

The Federal Reserve Payments Study



Survey Period: Calendar Year 2020

The *Depository and Financial Institutions Payments Survey* (DFIPS) includes:

- ▶ Institution's affiliates
- ▶ Institution profile
- ▶ Check profile, payments, deposits, and outgoing returns
- ▶ ACH profile, originations, receipts, and outgoing returns
- ▶ Wire transfers originated
- ▶ Debit cards
- ▶ General-purpose prepaid cards
- ▶ General-purpose credit cards
- ▶ Cash withdrawals
- ▶ Alternative payment initiation methods

>> Please respond by: June 25, 2021 <<

General Instructions

About the survey

The Federal Reserve 2021 Depository and Financial Institutions Payments Survey (DFIPS) is a national survey of the largest depository and financial institutions that offer transaction deposit accounts, general-purpose prepaid card program accounts, and general-purpose credit card accounts to consumer, business, and government customers. The survey gathers data about noncash payments, cash withdrawals that posted to customer accounts, and unauthorized third-party payments fraud against those customer's accounts that took place during calendar year 2020. Given the significance of your institution, your contribution is needed to provide an accurate representation of key payment trends.

The social distancing impacts of the pandemic outbreak during 2020 are widely reported to have affected payment choices. To help the Federal Reserve identify the impact, this survey requests additional quarterly data on shifts between the in-person and remote channels as well as person-to-person (P2P) and digital wallet adoption. Your response to these questions will help assure a more complete picture of the extent and persistence of these changes throughout the year.

Confidentiality

Any information you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

Your participation

Your response to this survey will be used to estimate national aggregate volumes for calendar year 2020. To achieve the most reliable results, it is important that you respond completely and accurately. **If your institution outsourced payments processing to another organization during calendar year 2020**, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your institution.

Please leave no survey item blank

Items left blank may be difficult to interpret and could cause problems with estimation. There are **three possible ways** to respond to a survey item that requests a numeric value:

1. **A non-negative numeric amount** If your institution has volume for the item requested and the volume is known or can be accurately estimated, please enter the amount. (Enter "0" if the amount equals zero).
2. **NR (not reported)** If your institution has volume for the item requested but the volume is unknown, nonzero, and cannot be accurately estimated, please enter "NR" (not reported). (Do not enter "0" if the volume exists but the amount is unknown).
3. **0 (zero)** If your institution does not have volume for the item requested (i.e., the item requested does not apply to your institution), please enter "0".

Third-party fraudulent transactions

This survey includes questions about the volumes of unauthorized third-party fraud that cleared and settled via each payment type. Cleared and settled means that payment instructions passed through the payment system and funds were transferred as a result. The intent is not to measure actual fraud losses, although some of the included fraud would result in losses. The purpose is also not to measure fraud attempts that were prevented before they were cleared and settled, and is not meant to include fraud committed by the accountholder or other users authorized to make payments. The purpose is to measure all unauthorized third-party fraudulent transactions that cleared and settled for which funds subsequently became available to the perpetrator. Please report fraudulent transactions that cleared and settled, for which claims were reported in calendar year 2020 (even if the fraud occurred in the prior year).

General Instructions

Public reporting burden for this collection of information is estimated to be an average of 22 hours per response, including the time to gather and maintain data in the required form, to review the instructions and to complete the information collection. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Secretary, Board of Governors of the Federal Reserve System, 20th and C Streets, NW, Washington, DC 20551; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0355), Washington, DC 20503.

Please provide any comments in the box below:

General Instructions

This is designed to be an **enterprise-wide survey**, covering domestic accounts held at your institution and all of its affiliates. Please review and correct information below to correspond to your reporting ability. The information on this page will be used to define what is meant by 'your institution' in each section of the questionnaire. If possible, include information about any institution you merged with or acquired. For example, during 2020, if your institution acquired or merged with another institution which is not listed, please report data for the combined enterprise; or if your institution began to process combined volume before the end of 2020, please report data for the combined enterprise as if the merger had already occurred during 2020. For appropriate representation of aggregate figures, we need to know which affiliates (listed in item 1 below) are not included in your response to different parts of the survey and which additional (not listed in item 1 below) are included in your response.

Please contact us at fedstudy@mckinsey.com if you have any questions or concerns about the items on this page.

- 1. For each affiliate listed, please mark any sections where its data are included in your response. According to our records (as of December 31, 2020), the following affiliated institutions should be included in your response.** If you have included additional affiliates in your response, please report them in the empty blue fields below and mark any sections where their data are included in your response. A CHECK MARK INDICATES THAT THE AFFILIATE IS INCLUDED IN YOUR RESPONSE FOR THAT SECTION OF THE SURVEY. PLEASE UNMARK ANY SECTION WHERE IT IS NOT INCLUDED.

Name	City	State	Total deposit balances (in thousands of dollars)*	Institution Profile	Checks	ACH	Wire Transfers	Debit Cards	General-Purpose Prepaid Cards	General-Purpose Credit Cards	Cash	Alternative Payment Initiation Methods
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<Affiliate name>	<City>	<ST>	<Total deposits>	✓	✓	✓	✓	✓	✓	✓	✓	✓
			0									

* Deposit information as of September 30, 2020, obtained from the public regulatory reports.

Please provide any comments in the box below:

Institution Profile

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Institution Profile' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates.

1. Transaction deposit accounts (including Demand Deposit Accounts (DDAs)) = 1.a + 1.b

(Average of monthly totals in 2020)

Include: Checking accounts, NOW accounts, and sharedraft accounts.

Do not include: Non-transaction accounts (savings accounts, money market accounts, certificates of deposits), prepaid card program accounts, credit card accounts, accounts of foreign governments and official institutions, or accounts of other depository institutions. Do not include balances reported in item 3 (retail sweep program accounts) and item 5 (wholesale sweep program accounts) below.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

1.a. Consumer accounts

1.b. Business/government accounts

**Average of monthly totals
in 2020**

Number Balance (\$)

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2. Did your institution or any of its affiliates employ the use of a retail sweep program (i.e., reserve sweep program) during calendar year 2020?

