

The Federal Reserve Payments Study



Survey Period: Calendar Year 2015

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

- ▶ Check payments, deposits and returns
- ▶ ACH payments and returns
- ▶ Wire transfers originated and received
- ▶ General-purpose debit and prepaid cards
- ▶ General-purpose credit cards
- ▶ Cash withdrawals, deposits and terminals
- ▶ Alternative payment initiation methods
- ▶ Unauthorized third-party payment fraud

General Instructions

About the survey

The Federal Reserve *2016 Depository and Financial Institutions Payments Survey* is a national survey of depository and financial institutions that offer demand deposits accounts, prepaid card program accounts, and credit card accounts to consumer, business, and government customers, or serve as ATM sponsors for independent service operator (ISO) customers. The survey gathers data about noncash payments, cash withdrawals and deposits that posted to customer accounts, and unauthorized third-party payment fraud against those customer's accounts that took place during calendar year 2015. Data from your response will contribute to estimates of the national aggregate number and value of payments and withdrawals made by these transaction methods. The Federal Reserve will compare the results of this survey to previous triennial surveys conducted from 2001 to 2013.

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 2015. To achieve the most reliable results, it is important that you respond completely and accurately. If your institution outsources payments processing to another organization, 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.

There are three possible ways to respond to a survey item that requests a numeric value:

- If your institution has volume for the item requested and the volume is known, enter the amount. (Enter "0" if the amount equals zero.)
- If your institution has volume for the item requested but the volume is unknown and cannot be accurately estimated, enter "NR" (not reported). (Do not enter "0" if the volume exists but the amount is unknown.)
- If your institution does not have volume for the item requested (i.e., the item requested does not apply to your institution), enter "0".

Definitions and examples

Definitions and examples can be found in the glossary. Please visit [TBD] to download a PDF copy of the glossary.

Institution Profile

1. Did your institution or any of its affiliates employ overnight sweep accounts for consumer (i.e., retail) accounts during calendar year 2015?
 - Yes
 - No
 - Don't know

2. Did your institution provide card network acquiring services during calendar year 2015?
 - Yes
 - No
 - Don't know

Demand deposit account-type definitions

Consumer account: Account for personal use by an individual or household from which payments are commonly made.

Business/government account: Account owned by an organization (i.e., business, government, non-depository financial institution, or not-for-profit) from which payments are commonly made. This includes small business checking accounts and commercial checking accounts – both analyzed (i.e., those for which fees can be offset by balances via an earnings credit rate) and non-analyzed.

3. Demand deposit accounts
(Average of monthly totals)

Include: Number of transaction accounts (defined by regulation) including sweep program accounts. Sweep program balances are for savings or MMDAs associated with retail sweep programs.

Do not include: Prepaid card program accounts, credit card accounts, accounts of foreign governments and official institutions, or accounts of other depository institutions.

Average of monthly totals means the average of end-of-month totals for 2015.

		Balance (\$)		
		Number	Transaction	Sweep program
Total =	a + b			
a.	Consumer			
b.	Business/ government			

Check Payments

1. Did your institution process checks for an unaffiliated depository institution as part of a correspondent banking relationship during calendar year 2015?

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

2. All checks drawn on your institution

2a. Consumer checks

2b. Business/government checks

3. All checks drawn on your institution

3a. Checks drawn on your institution for which another institution was the "bank of first deposit"

3a.1. Inclearings

3a.2. "On-us" checks deposited by correspondent customers

3b. "On-us" checks for which your institution was the "bank of first deposit"

Number	Value (\$)

4. Were you able to exclude non-check documents from the volumes reported above?

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).

- Yes
- No
- Don't know

5. Were you able to report checks deposited at one affiliate of your institution but drawn on another affiliate of your institution as on-us volume?

Some institutions call this "on-we" volume, which should be reported entirely under item 3b above if possible.

- Yes
- No
- Don't know

6. Did your institution outsource check processing to another organization (i.e., its "processor") during calendar year 2015?

