



Appendix I, Commercial Trust Service Standards

The following service standards were provided by a commercial trust with sizeable land trust operations. Standards of this nature are used by commercial banks to ensure that trust responsibilities are carried out in a timely and accurate manner.

General

Item	Timeliness	Target
External Clients: Telephone call, fax or e-mail	Respond within 24 hours	100%
Disbursement Request – directly from power-holder	Process within one working day	98% within one day, 100% within two days
Disbursement Request – requiring Discretionary Action	Process first Friday following receipt of request. Respond to client same day as approval/declination	98% if received by noon Thursday 100% by next Friday
Written inquiry	Respond within 2 business days	100%
Deposit of funds	Same day	100%
Investment of cash balances	Same day (if received prior to cut-off times)	100%
Account Reviews – completion of documentation	One day prior to review date	99%
Account Reviews – Discuss investment exception with Portfolio Manager	Two days prior to review date	99%
Internal Clients: Telephone call, fax or e-mail	Respond within 24 hours	100%
Setup New Accounts	(See Attached New Account Standards)	
Annual Client Administrative/ Investment Meetings	One meeting at least annually	98%
Directed traded input	Officer (not Investment Group) to place all directed trades.	100% for sales 100% for purchases- asset is set up on system

New Accounts

Item	Timeliness	Target
Trusts and Agencies	Obtain Management approval/declination for new account within 2 business days of obtaining	95% 100% within 5



Item	Timeliness	Target
	formal request for services from client	business days
	Set up new account within 2 business days of receipt of mgmt approval and adequate documentation from client	95% 100% within 5 business days
	Mail/fax request for transfer of assets within 2 business days of receipt of same from client	98% 100% within 3 business days
	Hold first client administrative and investment objective meeting within 10 days of opening new account	95% 100% within 14 months
	Hold client administrative follow-up and investment performance review meeting within 3 months of substantial funding (sooner if exceptions noted)	95% 100% within 4 months
Court Accounts (Estates, Guardianships, etc.)	Obtain Management approval/declination for new account within 2 business days of determining legal status as potential PR, executor, guardian, etc.	95% 100% within 5 business days
	Set up new account within 2 business days of court appointment to position	95% 100% within 5 business days
	Mail/fax request for transfer of assets within 2 business days of receipt of same from client	98% 100% within 3 business days
	Hold first client administrative and investment objective meeting within 5 business days of opening new account	95% 100% within 10 business days
	Hold client/attorney administrative follow-up and investment performance review meeting within 1 month of substantial funding (sooner if exceptions noted)	95% 100% within 2 months

Customer Service

Item	Timeliness	Target
Month end cycle	Mail last stmt. by end of 6 th Business days of the following month	99%
Quarter end cycle	Mail last stmt. by end of 8 th business days of the following month	99%
Annual cycle	Mail last stmt. by end of 12 th business days of the following month	99%
Statement Mailing	Mail all Client data as specified by Account Admin. (overnight, courier, etc.) Proper contents.	100%
Statement Out of Balances - Month End cycle	Resolve within 2 business days.	99%



Item	Timeliness	Target
Statement Out of Balances - Quarter End cycle	Resolve within 4 business days.	99%
Statement Out of Balances - Annual cycle	Resolve within 6 business day.	99%
Performance Measurement - Monthly Processing	Schedule by 5 th business day of the following month	100%
Performance Measurement - Correct Transaction Exceptions	Review Trans. Exception report and resolve by 8 th business day of the following month	100%
Performance Measurement - Resolve Adm/Inv inquiries	Research and resolve 90% Adm/Inv inquiries within 2-3 business days, remaining 10% resolved within 10 business days	100%
Posting Transactions	Post all transactions received by 4pm	100%
Balancing Trust DDA - Daily balance	Complete daily, with exception of first 2 business days	99%
Balancing Trust DDA - Exception Notification	Items outstanding over 24 hours are reported electronically	100%
Respond to all requests (e-mail, telephone, fax)	Resolve or update, originator of inquiry within one business day	100%

Trust Technology Support

Item	Timeliness	Target
New Development / Enhancements / Change Request		
Initial information meeting scheduled	Within 3 Business days of receipt of a development request	100%
Complete evaluation within and a review meeting scheduled	Within 30 business days of receipt of a development request	100%
If the decision is to proceed, the project is scheduled	Within 15 business days of the decision date	100%
Business Critical Change Request		
Initial information meeting scheduled	Upon Receipt of change request	100%
Preliminary evaluation completed and a review meeting scheduled	Within 5 business days of the initial information meeting	100%
If the decision is to proceed, the project is scheduled	Within 1 business day of the decision date	100%
Support		
Critical Support	Immediate upon problem notification	95%
Non-Critical Support	Within 1 business day of notification	95%
Extended Support	Within 3 business days of the original reporting date	100%



Item	Timeliness	Target
	(Extended Support will escalate within the support group from the previous 2 where no resolution could be found in 1 business day. A resolution or resolution plan will be developed)	

Trust Training

Item	Timeliness	Target
Training inquiries	Within 24 hrs of receipt of a request	97%
Provide concise, informative materials	At each training class	99.5%
Begin training classes promptly at scheduled times	At each training class	99%
Prevent foreseeable technical difficulties through thorough planning and preparation	At each training class	97%
Offer a training evaluation	At each training class	97%
Communicate quarterly training schedule to Trust Division	2 nd week before quarter-end for following quarter	97%
Communicate training survey to assess needs	2 nd week after quarter-end for previous quarter	97%

Consulting

Item	Timeliness	Target
Consulting inquiries	Within 24 hrs of receipt of a request	97%
Provide concise, informative overviews of the project to team members and management	At the beginning of each project	98%
Provide summary information of accomplishments	Within 1 business day of project completion	97%
Provide communication with management through regular departmental reports	Within 1 business day of completion of each project segment	99%



Administration

Item	Timeliness	Target
Transaction Processing Cash Receipts	Posted the same day if received before 3:00 p.m.; Posted next Business Day if received after 3:00 p.m.	99%
Cash Disbursements	Same day processing for requests received by 12:00 p.m. Next day processing for requests received after 12:00 p.m.	99%
Client Inquiries	Sundown Rule applies to telephone calls and e-mail messages.	
Telephone calls	Respond same day	99%; 100% day 2
E-mail messages	Respond same day	99%; 100% day 2
Letters	Same day acknowledgement	99%; 100% day 2
Problem Resolution	Respond with resolution or plan for resolution within 48 Hours	99%; 100% 72 hrs
Audit Requests	Respond with expected delivery date, resolution or plan for resolution with 24 Hours.	99%; 100% 72 hrs
Client Meetings Tier 1 Tier 2 and Tier 3 Tier 4 and Tier 5	Minimum 4 times per year Semiannual minimum Annual minimum	100% 100% 100%
Participant Call Center Availability	8:00 a.m. CT to 5:00 p.m. Monday through Friday except bank holidays	100%
Response Time	Same day if call received before 5:00 p.m.; Next business day if call received after 5:00 p.m.	100%