We use your institution's deposit balances as a sizing measure. Understanding if your institution used a retail sweep program will help inform our estimates. In a retail sweep, depository institutions move unused funds from checkable deposit accounts (both consumer and business/government) to special purpose money market deposit accounts (MMDAs) and return the funds to checkable deposit accounts only as needed to cover payments. This practice does not adversely impact the accountholder but allows the institution to reduce nonearning assets. Do not consider wholesale sweep program accounts (i.e., corporate sweep program accounts).

If your answer is "No," please report "0" for item 3 below.

- Yes
- No
- Don't know

3. Retail sweep program accounts (i.e., reserve sweep program accounts)

(Average of monthly totals in 2020)

Include: Savings and money market deposit accounts associated with retail sweep programs.

Do not include: Checking accounts, NOW accounts, and share draft accounts. Do not include balances reported in item 1 above (transaction deposit accounts) and item 5 below (wholesale sweep program accounts), or accounts and balances of any savings-type account not associated with transaction deposit accounts under a sweep program.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

**Average of monthly totals
in 2020**

Number Balance (\$)

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Institution Profile

4. **Did your institution provide a wholesale sweep program (i.e., corporate sweep program) to your business accountholders during calendar year 2020?**

- Yes
 No
 Don't know

Do not consider retail sweep program accounts (i.e., reserve sweep program accounts).

Average of monthly totals in 2020

Number	Balance (\$)

5. **Wholesale sweep program accounts**

(Average of monthly totals in 2020)

Include: Corporate sweep accounts in which funds from your business accountholders are swept overnight into investment instruments.

Do not include: Checking accounts, NOW accounts, and share draft accounts. Do not include balances reported in item 1 (transaction deposit accounts) and item 3 (retail sweep program accounts) above, or accounts and balances of any savings-type account not associated with transaction deposit accounts under a sweep program.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

Please provide any comments in the box below:

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Checks

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Checks' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. If your institution's domestic account holder is the payer, then the payee may be domestic or foreign. If your institution's domestic account holder is the payee, then the payer may be domestic or foreign. Data you provide is strictly confidential and will only be used to produce aggregate estimates.

This section covers all cleared and settled domestic and cross-border checks drawn on your institution, including third-party fraudulent checks. Third-party fraudulent checks are defined as those cleared and settled checks that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized check signer with the intent to deceive for personal gain. For "on-us" checks, it is considered cleared and settled if funds were made available to the receiving account holder.

Include: All third-party fraudulent check transactions regardless of whether a loss is incurred.

Do not include: Fraud attempts that were prevented before the check was cleared and settled, fraud attempts that resulted in frozen funds (funds not made available to the perpetrator), or fraud committed by your institution's account holders (first-party fraud).

Check Profile

- 1. Did your institution outsource check processing to another organization (i.e., its "processor") during calendar year 2020?**

Yes, in all cases
 Yes, in some cases
 No
 Don't know

1.a. If your answer is "Yes, in all cases" or "Yes, in some cases" to item 1 above, are you able to include these outsourced portion in your answers below?

If possible, please report your institution's check volume processed by another organization. If your answer is "No" to item 1.a above, please report all check volume processed by your institution and explain in the comments box at the end of this section.

Yes, in all cases
 Yes, in some cases
 No
 Don't know
- 2. Are you able to exclude non-check documents from "all checks drawn on your institution" item 5 below?**

Non-check documents are "other" items processed on check sorters (e.g., batch headers, general ledger tickets, cash-in or cash-out tickets, deposit slips). Even if you are unable to exclude non-check documents, please report all check volumes drawn on your institution, including non-check documents.

Yes, in all cases
 Yes, in some cases
 No
 Don't know
- 3. Are you able to report checks deposited at one affiliate of your institution but drawn on another affiliate of your institution as "on-us" volume in item 5.b below?**

Some institutions call this "on-we" volume, which should be reported entirely under item 5.b below if possible. Even if you are unable to report "on-us" volume in item 5.b, please report all checks drawn on your institution in item 5 below.

Yes, for all affiliates
 Yes, for some affiliates
 No
 Don't know
 Don't have any affiliates
- 4. Did your institution process checks for an unaffiliated depository institution as part of a correspondent banking relationship during calendar year 2020?**

As a "correspondent bank," your institution holds balances for an unaffiliated depository institution in a due-to account and performs check clearing services on its behalf.

Yes
 No
 Don't know

Checks

Check Payments

- 5. Total checks drawn on your institution = 5.a + 5.b
 - 5.a. Checks drawn on your institution for which another institution was the “bank of first deposit”
 - 5.b. “On-us” checks for which your institution was the “bank of first deposit”

Number	Value (\$)

- 6. Total checks drawn on your institution (repeat item 5) = 6.a + 6.b
 - 6.a. From consumer accounts
 - 6.b. From business/government accounts

Number	Value (\$)

- 7. Third-party fraudulent checks drawn on your institution

Number	Value (\$)

Check Deposits

- 8. Total checks deposited at your institution

Number	Value (\$)

- 9. Third-party fraudulent checks deposited at your institution

Number	Value (\$)

Outgoing Returns

- 10. Total outgoing and “on-us” returned checks
 All checks drawn on your institution that it returned unpaid to another institution or to your institution’s accountholder.

Number	Value (\$)

Please provide any comments in the box below:

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'ACH' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. If your institution's domestic accountholder is the payer, then the payee may be domestic or foreign. If your institution's domestic accountholder is the payee, then the payer may be domestic or foreign. Data you provide is strictly confidential and will only be used to produce aggregate estimates.

