarters that correspond to the survey period or IRS Form 944 Employer’s Annual Federal Tax Return, line 4(c). **Include** the spread on stock options that are taxable to employees as wages.

2. **Employer’s cost for fringe benefits**
   - **Include** employer’s cost for legally required programs and programs not required by law:
     1. **Health insurance**
        - Insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs).
        - **Include** premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs). **Exclude** employee contributions.

3. **Pension plans**
   - **Defined benefit pension plans**
     - Costs for both qualified and unqualified defined pension plans. Pension plans that specify the benefit to be paid to employees upon retirement, generally either a specific amount or a percentage of compensation. Employer contributions are based on actuarial computations that include the employee’s compensation and years of service and are not allocated to specific accounts maintained for employees.
   - **Defined contribution plans**
     - Costs under defined contribution plans. Pension plans that define the employer contributions to a separate account provided for each employee. The employee “benefit” at retirement depends on the amount contributed and the results of the account’s activity. Examples include profit sharing plans, money purchase (e.g., 401k, 403b) and stock bonus plans (e.g., ESOPs).

4. **Payroll taxes, employer paid insurance premiums**
   - **Include** benefits for life insurance, “quality of life” benefits (e.g., childcare assistance, subsidized commuting), employer contributions to pre-tax benefit accounts (e.g., health savings accounts), education assistance, and other benefits not specified above. **Exclude** disbursements from trusts or funds to satisfy health insurance claims.

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**Mark "X" if None**

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<td>a. Defined benefit pension plans</td>
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<td>b. Defined contribution plans</td>
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<td>3. Payroll taxes, employer paid insurance premiums</td>
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**CONTINUE WITH ** ON PAGE 6
14 OPERATING EXPENSES - Continued

1. Personnel Costs - Continued
   c. Temporary staff and leased employee expense - Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. Include all charges for payroll, benefits, and services ........................................... 1823

2. Expensed Materials, Parts, and Supplies (not for resale)
   a. Expensed equipment - Expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs, monitors). Report packaged software in line 3a. Report leased and rented equipment in line 3i ................................................................. 1824
   b. Expensed purchases of other materials, parts, and supplies - Materials and supplies used in providing services to others; materials and parts used in repairs; office and janitorial supplies; small tools; containers and other packaging materials; and motor fuels ........................................................................................................ 1825

3. Expensed Purchased Services
   a. Expensed purchases of software - Purchases of prepackaged, custom coded, or vendor customized software. Include software developed or customized by others, web-design services and purchases, licensing agreements, upgrades of software, and maintenance fees related to software upgrades and alterations ............................................................. 1826
   b. Data processing and other purchased computer services - Include web hosting, computer facilities management services, computer input preparation, data storage, computer time rental, optical scanning services, and other computer-related advice and services, including training. Exclude expensed integrated systems, repair and maintenance of computer equipment, payroll processing and credit card transaction fees, and expenses for telecommunication services (e.g., Internet, connectivity, telephone) ..... 1845
   c. Purchased communication services - Telephone, cellular, and fax services; computer-related communications (e.g., Internet, connectivity, online), and other wired and wireless communication services ........................................................................................................ 1846
   d. Purchased repairs and maintenance to machinery and equipment - Expensed repair and maintenance services to machinery, vehicles, equipment, and computer hardware. Exclude materials, parts, and supplies used for repairs and maintenance performed by this firm’s employees ................................................................. 1848
   e. Purchased repairs and maintenance to buildings, structures, and offices - Include repair and maintenance to integral parts of buildings (e.g., elevators, heating systems). Exclude materials, parts, and supplies used for repairs and maintenance performed by this firm’s employees. Report janitorial and grounds maintenance services in line 4d ..................................................... 1849
   f. Purchased electricity - If the cost of electricity is included in lease or rental payments, report in line 3j .............................................................. 1850
   g. Purchased fuels (except motor fuels) - Fuel for heating, power, or generating electricity (e.g., natural gas, propane, oil, coal). If the costs are included in lease or rental payments, report in line 3j .............................................................. 1851
   h. Water, sewer, refuse removal, and other utility payments - Include the cost of hazardous waste removal. If the costs of these utilities are included in lease or rental payments, report in line 3j ......................................................................................... 1852
   i. Lease and rental payments for machinery, equipment, and other tangible items - Include lease and rental of transportation equipment without operators and penalties incurred for broken leases. Exclude capital and financing lease agreements and licensing/leasing of software ................................................................................ 1853
   j. Lease and rental payments for land, buildings, structures, store spaces, and offices - Include penalties incurred for broken leases ................................................................................................................................. 1854
   k. Purchased advertising and promotional services - Include marketing and public relations services ............................................................ 1830

CONTINUE WITH 15 ON PAGE 7
### OPERATING EXPENSES - Continued

#### 3. Expensed Purchased Services - Continued
   1. **Purchased professional and technical services** - Include management consulting, accounting, auditing, bookkeeping, legal, actuarial, payroll processing, architectural, engineering, and other professional services. **Exclude** salaries paid to your own employees for these services.

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#### 4. Other Operating Expenses
   a. **Depreciation and amortization charges** - Include depreciation charges taken against tangible assets owned and used by this firm, tangible assets and improvements owned by this firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment.

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   b. **Governmental taxes and license fees** - Payments to government agencies for taxes and licenses. **Include** business and property taxes. **Exclude** income taxes and sales and excise taxes collected from customers.

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   d. **All other operating expenses** - All other operating expenses not reported above, unless specifically excluded in the general instructions. **Include** office postage paid and package delivery. **Exclude** purchases of merchandise for resale and non-operating expenses. If this item is greater than 20% of the total operating expenses, specify the primary source of the expenses below.

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#### 5. TOTAL OPERATING EXPENSES

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<th>Sum of lines 1a through 4d</th>
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### NON-OPERATING INTEREST EXPENSE

**What was the non-operating interest expense for this firm as defined in 1B?**

**Exclude:**
- Transfers made within the company.
- Capitalized interest.

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### Not Applicable.
Thank you for completing this survey.