- Yes
- No
- Don't know

Check Deposits

- 1. Did your institution accept image deposits from accountholders using any of the following methods during calendar year 2015?
 - 1a. Remote scanner attached to a PC or point-of-sale (POS) device
 - Yes
 - No
 - Don't know
 - 1b. Smartphone or other mobile device
 - Yes
 - No
 - Don't know
 - 1c. ATM image capture (envelope-free deposits)
 - Yes
 - No
 - Don't know
- 2. Did your institution or a client create checks for collection on behalf of the payee (remotely created checks)?
 - Yes
 - No
 - Don't know

	Number	Value (\$)
3. All deposited checks		
3a. Checks deposited by consumer accountholders		
3b. Checks deposited by business/government accountholders		
4. All deposited checks		
4a. Image check deposits		
4a.1. Checks deposited via client image capture		
4a.1.1. Checks deposited by consumer accountholders via client image capture		
a) Checks deposited by consumer accountholders using a mobile device		
b) All other checks deposited by consumers via client image capture		
4a.1.2. Checks deposited by business/government accountholders via client image capture		
4a.2. Correspondent checks deposited via image capture/image cash letter		

Check Deposits

	Number	Value (\$)
4b. Paper check deposits		
4b.1. Paper checks deposited by accountholders (other than correspondent customers)		
4b.1.1. Over-the-counter check deposits Paper check deposits at bank lobby teller window, drive-through teller, or night drop.		
4b.1.2. Wholesale vault check deposits Paper check deposits at armored carrier.		
4b.1.3. ATM check deposits		
4b.1.3.1. On-us ATM check deposits		
a) Check images captured at an ATM		
b) Check images not captured at an ATM		
4b.1.3.2. "Foreign" ATM deposits (through deposit-sharing program)		
4b.2. Correspondent checks deposited via paper check/cash letter		
4b.3. Remotely created checks deposited by accountholders		
5. Remotely created checks issued by your institution		

Check Returns

	Number	Value (\$)
1. Outgoing and "on-us" returned checks Checks drawn on your institution that it returned unpaid to another institution or to your institution's accountholder.		
1a. Checks your institution returned unpaid to the collecting institution		
1b. "On-us" checks your institution returned unpaid to your institution's accountholder		
2. Outgoing and "on-us" returned checks		
2a. Unauthorized		
2a.1. Remotely created checks		
2a.2. Forgery		
2a.3. Suspected forgery		
2a.4. Duplicate presentment		
2a.5. Other unauthorized		
2b. Nonsufficient funds		
2c. Other (including administrative returns)		

ACH Payments

1. Did your institution originate ACH credits during calendar year 2015?
 - Yes
 - No
 - Don't know
2. Did your institution receive ACH debits during calendar year 2015?
 - Yes
 - No
 - Don't know
3. Did your institution originate ACH entries on behalf of an unaffiliated depository institution during calendar year 2015?
 - Yes
 - No
 - Don't know

Balanced file and offset entry

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 \$1,000 credit entries for a corporate accountholder, an ODFI might originate a single \$100,000 debit entry to draw funds from the originator's funding account. In cases when the offset entry is included in the file originated by the accountholder, such that the debit entry equals the total value of credit entries in the file, the ODFI receives a "balanced file" from the originator.

Note: See glossary for definitions of ODFI (Originating Depository Financial Institution) and RDFI (Receiving Depository Financial Institution).

4. As an ODFI, did your institution receive balanced files from business/government accountholders that originated ACH files during calendar year 2015?
 - Yes
 - No
 - Don't know
5. As an ODFI, did your institution receive unbalanced files from business/government accountholders that originated ACH files during calendar year 2015?
 - Yes
 - No
 - Don't know
6. As an ODFI, how did your institution internally "settle" ACH transactions so that funds were debited or credited to the correct accounts during calendar year 2015? (Check all that apply.)
 - Originated offset entries
 - Used another internal funds transfer method (e.g., book transfer)
 - Don't know

Network ACH entry

A network ACH entry is one that was cleared through a network operator (i.e., the Fed or EPN). Also include any volume directly presented to another bank.

In-house on-us ACH entry (cleared within your institution and not through the Fed or EPN)

An in-house on-us ACH entry is one for which your institution was both the ODFI and the RDFI without the use of a network, such as the Fed or EPN, for clearing or settlement. On-us entries result in the movement of funds from one account to another within your institution.