Definitions:

- **Originating Depository Financial Institution (ODFI):** The Originating Depository Financial Institution (ODFI) is the financial institution that initiates and warrants electronic payments through the ACH network (or on-us) on behalf of its customers
- **Receiving Depository Financial Institution (RDFI):** The Receiving Depository Financial Institution (RDFI) is the financial institution that provides depository account services to individuals and organizations and accepts and posts electronic entries to those accounts.
- **Network ACH entries:** A network ACH entry is one that is cleared through a network operator (i.e., the Federal Reserve or EPN). Please consider all network ACH entries, including those for which your institution is both the ODFI and RDFI (i.e., network on-us ACH entries), and volume sent or received by a correspondent bank on behalf of your institution via a network operator.
- **In-house on-us ACH entries:** An in-house on-us ACH entry is one for which your institution is both the ODFI and the RDFI without the use of a network operator (i.e., the Federal Reserve or EPN), for clearing or settlement. In-house on-us entries result in the movement of funds from one account to another within your institution.
- **Direct exchange ACH entries:** A direct exchange ACH entry is one that is exchanged directly between your institution and another. Some institutions call these "direct send" entries. Direct exchange does not include volume sent or received by a correspondent bank on behalf of your institution. Correspondent volume should be included with Network ACH entries.
- **Offset entries:** An offset ACH entry is an on-us entry used to effect settlement by an ODFI. For example, when acting as ODFI for one hundred credit entries for \$1,000 each for a corporate accountholder, an ODFI might originate a single \$100,000 debit entry to draw funds from the originator's funding account.
- **Balanced files:** Balanced files contain offsetting entries that automatically credit or debit the customer's Demand Deposit Account (DDA) for the debit and/or credit transactions on the file. The debit and credit offset entries should equal the value of the credit and debit originated entries respectively in the received file from the accountholder.
- **Unbalanced files:** Unbalanced files do not have an offsetting entry that automatically credits or debits the customer's DDA for the debit and/or credit originated. After receiving the file from the accountholder, the ODFI will then originate the offset entries to balance the file. Most institutions prefer to receive unbalanced files.

This section covers all cleared and settled domestic and cross-border ACH transfers, including third party fraudulent ACH transactions. Third-party fraudulent ACH transactions are defined as those cleared and settled ACH transfers that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder with the intent to deceive for personal gain. For "on-us" ACH transfers, it is considered cleared and settled if funds were made available to the receiving accountholder.

Include: All third-party fraudulent ACH transactions regardless of whether a loss is incurred.

Do not include: Fraud attempts that were prevented before the ACH was cleared and settled, fraud attempts that resulted in frozen funds (funds not made available to the perpetrator), or fraud committed by your institution's accountholders (first-party fraud).

ACH PROFILE

- 1. Did your institution post transactions from other payment instruments to your Demand Deposit Account (DDA) system using your ACH platform during calendar year 2020?**
- Yes
 No
 Don't know

Rather than maintaining an interface between your institution's DDA system and a particular transaction processing system (i.e., signature-based debit card or wire transfer), your institution creates a separate ACH entry to post each of those non-ACH transactions.

- 2. Did your institution originate forward ACH credits (not including returns or offset entries) during calendar year 2020?**
- Yes
 No
 Don't know

If your answer is "No," please report "No" for item 5 below, and report "0" for items 6, 7, 8, and 9 and their subsets below.

- 3. Did your institution originate forward ACH debits (not including returns or offset entries) during calendar year 2020?**
- Yes
 No
 Don't know

If your answer is "No," please report "0" for items 10, 11, and 12.b below (If you do not originate debit entries, then you will not receive in-house on-us debit entries).

ACH

4. Did your institution originate offset ACH debit or credit entries during calendar year 2020?

- Yes
- No
- Don't know

4.a. If your answer is "Yes" to item 4 above, are you able to exclude offset ACH volumes from balanced files in your answers below?

Even if you are not able to exclude all offset volumes from balanced files, please report the number and value of your institution's forward ACH entries and third-party fraud for all items below.

- Yes, volumes below exclude all offsets from balanced files
- Yes, volumes below exclude some offsets from balanced files
- No, volumes below include all offsets from balanced files

4.b. If your answer is "Yes" to item 4 above, are you able to exclude offset ACH volumes from unbalanced files in your answers below?

Even if you are not able to exclude all offset volumes from unbalanced files, please report the number and value of your institution's forward ACH entries and third-party fraud for all items below.

- Yes, volumes below exclude all offsets from unbalanced files
- Yes, volumes below exclude some offsets from unbalanced files
- No, volumes below include all offsets from unbalanced files

5. Did your institution offer same-day settlement of ACH credits originations during calendar year 2020?

- Yes
- No
- Don't know

The effective date for same-day settlement of credits was September 23, 2016.

If your answer is "No," please report "0" for items 8.a and 9.a below.

ACH Originations

6. Total forward ACH credit entries your institution originated (ODFI credits) = 6.a + 6.b + 6.c

6.a. Network ACH credit entries originated

6.b. In-house on-us ACH credit entries originated

6.c. Direct exchange ACH credit entries originated

Number	Value (\$)

7. Total forward ACH credit entries your institution originated (ODFI credits) (repeat item 6) = 7.a + 7.b

7.a. From consumer accounts

7.b. From business/government accounts

Number	Value (\$)

ACH

8. Total forward ACH credit entries your institution originated (ODFI credits) (repeat item 6) = 8.a + 8.b

8.a. Same-day settlement

8.b. Non-same-day settlement

Number	Value (\$)

9. Third-party fraudulent forward ACH credit entries your institution originated (Fraudulent ODFI credits) = 9.a + 9.b

9.a. Same-day settlement

9.b. Non-same-day settlement

Number	Value (\$)

10. Total forward ACH debit entries your institution originated (ODFI debits)

Number	Value (\$)

11. Third-party fraudulent forward ACH debit entries your institution originated (fraudulent ODFI debits)

Number	Value (\$)

ACH Receipts & Outgoing Returns

12. Total forward ACH debit entries your institution received (RDFI debits) = 12.a + 12.b + 12.c

12.a. Network ACH debit entries received

12.b. In-house on-us ACH debit entries received

12.c. Direct exchange ACH debit entries received

Number	Value (\$)

13. Total forward ACH debit entries your institution received (RDFI debits) (repeat item 12) = 13.a + 13.b

13.a. From consumer accounts

13.b. From business/government accounts

Number	Value (\$)

ACH

14. Total forward ACH debit entries your institution received (RDFI debits) (repeat item 12) = 14.a + 14.b

14.a. Same-day settlement

14.b. Non-same-day settlement

Number	Value (\$)

15. Third-party fraudulent forward ACH debit entries your institution received (fraudulent RDFI debits) = 15.a + 15.b

15.a. Same-day settlement

15.b. Non-same-day settlement

Number	Value (\$)

16. ACH outgoing debit returns (i.e., debit return entries your institution originated including "on-us" debit returns)

These are forward ACH debit entries your institution received and were subsequently returned by your institution, the RDFI.