Note: See glossary for definitions of ODFI (Originating Depository Financial Institution) and RDFI (Receiving Depository Financial Institution).

7. Did your institution originate network on-us ACH credit entries during calendar year 2015?
 - Yes
 - No
 - Don't know
8. Did your institution originate network on-us ACH debit entries during calendar year 2015?
 - Yes
 - No
 - Don't know

9. Total ACH credit entries your institution originated

9a. ACH credit entries originated from consumer accounts

9b. ACH credit entries originated from business/government accounts

Number	Value (\$)

ACH Payments

	Number	Value (\$)
10. Total ACH credit entries your institution originated		
10a. Network ACH credit entries originated		
10a.1 Network offset ACH credit entries originated		
10a.1.1. Same-day settlement		
10a.1.2. Non-same-day settlement		
10a.2 Network non-offset ACH credit entries originated		
10a.2.1. Same-day settlement		
10a.2.2. Non-same-day settlement		
10b. In-house on-us ACH credit entries originated		
10b.1 In-house on-us offset ACH credit entries originated		
10b.2 In-house on-us non-offset ACH credit entries originated		
11. Total ACH debit entries your institution received		
11a. ACH debit entries received for consumer accounts		
11b. ACH debit entries received for business/government accounts		
12. Total ACH debit entries your institution received		
12a. Network ACH debit entries received		
12a.1 Network offset ACH debit entries received		
12a.1.1. Same-day settlement		
12a.1.2. Non-same-day settlement		
12a.2 Network non-offset ACH debit entries received		
12a.2.1. Same-day settlement		
12a.2.2. Non-same day settlement		
12b. In-house on-us ACH debit entries received		
12b.1 In-house on-us offset ACH debit entries received		
12b.2 In-house on-us non-offset ACH debit entries received		

Wire Transfers Originated

Wire transfer originations

Include: Domestic sender to domestic or foreign beneficiary. 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.

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

- 1. Did your institution originate wires on behalf of an unaffiliated depository institution during calendar year 2015 (i.e., correspondent volume)?
 - Yes
 - No
 - Don't know
- 1a. Were you able to exclude this volume from your answers 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 2015?
 - Yes
 - No
 - Don't know
- 2a. Were you able to include this volume in your answers below?
 - Yes, in all cases
 - Yes, in some cases
 - No
 - Don't know

	Number	Value (\$)
3. Total wire transfer originations		
3a. Network or correspondent		
3b. Book transfers		
4. Total wire transfer originations		
4a. Consumer originated wire transfers		
4b. Business/government originated wire transfers		
4b.1. Settlement/bank business originated wire transfers		
4b.2. All other business/government originated wire transfers		
5. Total wire transfer originations		
5a. Domestic (U.S.) payee		
5b. Foreign payee		
5b.1. Consumer originated foreign transfers		
5b.2. Business/government originated foreign transfers		

Wire Transfers Received

Wire transfer receipts

Include: Domestic receiver with domestic or foreign sender. Funds transfers received using the large-value systems (i.e., Fedwire and CHIPS). Include payments that your institution's accountholders received and settled through these systems directly or through a correspondent.

Do not include: Wire transfers your institution received from an unaffiliated depository institution (i.e., correspondent volume).

- 1. Did your institution receive wires on behalf of an unaffiliated depository institution during calendar year 2015 (i.e., correspondent volume)?
 - Yes
 - No
 - Don't know
- 1a. Were you able to exclude this volume from your answers below?
 - Yes, in all cases
 - Yes, in some cases
 - No
 - Don't know
- 2. Did an unaffiliated depository institution receive wires on behalf of your institution during calendar year 2015?
 - Yes
 - No
 - Don't know
- 2a. Were you able to include this volume from your answers below?
 - Yes, in all cases
 - Yes, in some cases
 - No
 - Don't know

	Number	Value (\$)
3. Total wire transfer receipts		
3a. Network or correspondent		
3b. Book transfers		
4. Total wire transfer receipts		
4a. Consumer received wire transfers		
4b. Business/government received wire transfers		
4b.1. Settlement/bank business received wire transfers		
4b.2. All other business/government received wire transfers		
5. Total wire transfer receipts		
5a. Domestic (U.S.) payer		
5b. Foreign payer		
5b.1. Consumer received foreign transfers		
5b.2. Business/government received foreign transfers		

General-Purpose Debit and Prepaid Cards

1. Was your institution an issuer of general-purpose debit cards during calendar year 2015?

General-purpose debit cards access funds in the demand deposit accounts reported in the Institution Profile section above and are processed through any debit card networks. Do not include cards used only to withdraw cash from ATMs.