Number	Value (\$)

Please provide any comments in the box below:

Wire Transfers

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Wire Transfers' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates.

Wire transfer originations (Outgoing)

Include: All wire transfers originated by your institution's U.S. domiciled accountholders with either a domestic or foreign beneficiary. Include funds transfers originated using the large-value systems (i.e., Fedwire and CHIPS). Include payments that your institution's accountholders submitted and settled through these systems directly or through a correspondent. Include book transfers (i.e., internal transfers using your institution's wire platform).

Do not include: Wire transfers your institution originated on behalf of an unaffiliated depository institution (i.e., correspondent volume).

This section covers all cleared and settled domestic and cross-border wire transfers originated by your institution, including third-party fraudulent wire transfers. Third-party fraudulent wire transfers are defined as those are cleared and settled wire transfers that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder with the intent to deceive for personal gain.

Include: All third-party fraudulent wire transfers regardless of whether a loss is incurred.

Do not include: Fraud attempts that were prevented before the wire transfer was cleared and settled, fraud attempts that resulted in frozen funds (funds not made available to the perpetrator), or fraud committed by your institution's accountholders (first-party fraud).

Wire Transfers Originated (Outgoing)

- 1. Did your institution originate wires on behalf of an unaffiliated depository institution during calendar year 2020 (i.e., correspondent volume)?**
- Yes
 No
 Don't know

- 1.a. If your answer is "Yes" to item 1 above, are you able to exclude these volumes from your answers below?**
- If your answer is "Yes, in some cases," please explain in the comments box at the end of this section. Even if you are unable to exclude these volumes, please report all wires originated by your institution below.
- Yes, in all cases
 Yes, in some cases
 No
 Don't know

- 2. Did an unaffiliated depository institution originate wires on behalf of your institution during calendar year 2020?**
- Yes
 No
 Don't know

- 2.a. If your answer is "Yes" to item 2 above, are you able to include these volumes in your answers below?**
- If your answer is "Yes, in some cases," please explain in the comments box at the end of this section. Even if you are unable to include these volumes, please report all wires originated by your institution below.
- Yes, in all cases
 Yes, in some cases
 No
 Don't know

- 3. Total wire transfer originations (outgoing) = 3.a + 3.b**

3.a. Consumer originated wire transfers

3.b. Business/government originated wire transfers

Number	Value (\$)

Wire Transfers

**4. Total wire transfer originations (outgoing) (repeat item 3)
= 4.a + 4.b**

4.a. Domestic (U.S.) payee

4.b. Foreign payee

Number	Value (\$)

**5. Total wire transfer originations (outgoing) (repeat item 3)
= 5.a + 5.b**

**5.a. Sent through a network (i.e., Fedwire or CHIPS) or a
correspondent bank**

**5.b. Book transfers (i.e., internal transfers using your
institution's wire platform)**

Number	Value (\$)

6. Third-party fraudulent wire transfer originations

Number	Value (\$)

Please provide any comments in the box below:

Debit Cards

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Debit Cards' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates. The social distancing impacts of the pandemic outbreak during 2020 are widely reported to have affected payment choices. To help the Federal Reserve identify the impact, this survey requests additional quarterly data on shifts between the in-person and remote channels as well as person-to-person (P2P) and digital wallet adoption. Your response to these questions will help assure a more complete picture of the extent and persistence of these changes throughout the year.

This section covers debit card payments from typical transaction or "checking" accounts, and excludes payments from prepaid card accounts (covered in the 'General-Purpose Prepaid Cards' section). Please include all cleared and settled domestic and cross-border debit card transactions, including third-party fraudulent debit card transactions. Third-party fraudulent debit card transactions are defined as those are cleared and settled debit card transactions that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder or cardholder with the intent to deceive for personal gain.

Include: All third-party fraudulent debit card transactions before any recoveries or chargebacks.

Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud).

1. Did your institution have debit cards in circulation in 2020 for which your institution was the issuer?

If your answer is "No," please report "0" for all items below.

- Yes
- No
- Don't know

1.a. If your answer is "Yes" to item 1 above, are you able to exclude general-purpose prepaid cards from all items below?

General-purpose prepaid card (including payroll prepaid card) should only be included in the volumes reported in the General-Purpose Prepaid Cards section of the questionnaire.

If your answer is "Yes, in some cases," please explain in the comments box at the end of this section.

If your answer is "No," please report the combined volumes of debit card transactions and general-purpose prepaid card transactions for all items below. Please explain in the comments box at the end of this section.

- Yes, in all cases
- Yes, in some cases
- No
- Don't know

2. Did your institution have virtual debit cards in circulation in 2020 for which your institution was the issuer?

Virtual cards are used for online or over the phone purchases and do not require the accountholder to have a physical card. Virtual cards may provide greater security than a physical card because they use a unique card number, expiration date, and security code that is only valid at specific merchants or for a specific amount of time.

If your answer is "Yes", please include the number of virtual debit card transactions for all volume items below, but do not include virtual cards in the number of physical cards in item 3 and its subsets below.

- Yes
- No
- Don't know

Average of monthly totals in 2020

In force

3. Number of physical debit cards = 3.a + 3.b

(Average of monthly totals in 2020)

Report debit cards associated with transaction deposit accounts reported in the Institution Profile section.

For cards in force, report only physical cards that had been issued by your institution, activated by your institution's accountholders, and had not expired at the end of a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

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3.a. Consumer cards

3.b. Business/government cards

Debit Cards

7. Did your institution have contactless debit cards in circulation in 2020 for which your institution was the issuer?

A contactless card allows customers to purchase products or services via debit smartcards (also known as chip cards) using RFID technology. To make a contactless payment, the user simply tap his or her debit card near a POS terminal (an action sometimes referred to as “tap-and-go” or “tap-and-pay”).

- Yes
- No
- Don't know

7.a. If your answer is “Yes” to item 7 above, are you able to exclude contactless card volumes in your answers to item 9 and its subsets below?

If your answer is “Yes, in some cases,” please explain in the comments box at the end of this section.

If your answer is “No,” please report the combined debit card contactless and digital wallet accounts (and associated transactions) for item 8 and its subsets (and item 9 and its subsets) below, and explain in the comments box at the end of this section.

- Yes, in all cases
- Yes, in some cases
- No
- Don't know

**Average of monthly totals
in 2020**

New accounts	All accounts

8. Number of active debit card digital wallet accounts

(Average of monthly totals in 2020)

New active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed for the first time within a month.

All active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed within a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

Quarter 1: Jan, Feb, and Mar
(Average of monthly totals in Quarter 1)

Quarter 2: Apr, May, and Jun
(Average of monthly totals in Quarter 2)

Quarter 3: Jul, Aug, and Sep
(Average of monthly totals in Quarter 3)

Quarter 4: Oct, Nov, and Dec
(Average of monthly totals in Quarter 4)

Debit Cards

Number	Value (\$)

9. Total debit card digital wallet transactions = 9.a + 9.b

Report all debit card transactions made via a digital wallet, including tokenized digital wallet.

Include: Digital wallet transactions made by using electronic devices, such as smartphone, smart watch, or activity tracker, by “tapping” the device at the POS terminal (i.e., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay, Masterpass).

Also include tokenized digital wallet transactions made by using customer’s payment credentials saved in a virtual account number. These credentials can be stored either on a smartphone or in the cloud. When making a purchase, a substitute account number and a transaction specific code (“token”) are used to process payments. This can include purchasing items online with a computer or using a smartphone to make a purchase with a browser or in-app (i.e., Apple Pay, Google Pay, Masterpass, Visa Checkout, Amex Express Checkout).

Include digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions.

Do not include: Card-on-file e-commerce transactions (cardholder-initiated or merchant-initiated) (i.e., installment payment) or transactions made via contactless cards (i.e., “tap and pay”).

9.a. In-person transactions

Include: Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was “tapped” to pay at the POS terminal (i.e., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay).

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9.b. Remote transactions

Include: In-app transactions or browser transactions made with a digital wallet. Browser transactions include both digital wallets (i.e., Apple Pay, Google Pay, Samsung Pay) and third-party tokenized digital wallets (i.e., PayPal, Amazon Pay, Square Restaurants, Visa Checkout, Masterpass).

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Number	Value (\$)

10. Total debit card cash-back at the point of sale

Please report only the cash value (\$) portion of the cash-back transaction (e.g., if a customer paid for \$100 in goods at the point of sale using a debit card and asked for \$20 in cash back, please report one transaction for Number and \$20 for Value in item 10).

Do not include: ATM withdrawals or the amount paid for goods and services.

Please provide any comments in the box below:

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General-Purpose Prepaid Cards

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'General-Purpose Prepaid Cards' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates. The social distancing impacts of the pandemic outbreak during 2020 are widely reported to have affected payment choices. To help the Federal Reserve identify the impact, this survey requests additional quarterly data on shifts between the in-person and remote channels as well as person-to-person (P2P) and digital wallet adoption. Your response to these questions will help assure a more complete picture of the extent and persistence of these changes throughout the year.

This section covers all cleared and settled domestic and cross-border general-purpose prepaid card transactions, including third-party fraudulent general-purpose prepaid card transactions. Third-party fraudulent general-purpose prepaid card transactions are cleared and settled general-purpose prepaid card transactions that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder or cardholder with the intent to deceive for personal gain.

Include: All third-party fraudulent general-purpose prepaid card transactions before any recoveries or chargebacks.

Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud).

- 1. Did your institution offer its customers general-purpose prepaid cards issued by another financial institution during calendar year 2020?**
- Yes
 No
 Don't know

General-purpose prepaid cards include but are not limited to: payroll prepaid cards, open-loop gift cards, government-administered open-loop prepaid cards, FSA/HSA medical cards, and open-loop customer refund and incentive cards.

If your answer is "Yes," please do not include these cards (or associated transactions) in your answers below.

- 2. Did your institution have general-purpose prepaid cards in circulation in 2020 for which your institution was the issuer?**
- Yes
 No
 Don't know

Cards issued for prepaid card programs managed by your institution or managed by a third party for which your institution was the issuer and that route transactions over a debit card network.

Include: Consumer and business/government general-purpose reloadable prepaid cards, general-purpose non-reloadable prepaid cards, payroll prepaid cards, government-administered general-purpose open-loop prepaid cards, open-loop gift cards, FSA/HSA medical cards, and open-loop customer refund and incentive cards.

Do not include: Non-prepaid debit cards, ATM or ATM-only cards, credit cards, or closed-loop prepaid cards (i.e., prepaid cards that don't route transactions over a debit card network).

If your answer is "No," please report "0" for the remainder of this section.

- 2.a. If your answer is "Yes" to item 2 above, are you able to include business/government prepaid card volumes in your answers below?**
- Yes, in all cases
 Yes, in some cases
 No
 Don't know

If your answer is "Yes, in some cases," please explain in the comments box at the end of this section. Even if your answer is "No," please report your data for all items below and explain in the comment box at the end of this section.

- 3. Did your institution have virtual general-purpose prepaid cards in circulation in 2020 for which your institution was the issuer?**
- Yes
 No
 Don't know

Virtual cards are used for online or over the phone purchases and do not require the accountholder to have a physical card. Virtual cards may provide greater security than a physical card because they use a unique card number, expiration date, and security code that is only valid at specific merchants or for a specific amount of time.

If your answer is "Yes", please include the number of virtual general-purpose prepaid card transactions and accounts for all items below, but do not include virtual cards in the number of physical cards in item 5 below.