- Yes
 No
 Don't know

2. Number of general-purpose debit cards (Average of monthly totals)

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.

For cards with purchase activity, report only cards in force that were used to make at least one point-of-sale (POS) and/or bill payment in a month.

For chip-enabled cards, report only cards in force with chip technology.

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

Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

Total = a + b

- a. Consumer
 b. Business/
 government

In force	With purchase activity	Chip enabled

3. Did your institution support customer provisioning of general-purpose debit cards to mobile wallets or token vaults?

- Yes
 No
 Don't know

4. Number of general-purpose debit cards provisioned to a mobile wallet or token vault (Average of monthly totals)

Active cards are cards that were used to make at least one transaction in a month via the mobile wallet or token vault. Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

Active	Total

5. Was your institution an issuer of general-purpose prepaid cards during calendar year 2015?

General-purpose prepaid cards are processed through any of the debit card networks.

- Yes
 No
 Don't know

6. Did your institution offer its customers general-purpose prepaid cards issued by another financial institution during calendar year 2015? If yes, do not include these cards (or associated transactions) in your answers below.

- Yes
 No
 Don't know

7. General-purpose prepaid card program accounts (Average of monthly totals)

Include: Accounts for both reloadable and non-reloadable general-purpose prepaid cards for which your institution was the issuer. Include card programs managed by your institution and card programs managed by a third-party.

Total = a + b

- a. Reloadable
 b. Non-reloadable/gift

Number of accounts	Funds outstanding

General-Purpose Debit and Prepaid Cards

	Number	Value (\$)
13. General-purpose prepaid card transactions		
13a. Person-present/merchant point-of-sale transactions		
13a.1. Signature		
13a.2. PIN		
13a.3. Other/no signature required		
13b. Remote transactions (person not at merchant location)		
14. General-purpose prepaid card transactions		
14a. Reloadable prepaid card transactions		
14b. Non-reloadable/gift prepaid card transactions		
15. Total cash-back transactions		
15a. General-purpose debit card cash-back transactions made from transaction deposit accounts		
15b. General-purpose prepaid card cash-back transactions		

General-Purpose Credit Cards

1. Was your institution an issuer of general-purpose credit cards during calendar year 2015?
 General-purpose credit cards are credit cards and charge cards for which your institution owned the receivables and that used any one of the four major credit card networks (i.e., Visa, MasterCard, American Express, and Discover).

- Yes
- No
- Don't know

2. General-purpose credit card accounts
 (Average of monthly totals)

Include: Unsecured and secured general-purpose credit and charge card accounts (Visa, MasterCard, American Express, or Discover) for which your institution owned the receivables.

Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

Total = a + b

- a. Consumer
- b. Business/
government

Number Balances (\$)

3. Consumer general-purpose credit card accounts
 (Average of monthly totals)

Report the number of accounts with revolving balances and with current balances. The sum of accounts with revolving balances and with current balances by number will *exceed* the total number of accounts by the number of accounts that have both revolving and current balances. The sum of balances by value will *equal* the sum of revolving and current balances.

Revolving balances are the portion for which the transaction posted prior to the current statement period.
 Current balances are the portion for which the transaction posted during the current period.

Average of monthly total means the average of end-of-month totals for each of the months in 2015.

Total = a + b

- a. Revolving
balances
- b. Current
balances

Number Balances (\$)

4. Number of general-purpose credit cards
 (Average of monthly totals)

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.

For cards with purchase activity, report only cards that were used to make at least one point-of-sale (POS) and/or bill payment in a month.

For chip-enabled cards, report only cards with chip technology (e.g., EMV or RFID chip-enabled cards or other form factors).

Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

Total = a + b

- a. Consumer
- b. Business/
government

In force With purchase activity Chip enabled

Cash Withdrawals

- Yes
- No
- Don't know

- Yes
- No
- Don't know

1. Did your institution outsource vault operations in 2015?

1a. Were you able to report outsourced vault operations volumes in item 5b below?

2. Number of debit/ATM cards
(Average of monthly totals)

Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

In force	With withdrawal activity

3. Number of prepaid/ATM cards
(Average of monthly totals)

Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

In force	With withdrawal activity

4. Total cash withdrawals

4a. Cash withdrawals from deposit accounts

4a.1. Consumer cash withdrawals

4a.2. Business/government cash withdrawals

4b. Cash withdrawals from prepaid card program accounts

5. Total cash withdrawals

5a. Over-the-counter cash withdrawals

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

5b. Cash orders at wholesale vaults

Cash withdrawals at armored carrier.

5c. Cash withdrawals made at remote currency management terminals

5d. ATM cash withdrawals (your institution's accountholder, any ATM)

5d.1. On-us ATM withdrawals (your institution's accountholder, your institution's ATM)

5d.2. "Foreign" ATM withdrawals (your institution's accountholder, "foreign" ATM)

Number	Value (\$)

Cash Deposits

	Number	Value (\$)
6. Total cash deposits		
6a. Cash deposits to deposit accounts		
6a.1. Consumer cash deposits		
6a.2. Business/government cash deposits		
6b. Cash deposits to prepaid card program accounts		
7. Total cash deposits		
7a. Over-the-counter cash deposits Cash deposits at bank lobby teller window, drive through teller, or night drop.		
7b. Cash deposits at wholesale vaults Cash deposits at armored carrier.		
7c. Cash deposits at ATMs		
7c.1. On-us ATM deposits (your institution's accountholder, your institution's ATM)		
7c.2. "Foreign" ATM deposits (your institution's accountholder, "foreign" ATM)		
7d. Cash deposits made at remote currency management terminals		

Cash Terminals

1. Did your institution sponsor ATMs managed by an independent service operator (ISO)?

- Yes
- No
- Don't know

1a. Did some of these ATMs carry your institution's brand?

- Yes
- No
- Don't know

1a.1. Are you able to include these in totals?

- Yes
- No
- Don't know

1b. Did some of these ATMs carry a different brand?

- Yes
- No
- Don't know

1b.1. Are you able to include these in totals?

- Yes
- No
- Don't know

2. Total number of ATM terminals
(Average of monthly totals)

Include: ATM terminals owned by your institution or owned by an independent service operator and sponsored by your institution, including ATM terminals at your institution's branch locations and offsite ATM terminal.

Do not include: ATM terminals not sponsored by your institution.

Active terminals are terminals that were used to make at least one transaction in a month. Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

Active	Total

2a. ATM terminals at your branch locations

2a.1. ATMs owned by your institution

2a.2. ATMs sponsored by your institution, owned or operated by an independent service operator

2b. Offsite ATM terminals

2b.1. ATMs owned by your institution

2b.2. ATMs sponsored by your institution, owned or operated by an independent service operator

3. Total number of remote currency management terminals
(Average of monthly totals)

Active terminals are terminals that were used to make at least one transaction in a month. Average of monthly totals means the average of end-of-month totals for each of the months in 2015.

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Unauthorized Third-Party Payment Fraud

	Number	Value (\$)
1. Checks paid		
2. ACH credit entries your institution originated		
3. ACH debit entries your institution received		
4. Wire transfers your institution originated		
5. General-purpose debit card network transactions		
5a. Person-present/merchant point-of-sale transactions		
5a.1. Signature		
5a.2. PIN		
5a.3. Other/no signature required		
5b. Remote transactions (person not at merchant location)		
6. General-purpose prepaid card network transactions		
6a. Person-present/merchant point-of-sale transactions		
6a.1. Signature		
6a.2. PIN		
6a.3. Other/no signature required		
6b. Remote transactions (person not at merchant location)		
7. General-purpose credit card network transactions		
7a. Person-present/merchant point-of-sale transactions		
7a.1. Signature		
7a.2. PIN		
7a.3. Other/no signature required		
7b. Remote transactions (person not at merchant location)		
8. ATM cash withdrawals		