General-Purpose Prepaid Cards

7. Third-party fraudulent general-purpose prepaid card transactions = 7.a + 7.b

7.a. In-person transactions

7.b. Remote transactions

Number	Value (\$)

8. Did your institution have contactless general-purpose prepaid cards in circulation in 2020 for which your institution was the issuer?

A contactless card allows customers to purchase products or services via debit smartcards (also known as chip cards) using RFID technology. To make a contactless payment, the user simply tap his or her debit card near a POS terminal (an action sometimes referred to as “tap-and-go” or “tap-and-pay”).

8.a. If your answer is “Yes” to item 8 above, are you able to exclude contactless card volumes in your answers to items 10 and its subsets below?

If your answer is “Yes, in some cases,” please explain in the comments box at the end of this section.

If your answer is “No,” please report the combined general-purpose prepaid contactless and digital wallet accounts (and associated transactions) for items 9 and its subsets (and item 10 and its subsets) below, and explain in the comments box at the end of this section.

- Yes
- No
- Don’t know

- Yes, in all cases
- Yes, in some cases
- No
- Don’t know

9. Number of active general-purpose prepaid card digital wallet accounts

(Average of monthly totals in 2020)

New active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed for the first time within a month.

All active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed within a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

Quarter 1: Jan, Feb, and Mar
(Average of monthly totals in Quarter 1)

Quarter 2: Apr, May, and Jun
(Average of monthly totals in Quarter 2)

Quarter 3: Jul, Aug, and Sep
(Average of monthly totals in Quarter 3)

Quarter 4: Oct, Nov, and Dec
(Average of monthly totals in Quarter 4)

Average of monthly totals in 2020

New accounts	All accounts

General-Purpose Prepaid Cards

Number	Value (\$)

10. General-purpose prepaid card digital wallet transactions = 10.a + 10.b

Report all general-purpose prepaid card transactions made via a digital wallet, including tokenized digital wallet.

Include: Digital wallet transactions made by using electronic devices, such as a smartphone, smart watch, or activity tracker, by “tapping” the device at the POS terminal (e.g., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay, Masterpass).

Also include tokenized digital wallet transactions made by using customer’s payment credentials saved in a virtual account number. These credentials can be stored either on a smartphone or in the cloud. When making a purchase, a substitute account number and a transaction specific code (“token”) are used to process payments. This can include purchasing items online with a computer or using a smartphone to make a purchase with a browser or in-app (e.g., Apple Pay, Google Pay, Masterpass, Visa Checkout, Amex Express Checkout).

Include digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions.

Do not include: Card-on-file e-commerce transactions (cardholder-initiated or merchant-initiated) (i.e., installment payment), transactions made via contactless cards (i.e., “tap and pay”).

10.a. In-person transactions

Include: Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was “tapped” to pay at the POS terminal (i.e., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay).

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10.b. Remote transactions

Include: In-app transactions or browser transactions made with a digital wallet. Browser transactions include both digital wallets (i.e., Apple Pay, Google Pay, Samsung Pay) and third-party tokenized digital wallets (i.e., PayPal, Amazon Pay, Square Restaurants, Visa Checkout, Masterpass).

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Number	Value (\$)

11. General purpose prepaid card cash-back transactions

Please report only the cash value (\$) portion of the cash-back transaction (e.g., if a customer paid for \$100 in goods at the point of sale using a general-purpose prepaid card and asked for \$20 in cash back, please report one transaction for Number and \$20 for Value in item 11).

Do not include ATM withdrawals or the amount paid for goods and services.

Please provide any comments in the box below:

General-Purpose Credit Cards

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'General-Purpose Credit Cards' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates. The social distancing impacts of the pandemic outbreak during 2020 are widely reported to have affected payment choices. To help the Federal Reserve identify the impact, this survey requests additional quarterly data on shifts between the in-person and remote channels as well as person-to-person (P2P) and digital wallet adoption. Your response to these questions will help assure a more complete picture of the extent and persistence of these changes throughout the year.

This section covers all cleared and settled domestic and cross-border general-purpose credit card transactions, including third-party fraudulent general-purpose credit card transactions. Third-party fraudulent general-purpose credit card transactions are cleared and settled general-purpose credit card transactions that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder or cardholder with the intent to deceive for personal gain.

Include: All third-party fraudulent general-purpose credit card transactions before any recoveries or chargebacks.

Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud).

1. Did your institution have general-purpose credit cards in circulation in 2020 for which your institution was the issuer?

Include: General-purpose credit cards, charge cards, and co-branded cards for which your institution owns the receivables and that use any one of the four major credit card networks (i.e., Visa, MasterCard, American Express, and Discover).
If your answer is "No," please report "0" for all items below.

- Yes
- No
- Don't know

2. Did your institution have co-branded credit cards in circulation in 2020 for which your institution was the issuer?

If your answer is "Yes," please exclude "internal" (closed-loop, not using one of the above four major credit card networks) volumes from items 8, 9, 10, and 13 and their subsets and report "internal" volumes in item 7 below. Please include "external" (open-loop, using one of the above four major credit card networks) volumes in your answers to items 8, 9, 10, and 13 and their subsets below.

If your answer is "No," please report "0" for item 7 below.

- Yes, our institution has "internal" (closed-loop, not using one of the four major credit card networks) co-branded credit cards
- Yes, our institution has "external" (open-loop, using one of the four major credit card networks) co-branded credit cards
- Yes, our institution has both "internal" and "external" co-branded credit cards
- No
- Don't know

2.a. If your institution had "internal" (closed-loop, not using one of the above four major credit card networks) co-branded credit card transactions, are you able to exclude these volumes from your answers to items 8, 9, 1, and 13 and their subsets below?

If your answer is "Yes, in some cases," please explain in the comments box at the end of this section. Even if your answer is "No," please report data for items 8, 9, 10, and 13 and their subsets below and explain in the comments box at the end of this section.

- Yes, in all cases
- Yes, in some cases
- No
- Don't know
- Not applicable

3. Did your institution have virtual general-purpose credit cards in circulation in 2020 for which your institution was the issuer?

Virtual cards are used for online or over the phone purchases and do not require the accountholder to have a physical card. Virtual cards may provide greater security than a physical card because they use a unique card number, expiration date, and security code that is only valid at specific merchants or for a specific amount of time. If your answer is "Yes", please include the number of virtual general-purpose credit card transactions and accounts for all items below, but do not include virtual cards in the number of physical cards in item 6 and its subsets below.

- Yes
- No
- Don't know

General-Purpose Credit Cards

4. Total general-purpose credit card accounts = 4.a + 4.b

(Average of monthly totals in 2020)

Please report account totals, not cards (e.g., if a customer and their spouse both have a card under the same account, please report as 1 account).

Include: All general-purpose credit card accounts including zero-balance active accounts with a credit line and the ability to transact.

Do not include: Closed accounts.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

4.a. Consumer accounts

4.b. Business/government accounts

Average of monthly totals in 2020

Number Balance (\$)

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5. Consumer general-purpose credit card accounts (repeat item 4.a) = 5.a + 5.b + 5.c + 5.d

(Average of monthly totals in 2020)

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

5.a. With zero balance (no current balance, no revolving balance)

5.b. With current balance only (nonzero current balance, no revolving balance)

5.c. With revolving balance only (no current activity)

5.d. With current and revolving balances = 5.d.1 + 5.d.2

5.d.1. Current balance

5.d.2. Revolving balance

Average of monthly totals in 2020

Number Balance (\$)

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	0.00

6. Number of physical general-purpose credit cards = 6.a + 6.b

(Average of monthly totals in 2020)

For cards in force, report only cards that had been issued by your institution, activated by your institution's accountholders, and had not expired at the end of a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

6.a. Consumer cards

6.b. Business/government cards

Average of monthly totals in 2020

In force

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General-Purpose Credit Cards

7. Total general-purpose co-branded credit card non-network transactions (“internal” closed-loop transactions)

Number	Value (\$)

8. Total general-purpose credit card network transactions = 8.a + 8.b

Number	Value (\$)

8.a. From consumer accounts

8.b. From business/government accounts

9. Total general-purpose credit card network transactions (repeat item 8) = 9.a + 9.b

Number	Value (\$)

Include: All network transactions made with general-purpose credit cards, charge cards, or co-branded cards (network volume) issued by your institution.

Do not include: General-purpose credit card non-network transactions (e.g., balance transfers, convenience checks), co-branded credit card “internal” closed-loop transactions, or cash advances.

2020 - Quarter 1

2020 - Quarter 2

2020 - Quarter 3

2020 - Quarter 4

9.a. In-person transactions

2020 - Quarter 1

2020 - Quarter 2

2020 - Quarter 3

2020 - Quarter 4

9.b. Remote transactions

2020 - Quarter 1

2020 - Quarter 2

2020 - Quarter 3

2020 - Quarter 4

General-Purpose Credit Cards

10. Third-party fraudulent general-purpose credit card network transactions = 10.a + 10.b

Include: All third-party fraudulent network transactions made with general-purpose credit cards, charge cards, or co-branded cards (network volume) issued by your institution.

Do not include: Third-party fraudulent general-purpose credit card non-network transactions (e.g., balance transfers, convenience checks), co-branded credit card "internal" closed-loop transactions, or cash advances.

10.a. In-person transactions

10.b. Remote transactions

Number	Value (\$)

11. Did your institution have contactless general-purpose credit cards in circulation in 2020 for which your institution was the issuer?

A contactless card allows customers to purchase products or services via debit smartcards (also known as chip cards) using RFID technology. To make a contactless payment, the user simply tap his or her debit card near a POS terminal (an action sometimes referred to as "tap-and-go" or "tap-and-pay").

- Yes
- No
- Don't know

11.a. If your answer is "Yes" to item 11 above, are you able to exclude contactless card volumes in your answers to item 13 and its subsets below?

If your answer is "Yes, in some cases," please explain in the comments box at the end of this section.

If your answer is "No," please report the combined general-purpose credit card contactless and digital wallet accounts (and associated transactions) for item 12 and its subsets (and item 13 and its subsets) below, and explain in the comments box at the end of this section.

- Yes, in all cases
- Yes, in some cases
- No
- Don't know

12. Number of active general-purpose prepaid card digital wallet accounts

(Average of monthly totals in 2020)

New active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed for the first time within a month.

All active digital wallet accounts are accounts from which at least one value transaction via digital wallet was completed within a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

- Quarter 1:** Jan, Feb, and Mar
(Average of monthly totals in Quarter 1)
- Quarter 2:** Apr, May, and Jun
(Average of monthly totals in Quarter 2)
- Quarter 3:** Jul, Aug, and Sep
(Average of monthly totals in Quarter 3)
- Quarter 4:** Oct, Nov, and Dec
(Average of monthly totals in Quarter 4)

Average of monthly totals in 2020

New accounts	All accounts

General-Purpose Credit Cards

Number	Value (\$)

13. Total general-purpose credit card digital wallet transactions = 13.a + 13.b

Report all general-purpose credit card transactions made via a digital wallet, including tokenized digital wallet.

Include: Digital wallet transactions made by using electronic devices, such as a smartphone, smart watch, or activity tracker, by “tapping” the device at the POS terminal (e.g., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay, Masterpass).

Also include tokenized digital wallet transactions made by using customer’s payment credentials saved in a virtual account number. These credentials can be stored either on a smartphone or in the cloud. When making a purchase, a substitute account number and a transaction specific code (“token”) are used to process payments. This can include purchasing items online with a computer or using a smartphone to make a purchase with a browser or in-app (e.g., Apple Pay, Google Pay, Masterpass, Visa Checkout, Amex Express Checkout).

Include digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions.

Do not include: Card-on-file e-commerce transactions (cardholder-initiated or merchant-initiated) (i.e., installment payment), transactions made via contactless cards (i.e., “tap and pay”).

13.a. In-person transactions

Include: Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was “tapped” to pay at the POS terminal (i.e., Apple Pay, Samsung Pay, Google Pay, Fitbit Pay).

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13.b. Remote transactions

Include: In-app transactions or browser transactions made with a digital wallet. Browser transactions include both digital wallets (i.e., Apple Pay, Google Pay, Samsung Pay) and third-party tokenized digital wallets (i.e., PayPal, Amazon Pay, Square Restaurants, Visa Checkout, Masterpass).

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Please provide any comments in the box below:

Cash

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Cash' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates.

This section covers all cleared and settled domestic and cross-border ATM cash withdrawal transactions, including third-party fraudulent ATM cash withdrawal transactions. Third-party fraudulent ATM cash withdrawal transactions are cleared and settled ATM cash withdrawal transactions that a third party initiated without the authorization, agreement, or voluntary assistance of an authorized accountholder or cardholder with the intent to deceive for personal gain. All transactions are considered cleared and settled if cash was paid out.

Include: All third-party fraudulent ATM withdrawal transactions before any recoveries or chargebacks.

Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud).

Cash Withdrawals

1. Total cash withdrawals from your institution
= 1.a + 1.b + 1.c + 1.d

1.a. Over-the-counter cash withdrawals

Cash withdrawals made at bank lobby teller window or drive-through teller.

1.b. Cash orders at wholesale vaults

Cash withdrawals handled through armored couriers including vaults operated by your institution or outsourced to an armored couriers or other third-party vault operator.

1.b. Cash withdrawals made at remote currency management terminals

Cash withdrawals made at RCMTs at merchant customer locations.

1.c. Total ATM cash withdrawals (your institution's accountholder, any ATM)

Number	Value (\$)

2. Total cash withdrawals from your institution (repeat item 1)
= 2.a + 2.b

2.a. From consumer accounts

2.b. From business/government accounts

Number	Value (\$)

3. Total ATM cash withdrawals (your institution's accountholder, any ATM) (repeat item 1.d) = 3.a + 3.b

3.a. Domestic ATM withdrawals (your institution's accountholder, any ATM in the U.S.)

3.b. Cross-border ATM withdrawals (your institution's accountholder, any ATM outside the U.S.)

Number	Value (\$)

4. Third-party fraudulent ATM cash withdrawals (your institution's accountholder, any ATM)

Number	Value (\$)

Cash

Please provide any comments in the box below:

Alternative Payment Initiation Methods

Note: Please use your best available information to complete the survey for full calendar year 2020, including data for all affiliates. Please provide data for the domestic (all U.S. states and territories) accounts held at affiliates specified for the 'Alternative Payment Initiation Methods' section in the 'Affiliates' section of the questionnaire. (Review if necessary). Please interpret 'your institution' as this set of affiliates where it appears below. Data you provide is strictly confidential and will only be used to produce aggregate estimates. The social distancing impacts of the pandemic outbreak during 2020 are widely reported to have affected payment choices. To help the Federal Reserve identify the impact, this survey requests additional quarterly data on shifts between the in-person and remote channels as well as person-to-person (P2P) and digital wallet adoption. Your response to these questions will help assure a more complete picture of the extent and persistence of these changes throughout the year.

This section covers all cleared and settled domestic and cross-border online or mobile bill payments and person-to-person (P2P) transfers originated by your institution's consumer accountholders, including third-party fraudulent P2P transfer originations. Third-party fraudulent P2P transfer originations are cleared and settled P2P transfer originations that a third party originated without the authorization, agreement, or voluntary assistance of an authorized accountholder or cardholder with the intent to deceive for personal gain.

Include: All third-party fraudulent P2P transfer originations before any recoveries or chargebacks.

Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud).

1. Did your institution offer online or mobile consumer bill payments during calendar year 2020?

- Yes
 No
 Don't know

Include: Bill payment transactions made from consumer accounts at your institution and initiated via your institution's website or mobile application.

Do not include: Payments made through the biller's website. If your answer is "No," please report "0" for item 2 below.

2. Total online or mobile bill payment transactions initiated by your institution's consumer accountholders

Number	Value (\$)

Include: Online or mobile consumer bill payments initiated through your institution's bill payment platform.

Do not include: Bill payment transactions initiated through a different medium (e.g., Zelle).

3. Did your institution offer an online or mobile person-to-person (P2P) funds transfer system during calendar year 2020?

- Yes
 No
 Don't know

Include: P2P transfer originations made from consumer accounts at your institution and initiated via your institution's website or mobile application.

Do not include: Transfers made through an external party's website such as Venmo or Popmoney.

If your answer is "No," please report "0" for items 4, 5, and 6 below.

Alternative Payment Initiation Methods

Average of monthly totals in 2020

New accounts	All accounts

4. Number of active online or mobile person-to-person (P2P) transfer accounts

(Average of monthly totals in 2020)

New active P2P digital wallet accounts are accounts from which at least payment was sent via your institution's P2P transfer platform for the first time within a month.

All active P2P digital wallet accounts are accounts from which at least one payment was sent via your institution's P2P transfer platform within a month.

Average of monthly totals means the average of end-of-month totals for each of the months in 2020.

Quarter 1: Jan, Feb, and Mar

(Average of monthly totals in Quarter 1)

Quarter 2: Apr, May, and Jun

(Average of monthly totals in Quarter 2)

Quarter 3: Jul, Aug, and Sep

(Average of monthly totals in Quarter 3)

Quarter 4: Oct, Nov, and Dec

(Average of monthly totals in Quarter 4)

5. Total online or mobile person-to-person (P2P) transfer originations

Include: P2P transfer originations made from consumer accounts at your institution and initiated via your institution's website or mobile application.

Do not include: Transfers made through an external party's website such as Venmo or Popmoney.

Number **Value (\$)**

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6. Third-party fraudulent online or mobile person-to-person (P2P) transfer originations

Include: Third-party fraudulent P2P transfer originations made from consumer accounts at your institution and initiated via your institution's website or mobile application.

Do not include: Third-party fraudulent transfers made through an external party's website such as Venmo or Popmoney.

Number **Value (\$)**

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Please provide any comments in the box below: