

Protecting Your Best Commercial Customers and Officer Profitability Reporting: A Live Webinar Presented by Austin Associates, LLC

Presenters:

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Austin Associates' Lines of Business

- **Investment Banking**
- **Strategic Consulting**
- **Financial Management**
- **Insurance and Financial Services**
- **Technology Solutions**
- **Risk Management and Compliance**

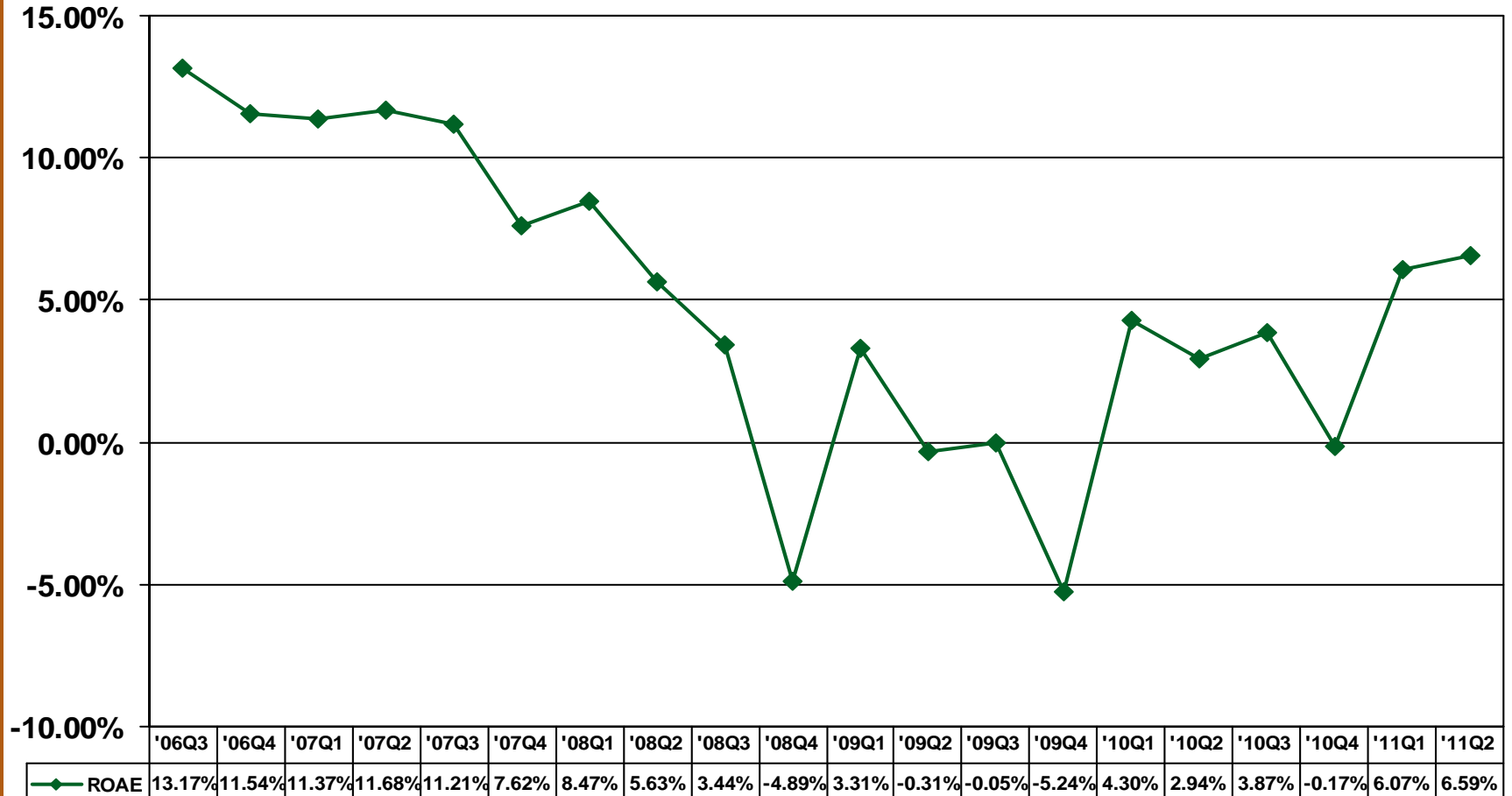
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Today's Presentation

- **Part I – Current Relevant Pricing Case Studies Using a Commercial Loan Pricing Tool**
- **Part II – Managing Officer Profitability and Setting Appropriate ROE Targets**

Quarterly ROAE Trends

All Commercial Banks < \$10 Billion



Source: SNL Financial
Based on weighted average data

ROE by Product Type

Three Example Institutions

(Actual Results)

<u>Institution</u>	<u>Bank Wide Average ROE</u>	<u>Commercial Loans ROE</u> <small>(100% Risk Weighted)</small>	<u>Mortgage Loans ROE</u> <small>(50% Risk Weighted)</small>	<u>Core Deposits ROE</u>	<u>CD Products ROE</u>	<u>Investment Portfolio ROE</u>
\$250 M Community Bank	8.50%	17.22%	14.74%	34.82%	(-82.36%)	(-0.50%)
\$800 M Thrift	9.63%	14.02%	5.97%	24.07%	(-135.29%)	5.18%
\$2.8 B Commercial Bank	10.82%	21.22%	7.87%	65.39%	(-118.09%)	3.51%

Loss of Commercial Loan Volume by Segment

	<u>Amount</u>	<u>%</u>
➤ Small Community Banks < \$300 M	- \$16 B	(7.4%)
➤ Community Banks - \$300 M - \$1 B	- \$22 B	(7.3%)
➤ Larger Community Bank - \$1 – 10 B	- \$25 B	(5.1%)
➤ Regional / National Banks > \$10 B	- \$217 B	(11.8%)
➤ Entire Industry	- \$277 B*	(9.8%)

* Does not total, as measurement is from "Peak" which occurs in different time frames for the different segments of the Entire Industry.

Managing Your Commercial Portfolio

- **Characteristics of Profitable Lending Relationships**
- **Tools and Strategies for Managing Your Highly Profitable Relationships**
- **Action Steps to Implement Now**

Austin Example Institution

Return on Equity Measures - Adjusted for Non Performings

ROE Measures

Select "Product" Areas									
Capital Employed (\$Mils)	Product Area	Average Balances (Millions)	No. of Accounts	Average Account Size (Thousands)	Number of NPL's	June 30, 2011			March 31, 2011
						ROE As Reported	Adjusted ROE		Adjusted ROE
\$40.8	Bank Wide	\$865.3	44,355	\$19.5	3	7.71%	8.17%	↑	8.10%
\$26.2	Total Loans & Deposits	\$561.4	44,101	\$12.7	3	4.28%	4.99%	↑	4.66%
\$14.7	Treasury Management	\$303.9	254	\$1,196.5	0	13.83%	13.83%	↓	13.96%
\$18.0	Total for All Loan Types	\$187.0	9,399	\$19.9	3	3.11%	4.16%	↑	3.24%
\$8.2	Total for Deposits	\$374.4	34,702	\$10.8	0	6.83%	6.83%	↓	7.70%
\$8.4	Retail Loans	\$98.9	8,503	\$11.6	1	-4.46%	-2.52%	↓	-1.75%
\$9.6	Commercial Loans	\$88.1	896	\$98.3	2	9.73%	10.00%	↑	7.82%

Select Commercial Loan Officers (Total Commercial Loan Balances > \$1 MM)										
Capital Employed (\$Mils)	Product Area	Total Portfolio Size (L&D) (Millions)	Total Number of Customers	Average Customer Balances (Thousands)	Number of NPL's	Loan Only ROE	(Combined Loan & Deposit Product ROE)			
							June 30, 2011		March 31, 2011	
							ROE As Reported	Adjusted ROE	Adjusted ROE	
\$3.2	Officer #1	\$48.6	832	\$58.5	1	9.48%	15.01%	15.29%	↑	14.52%
\$1.6	Officer #2	\$17.0	228	\$74.5	0	12.92%	13.06%	13.06%	↓	16.44%
\$2.2	Officer #3	\$38.1	652	\$58.5	0	13.55%	17.67%	17.67%	↑	12.68%
\$2.0	Officer #4	\$23.3	744	\$31.3	0	3.55%	5.34%	5.34%	↓	9.51%
\$1.6	Officer #5	\$20.9	541	\$38.7	1	9.20%	11.22%	12.71%	↑	12.35%
\$1.2	Officer #6	\$17.9	182	\$98.5	0	12.37%	14.67%	14.67%	↑	14.05%
\$1.0	Officer #7	\$13.3	351	\$37.8	0	9.27%	12.66%	12.66%	↓	13.17%
\$0.8	Officer #8	\$13.0	106	\$122.9	0	17.00%	25.56%	25.56%	↑	22.29%
\$0.4	Officer #9	\$5.7	178	\$32.3	0	2.93%	9.04%	9.04%	↓	12.37%

Austin Example Institution

Officer # 1

Officer # 1

Officer # 1 (For the YTD Period Ending June 30, 2011)

Customer Portfolio	Customer	Household with Port # ?	Average Balance	Interest Income	Interest Expense	Net Interest Margin	Provision for Loan Losses	Non Interest Income	Variable Expense	Operating Margin	Fixed Expense	Taxes	Net Income	Allocated Capital	Officer ROE	Customer ROE
4209	Customer #4209		\$69,374	\$1,731	\$86	\$1,645	\$191	\$0	\$535	\$919	\$1,929	-\$339	-\$671	\$7,562	-17.90%	2464.88%
4578	Customer #4578		\$194,383	\$5,682	\$2,921	\$2,761	\$57	\$84	\$289	\$2,498	\$1,035	\$490	\$972	\$11,352	17.27%	502.87%
4375	Customer #4375		\$72,729	\$1,190	\$0	\$1,190	\$0	\$1,805	\$79	\$2,917	\$253	\$893	\$1,771	\$1,585	225.19%	225.19%
4605	Customer #4605		\$143,330	\$2,665	\$142	\$2,523	\$0	\$27	\$20	\$2,530	\$77	\$823	\$1,631	\$3,125	105.24%	105.24%
1138	Customer #1138		\$1,222,887	\$20,012	\$0	\$20,012	\$0	\$23	\$26	\$20,009	\$84	\$6,681	\$13,243	\$26,659	100.18%	100.18%
7514	Customer #7514		\$390,427	\$6,389	\$0	\$6,389	\$0	\$23	\$26	\$6,386	\$84	\$2,113	\$4,189	\$8,511	99.24%	99.24%
7516	Customer #7516		\$171,185	\$2,801	\$0	\$2,801	\$0	\$23	\$26	\$2,798	\$84	\$910	\$1,804	\$3,732	97.49%	97.49%
9004	Customer #9004		\$168,930	\$2,764	\$0	\$2,764	\$0	\$23	\$26	\$2,762	\$84	\$898	\$1,780	\$3,683	97.44%	97.44%
7529	Customer #7529		\$163,359	\$2,673	\$0	\$2,673	\$0	\$23	\$26	\$2,670	\$84	\$867	\$1,719	\$3,561	97.34%	97.34%
7524	Customer #7524		\$106,261	\$1,739	\$0	\$1,739	\$0	\$23	\$26	\$1,736	\$84	\$554	\$1,098	\$2,316	95.57%	95.57%
2003	Customer #2003		\$100,740	\$1,649	\$0	\$1,649	\$0	\$23	\$26	\$1,646	\$84	\$524	\$1,038	\$2,196	95.30%	95.30%
4647	Customer #4647		\$66,121	\$1,229	\$49	\$1,180	\$0	\$50	\$46	\$1,184	\$161	\$343	\$680	\$1,441	95.13%	95.13%
4537	Customer #4537		\$94,741	\$1,550	\$0	\$1,550	\$0	\$23	\$26	\$1,548	\$84	\$491	\$973	\$2,065	94.96%	94.96%
9004	Customer #9004		\$93,636	\$1,532	\$0	\$1,532	\$0	\$23	\$26	\$1,529	\$84	\$485	\$961	\$2,041	94.89%	94.89%
4625	Customer #4625		\$93,557	\$1,531	\$0	\$1,531	\$0	\$23	\$26	\$1,528	\$84	\$484	\$960	\$2,040	94.89%	94.89%
4625	Customer #4625		\$441,732	\$9,304	\$4,542	\$4,762	\$315	\$2	\$943	\$3,505	\$3,505	\$0	\$0	\$48,149	0.00%	94.89%
2082	Customer #2082		\$91,011	\$1,489	\$0	\$1,489	\$0	\$23	\$26	\$1,486	\$84	\$470	\$932	\$1,984	94.73%	94.73%
7528	Customer #7528		\$170,214	\$2,785	\$0	\$2,785	\$0	\$47	\$52	\$2,780	\$169	\$876	\$1,736	\$3,711	94.32%	94.32%
7528	Customer #7528		\$379,242	\$9,856	\$7,767	\$2,090	\$226	\$52	\$713	\$1,203	\$2,536	-\$447	-\$886	\$41,337	-4.32%	94.32%
7529	Customer #7529		\$84,742	\$1,387	\$0	\$1,387	\$0	\$23	\$26	\$1,384	\$84	\$436	\$864	\$1,847	94.29%	94.29%
7513	Customer #7513		\$82,346	\$1,348	\$0	\$1,348	\$0	\$23	\$26	\$1,345	\$84	\$423	\$838	\$1,795	94.11%	94.11%
7525	Customer #7525		\$1,521,513	\$23,346	\$210	\$23,136	\$0	\$63	\$47	\$23,152	\$165	\$7,708	\$15,279	\$33,169	92.89%	92.89%
2638	Customer #2638		\$67,521	\$1,105	\$0	\$1,105	\$0	\$23	\$26	\$1,102	\$84	\$341	\$677	\$1,472	92.68%	92.68%
2640	Customer #2640		\$60,781	\$995	\$0	\$995	\$0	\$23	\$26	\$992	\$84	\$304	\$603	\$1,325	91.80%	91.80%
7522	Customer #7522		\$114,991	\$1,882	\$0	\$1,882	\$0	\$47	\$52	\$1,876	\$169	\$573	\$1,135	\$2,507	91.30%	91.30%
7523	Customer #7523		\$56,973	\$932	\$0	\$932	\$0	\$23	\$26	\$929	\$84	\$283	\$562	\$1,242	91.21%	91.21%
4531	Customer #4531		\$55,724	\$1,013	\$34	\$979	\$0	\$50	\$46	\$983	\$161	\$276	\$547	\$1,215	90.74%	90.74%
4631	Customer #4631		\$93,586	\$1,531	\$0	\$1,531	\$0	\$47	\$52	\$1,526	\$169	\$455	\$902	\$2,040	89.17%	89.17%
4345	Customer #4345		\$167,652	\$2,743	\$0	\$2,743	\$0	\$23	\$26	\$2,741	\$84	\$891	\$1,766	\$3,655	97.42%	84.59%
7528	Customer #7528		\$1,711,200	\$24,948	\$2,092	\$22,857	\$0	\$63	\$47	\$22,872	\$165	\$7,614	\$15,093	\$37,304	81.59%	81.59%
7528	Customer #7528		\$454,529	\$11,591	\$1,348	\$10,243	\$191	\$0	\$535	\$9,516	\$1,929	\$2,544	\$5,043	\$49,544	20.53%	81.59%
7527	Customer #7527		\$62,724	\$1,026	\$0	\$1,026	\$0	\$70	\$79	\$1,018	\$253	\$257	\$508	\$1,367	74.99%	74.99%
4606	Customer #4606		\$63,769	\$1,014	\$2	\$1,013	\$0	\$58	\$71	\$999	\$226	\$259	\$514	\$1,390	74.54%	74.54%
4606	Customer #4606		\$272,675	\$8,211	\$5,087	\$3,124	\$281	\$37	\$968	\$1,913	\$3,592	-\$563	-\$1,116	\$29,722	-7.57%	74.54%
4510	Customer #4510		\$69,408	\$1,243	\$112	\$1,131	\$0	\$139	\$107	\$1,164	\$377	\$264	\$523	\$1,513	69.64%	69.64%
2897	Customer #2897		\$142,441	\$4,444	\$925	\$3,519	\$96	\$0	\$268	\$3,156	\$964	\$735	\$1,457	\$15,526	18.92%	64.60%
7529	Customer #7529		\$97,955	\$1,603	\$0	\$1,603	\$0	\$47	\$52	\$1,597	\$169	\$479	\$950	\$2,135	89.68%	60.62%
4497	Customer #4497		\$267,277	\$3,048	\$261	\$2,787	\$0	\$34	\$45	\$2,776	\$141	\$883	\$1,751	\$5,827	60.61%	60.61%
7519	Customer #7519		\$142,975	\$1,631	\$139	\$1,492	\$0	\$34	\$45	\$1,481	\$141	\$449	\$890	\$3,117	57.59%	57.59%

Austin Example Institution

Officer # 1

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Officer # 1 (For the YTD Period Ending June 30, 2011)

Customer Portfolio	Customer	Household with Port # ?	Average Balance	Interest Income	Interest Expense	Net Interest Margin	Provision for Loan Losses	Non Interest Income	Variable Expense	Operating Margin	Fixed Expense	Taxes	Net Income	Allocated Capital	Officer ROE	Customer ROE
4636	Customer #4636		\$147,538	\$1,750	\$136	\$1,613	\$0	\$58	\$71	\$1,599	\$226	\$461	\$913	\$3,216	57.25%	57.25%
4619	Customer #4619		\$59,235	\$676	\$43	\$632	\$0	\$34	\$45	\$621	\$141	\$161	\$319	\$1,291	49.81%	52.76%
4585	Customer #4585		\$67,135	\$766	\$50	\$715	\$0	\$34	\$45	\$704	\$141	\$189	\$374	\$1,464	51.55%	51.55%
4673	Customer #4673		\$59,757	\$682	\$39	\$642	\$0	\$34	\$45	\$631	\$141	\$164	\$326	\$1,303	50.41%	50.41%
4574	Customer #4574		\$61,023	\$999	\$0	\$999	\$0	\$47	\$52	\$993	\$169	\$276	\$548	\$1,330	83.05%	50.22%
4574	Customer #4574		\$222,656	\$6,187	\$2,099	\$4,088	\$362	\$180	\$1,041	\$2,866	\$3,739	-\$293	-\$580	\$24,269	-4.82%	50.22%
5849	Customer #5849		\$59,459	\$678	\$42	\$636	\$0	\$34	\$45	\$625	\$141	\$162	\$322	\$1,296	50.02%	50.02%
4561	Customer #4561		\$59,579	\$680	\$46	\$634	\$0	\$34	\$45	\$623	\$141	\$161	\$320	\$1,299	49.68%	49.68%
4249	Customer #4249		\$101,231	\$1,155	\$89	\$1,065	\$0	\$34	\$45	\$1,054	\$141	\$306	\$607	\$2,207	55.43%	49.23%
4583	Customer #4583		\$57,190	\$652	\$45	\$607	\$0	\$34	\$45	\$596	\$141	\$152	\$302	\$1,247	48.89%	48.89%
1742	Customer #1742		\$54,684	\$624	\$37	\$587	\$0	\$34	\$45	\$576	\$141	\$146	\$289	\$1,192	48.85%	48.85%
5863	Customer #5863		\$51,515	\$588	\$28	\$559	\$0	\$34	\$45	\$548	\$141	\$136	\$270	\$1,123	48.54%	48.54%
7504	Customer #7504		\$154,494	\$1,690	\$145	\$1,545	\$0	\$148	\$122	\$1,571	\$357	\$407	\$807	\$3,368	48.34%	48.34%
4535	Customer #4535		\$98,078	\$1,082	\$71	\$1,012	\$0	\$121	\$102	\$1,031	\$280	\$252	\$499	\$2,138	47.08%	47.08%
4645	Customer #4645		\$64,958	\$741	\$48	\$693	\$0	\$34	\$45	\$682	\$141	\$181	\$359	\$1,416	51.18%	44.77%
1450	Customer #1450		\$79,247	\$904	\$54	\$850	\$0	\$68	\$91	\$828	\$283	\$183	\$362	\$1,728	42.29%	42.29%
6512	Customer #6512		\$296,133	\$11,016	\$279	\$10,737	\$75	\$273	\$238	\$10,697	\$845	\$3,303	\$6,548	\$32,278	40.91%	40.91%
4572	Customer #4572		\$331,257	\$9,540	\$3,681	\$5,859	\$29	\$3	\$149	\$5,684	\$423	\$1,764	\$3,497	\$18,054	39.06%	39.06%
2022	Customer #2022		\$234,892	\$3,687	\$1,534	\$2,153	\$0	\$141	\$87	\$2,206	\$326	\$630	\$1,250	\$5,121	49.21%	38.52%
2022	Customer #2022		\$272,474	\$8,808	\$2,355	\$6,454	\$828	\$298	\$2,615	\$3,308	\$9,300	-\$2,009	-\$3,983	\$29,700	-27.04%	38.52%
2711	Customer #2711		\$53,801	\$554	\$32	\$522	\$0	\$110	\$83	\$549	\$223	\$109	\$217	\$1,173	37.30%	37.30%
4633	Customer #4633		\$65,050	\$2,363	\$1,201	\$1,162	\$198	\$31	\$619	\$376	\$2,253	-\$629	-\$1,248	\$7,090	-35.48%	36.50%
3613	Customer #3613		\$173,669	\$6,252	\$2,828	\$3,424	\$29	\$3	\$149	\$3,249	\$423	\$948	\$1,879	\$9,465	40.02%	33.88%
7527	Customer #7527		\$760,673	\$21,907	\$189	\$21,719	\$96	\$0	\$268	\$21,356	\$964	\$6,837	\$13,554	\$82,913	32.96%	32.96%
7521	Customer #7521		\$57,739	\$2,079	\$1,128	\$950	\$75	\$17	\$238	\$655	\$845	-\$64	-\$127	\$6,294	-4.06%	32.84%
2733	Customer #2733		\$442,975	\$19,570	\$4,584	\$14,985	\$246	\$375	\$743	\$14,371	\$2,655	\$3,929	\$7,788	\$48,284	32.52%	32.52%
2733	Customer #2733		\$54,353	\$391	\$94	\$297	\$0	\$110	\$83	\$324	\$223	\$34	\$67	\$1,185	11.48%	32.52%
4537	Customer #4537		\$258,461	\$6,203	\$2,438	\$3,765	\$29	\$3	\$149	\$3,590	\$423	\$1,062	\$2,105	\$14,086	30.14%	30.14%
4520	Customer #4520		\$199,952	\$2,281	\$200	\$2,080	\$0	\$34	\$45	\$2,069	\$141	\$646	\$1,281	\$4,359	59.28%	30.06%
4496	Customer #4496		\$412,779	\$12,382	\$4,959	\$7,422	\$57	\$5	\$298	\$7,073	\$846	\$2,088	\$4,138	\$22,496	37.10%	29.85%
4532	Customer #4532		\$269,983	\$1,376	\$549	\$828	\$0	\$155	\$147	\$836	\$421	\$139	\$276	\$5,886	9.44%	29.74%
4532	Customer #4532		\$79,534	\$2,130	\$670	\$1,460	\$96	\$0	\$268	\$1,097	\$964	\$44	\$88	\$8,669	2.04%	29.74%
4645	Customer #4645		\$57,208	\$497	\$41	\$455	\$0	\$110	\$83	\$483	\$223	\$87	\$173	\$1,247	27.97%	27.97%
2710	Customer #2710		\$314,223	\$10,181	\$1,792	\$8,389	\$96	\$0	\$268	\$8,026	\$964	\$2,368	\$4,694	\$34,250	27.63%	27.63%
2616	Customer #2616		\$919,841	\$26,491	\$4,561	\$21,930	\$96	\$0	\$268	\$21,567	\$964	\$6,908	\$13,694	\$100,263	27.54%	27.54%
7517	Customer #7517		\$1,154,703	\$8,002	\$2,832	\$5,169	\$0	\$140	\$83	\$5,227	\$223	\$1,678	\$3,326	\$25,173	26.65%	26.65%
4537	Customer #4537		\$52,267	\$1,972	\$434	\$1,538	\$10	\$87	\$126	\$1,490	\$487	\$336	\$667	\$5,697	23.60%	23.60%
7430	Customer #7430		\$323,395	\$9,702	\$2,229	\$7,473	\$96	\$0	\$268	\$7,110	\$964	\$2,061	\$4,085	\$35,250	23.37%	23.37%
2025	Customer #2025		\$2,309,330	\$66,508	\$23,819	\$42,689	\$96	\$0	\$268	\$42,326	\$964	\$13,869	\$27,492	\$251,717	22.02%	22.02%

Green = Top 10 Most Profitable by S's
Pink = Top 10 Highest Balances with ROE < Average

Austin Example Institution

Officer # 1

Officer # 1

Officer # 1 (For the YTD Period Ending June 30, 2011)

Customer Portfolio	Customer	Household with Port # ?	Average Balance	Interest Income	Interest Expense	Net Interest Margin	Provision for Loan Losses	Non Interest Income	Variable Expense	Operating Margin	Fixed Expense	Taxes	Net Income	Allocated Capital	Officer ROE	Customer ROE
4669	Customer #4669		\$220,434	\$8,083	\$2,248	\$5,834	\$131	\$4	\$500	\$5,207	\$1,712	\$1,172	\$2,323	\$20,809	22.51%	21.50%
4538	Customer #4538		\$197,761	\$2,399	\$1,487	\$912	\$0	\$52	\$66	\$899	\$222	\$227	\$450	\$4,311	21.04%	21.04%
4631	Customer #4631		\$374,085	\$12,120	\$3,098	\$9,022	\$191	\$0	\$535	\$8,296	\$1,929	\$2,135	\$4,232	\$40,775	20.93%	20.93%
4530	Customer #4530		\$177,302	\$5,319	\$1,741	\$3,578	\$96	\$192	\$268	\$3,407	\$964	\$819	\$1,623	\$19,326	16.94%	20.87%
2734	Customer #2734		\$373,803	\$7,626	\$408	\$7,218	\$75	\$145	\$238	\$7,050	\$845	\$2,080	\$4,124	\$40,744	20.41%	20.41%
2734	Customer #2734		\$86,106	\$1,346	\$0	\$1,346	\$0	\$170	\$83	\$1,434	\$223	\$406	\$805	\$1,877	86.47%	20.41%
2740	Customer #2740		\$545,475	\$15,055	\$5,275	\$9,780	\$96	\$554	\$268	\$9,971	\$964	\$3,020	\$5,986	\$59,457	20.30%	20.30%
2740	Customer #2740		\$66,376	\$1,086	\$0	\$1,086	\$0	\$23	\$26	\$1,083	\$84	\$335	\$664	\$1,447	92.54%	20.30%
4649	Customer #4649		\$427,137	\$12,600	\$2,317	\$10,283	\$124	\$1,036	\$408	\$10,786	\$1,577	\$3,088	\$6,121	\$46,558	26.51%	20.28%
4677	Customer #4677		\$86,335	\$731	\$94	\$637	\$0	\$52	\$66	\$624	\$222	\$135	\$267	\$1,882	28.59%	18.82%
4589	Customer #4589		\$276,177	\$7,605	\$282	\$7,323	\$246	\$375	\$743	\$6,709	\$2,655	\$1,359	\$2,695	\$30,103	18.05%	18.05%
7515	Customer #7515		\$87,736	\$3,225	\$1,292	\$1,932	\$151	\$35	\$475	\$1,341	\$1,691	-\$117	-\$232	\$9,563	-4.90%	17.32%
2033	Customer #2033		\$718,903	\$16,233	\$3,888	\$12,345	\$151	\$35	\$475	\$11,753	\$1,691	\$3,374	\$6,688	\$78,360	17.21%	17.21%
2033	Customer #2033		\$278,963	\$3,580	\$916	\$2,664	\$0	\$215	\$148	\$2,731	\$445	\$767	\$1,520	\$6,081	50.39%	17.21%
4527	Customer #4527		\$612,630	\$21,351	\$9,827	\$11,524	\$220	\$3	\$684	\$10,623	\$2,352	\$2,773	\$5,498	\$65,819	16.84%	16.84%
6805	Customer #6805		\$418,237	\$7,528	\$539	\$6,989	\$96	\$0	\$268	\$6,626	\$964	\$1,898	\$3,763	\$45,588	16.65%	16.65%
4571	Customer #4571		\$122,864	\$1,333	\$1,124	\$210	\$0	\$71	\$86	\$194	\$303	-\$36	-\$72	\$2,678	-5.44%	16.56%
2004	Customer #2004		\$1,139,747	\$40,484	\$23,964	\$16,520	\$96	\$0	\$268	\$16,157	\$964	\$5,094	\$10,098	\$124,232	16.39%	16.39%
7526	Customer #7526		\$158,272	\$864	\$431	\$433	\$0	\$290	\$83	\$640	\$223	\$140	\$278	\$3,450	16.23%	16.23%
4493	Customer #4493		\$227,353	\$4,911	\$2,890	\$2,021	\$29	\$3	\$149	\$1,846	\$423	\$477	\$946	\$12,391	15.39%	15.39%
4543	Customer #4543		\$61,068	\$950	\$205	\$745	\$0	\$157	\$135	\$766	\$391	\$126	\$249	\$1,331	37.76%	15.13%
4570	Customer #4570		\$207,756	\$6,107	\$1,521	\$4,586	\$35	\$4	\$233	\$4,322	\$747	\$1,198	\$2,376	\$12,570	38.11%	14.97%
4635	Customer #4635		\$558,048	\$12,159	\$1,524	\$10,635	\$582	\$254	\$1,725	\$8,583	\$6,090	\$836	\$1,657	\$52,471	6.37%	14.48%
6511	Customer #6511		\$312,163	\$6,368	\$448	\$5,920	\$151	\$35	\$475	\$5,329	\$1,691	\$1,220	\$2,418	\$34,026	14.33%	14.33%
6511	Customer #6511		\$376,353	\$4,467	\$950	\$3,516	\$0	\$219	\$182	\$3,554	\$556	\$1,005	\$1,993	\$8,204	48.97%	14.33%
4647	Customer #4647		\$65,703	\$447	\$103	\$344	\$0	\$110	\$83	\$371	\$223	\$50	\$99	\$1,432	13.88%	13.88%
4509	Customer #4509		\$187,219	\$6,066	\$4,559	\$1,507	\$29	\$136	\$149	\$1,466	\$423	\$350	\$693	\$10,203	13.69%	13.69%
7528	Customer #7528		\$122,451	\$3,527	\$868	\$2,658	\$96	\$0	\$268	\$2,295	\$964	\$446	\$885	\$13,347	13.36%	13.36%
4367	Customer #4367		\$430,399	\$8,780	\$2,988	\$5,792	\$96	\$0	\$268	\$5,429	\$964	\$1,497	\$2,968	\$46,913	12.76%	12.76%
4367	Customer #4367		\$94,269	\$381	\$243	\$137	\$0	\$110	\$83	\$165	\$223	-\$19	-\$39	\$2,055	-3.79%	12.76%
1765	Customer #1765		\$79,442	\$2,479	\$913	\$1,565	\$29	\$2	\$141	\$1,398	\$612	\$263	\$522	\$8,659	12.16%	12.16%
4534	Customer #4534		\$76,738	\$2,947	\$1,229	\$1,718	\$29	\$2	\$141	\$1,550	\$612	\$314	\$623	\$8,364	15.03%	12.01%
4708	Customer #4708		\$184,406	\$5,090	\$2,176	\$2,913	\$96	\$213	\$268	\$2,763	\$964	\$603	\$1,195	\$20,100	11.99%	11.99%
4571	Customer #4571		\$60,042	\$1,588	\$447	\$1,141	\$57	\$25	\$281	\$828	\$1,224	-\$133	-\$264	\$6,545	-8.13%	11.65%
4527	Customer #4527		\$72,769	\$2,445	\$1,016	\$1,429	\$29	\$39	\$141	\$1,299	\$612	\$230	\$456	\$7,932	11.60%	11.60%
5568	Customer #5568		\$211,784	\$4,854	\$655	\$4,198	\$127	\$2	\$450	\$3,623	\$1,739	\$632	\$1,252	\$23,084	10.94%	10.94%
4646	Customer #4646		\$219,862	\$1,255	\$574	\$681	\$0	\$139	\$122	\$698	\$360	\$113	\$225	\$4,793	9.45%	10.05%
7524	Customer #7524		\$238,756	\$5,444	\$1,176	\$4,268	\$171	\$39	\$505	\$3,630	\$1,810	\$610	\$1,210	\$26,024	9.38%	9.38%
7523	Customer #7523		\$207,168	\$5,469	\$2,671	\$2,798	\$96	\$0	\$268	\$2,435	\$964	\$493	\$978	\$22,581	8.73%	8.73%

Austin Example Institution

Officer # 1

Officer # 1

Officer # 1 (For the YTD Period Ending June 30, 2011)

Customer Portfolio	Customer	Household with Port # ?	Average Balance	Interest Income	Interest Expense	Net Interest Margin	Provision for Loan Losses	Non Interest Income	Variable Expense	Operating Margin	Fixed Expense	Taxes	Net Income	Allocated Capital	Officer ROE	Customer ROE
2028	Customer #2028		\$187,247	\$5,617	\$1,062	\$4,556	\$191	\$0	\$535	\$3,829	\$1,929	\$637	\$1,263	\$20,410	12.48%	6.75%
5942	Customer #5942		\$50,870	\$2,076	\$1,339	\$736	\$29	\$3	\$149	\$562	\$423	\$46	\$92	\$2,772	6.69%	6.69%
4500	Customer #4500		\$50,822	\$2,256	\$1,180	\$1,076	\$29	\$2	\$141	\$909	\$612	\$99	\$197	\$5,540	7.18%	6.44%
4616	Customer #4616		\$262,787	\$9,166	\$5,357	\$3,809	\$171	\$17	\$505	\$3,151	\$1,810	\$450	\$891	\$28,644	6.27%	6.27%
4608	Customer #4608		\$57,949	\$1,460	\$89	\$1,371	\$75	\$81	\$238	\$1,139	\$845	\$99	\$195	\$6,316	6.24%	6.24%
4541	Customer #4541		\$54,906	\$1,659	\$628	\$1,031	\$16	\$2	\$253	\$764	\$516	\$83	\$165	\$5,985	5.56%	5.56%
2639	Customer #2639		\$74,980	\$1,530	\$97	\$1,433	\$75	\$60	\$238	\$1,180	\$845	\$112	\$222	\$8,173	5.48%	5.48%
5061	Customer #5061		\$165,139	\$730	\$447	\$283	\$0	\$63	\$47	\$299	\$165	\$45	\$89	\$3,600	5.00%	5.00%
7431	Customer #7431		\$2,179,129	\$8,684	\$7,014	\$1,671	\$0	\$110	\$83	\$1,698	\$223	\$495	\$981	\$47,505	4.16%	4.16%
4556	Customer #4556		\$96,597	\$3,171	\$572	\$2,600	\$194	\$22	\$577	\$1,850	\$2,091	-\$81	-\$160	\$10,529	-3.07%	3.28%
7606	Customer #7606		\$227,190	\$4,089	\$879	\$3,211	\$191	\$0	\$535	\$2,484	\$1,929	\$186	\$369	\$24,764	3.01%	3.01%
4527	Customer #4527		\$50,096	\$1,717	\$709	\$1,008	\$32	\$2	\$182	\$796	\$774	\$7	\$14	\$5,460	0.52%	2.95%
4641	Customer #4641		\$95,742	\$1,337	\$968	\$370	\$0	\$92	\$93	\$369	\$326	\$14	\$28	\$2,087	2.75%	2.75%
2081	Customer #2081		\$1,660,650	\$29,892	\$24,869	\$5,022	\$96	\$0	\$268	\$4,659	\$964	\$1,239	\$2,456	\$181,011	2.74%	2.74%
7566	Customer #7566		\$195,274	\$775	\$584	\$191	\$0	\$87	\$56	\$221	\$138	\$28	\$55	\$4,257	2.59%	2.59%
7514	Customer #7514		\$247,743	\$983	\$799	\$184	\$0	\$87	\$56	\$215	\$138	\$26	\$51	\$5,401	1.89%	1.89%
7515	Customer #7515		\$70,774	\$1,529	\$95	\$1,434	\$96	\$0	\$268	\$1,071	\$964	\$36	\$71	\$7,714	1.85%	1.85%
4352	Customer #4352		\$62,349	\$2,319	\$1,475	\$844	\$29	\$2	\$141	\$677	\$612	\$22	\$43	\$6,796	1.27%	1.27%
4656	Customer #4656		\$190,847	\$5,725	\$4,240	\$1,486	\$96	\$0	\$268	\$1,122	\$964	\$53	\$105	\$20,802	1.02%	1.02%
4504	Customer #4504		\$168,709	\$770	\$461	\$309	\$0	\$121	\$102	\$328	\$280	\$16	\$32	\$3,678	1.75%	0.96%
4674	Customer #4674		\$56,169	\$1,752	\$845	\$907	\$29	\$3	\$149	\$732	\$423	\$104	\$205	\$3,061	13.53%	0.94%
4585	Customer #4585		\$56,508	\$647	\$335	\$312	\$0	\$42	\$47	\$307	\$165	\$48	\$95	\$1,232	15.48%	0.75%
1470	Customer #1470		\$150,553	\$4,336	\$641	\$3,695	\$246	\$35	\$743	\$2,741	\$2,655	\$29	\$57	\$16,410	0.70%	0.70%
5283	Customer #5283		\$518,944	\$16,186	\$12,010	\$4,176	\$287	\$0	\$803	\$3,087	\$2,893	\$65	\$129	\$56,565	0.46%	0.46%
4583	Customer #4583		\$213,533	\$551	\$386	\$165	\$0	\$71	\$86	\$149	\$303	-\$52	-\$102	\$4,655	-4.42%	0.00%
4494	Customer #4494		\$124,670	\$495	\$374	\$121	\$0	\$87	\$56	\$151	\$138	\$4	\$8	\$2,718	0.63%	0.00%
4660	Customer #4660		\$62,600	\$296	\$120	\$177	\$0	\$110	\$83	\$204	\$223	-\$6	-\$12	\$1,365	-1.83%	0.00%
2387	Customer #2387		\$62,123	\$502	\$924	-\$422	\$0	\$9	\$14	-\$428	\$55	-\$162	-\$321	\$1,354	-47.80%	0.00%
4537	Customer #4537		\$56,899	\$649	\$351	\$298	\$0	\$34	\$45	\$286	\$141	\$49	\$96	\$1,240	15.67%	0.00%
7514	Customer #7514		\$88,466	\$958	\$46	\$912	\$0	\$591	\$417	\$1,085	\$1,083	\$1	\$1	\$1,929	0.13%	-2.18%
4633	Customer #4633		\$114,336	\$384	\$245	\$138	\$0	\$105	\$77	\$166	\$219	-\$18	-\$35	\$2,493	-2.84%	-2.84%
7529	Customer #7529		\$53,822	\$1,547	\$350	\$1,198	\$10	\$1	\$169	\$1,020	\$191	\$278	\$551	\$5,867	18.93%	-2.85%
8106	Customer #8106		\$935,623	\$2,616	\$2,908	-\$293	\$0	\$126	\$77	-\$244	\$219	-\$155	-\$308	\$20,397	-3.04%	-3.04%
4597	Customer #4597		\$74,245	\$295	\$125	\$169	\$0	\$87	\$56	\$199	\$138	\$20	\$41	\$1,619	5.05%	-4.73%
7528	Customer #7528		\$67,750	\$1,545	\$601	\$943	\$96	\$0	\$268	\$580	\$964	-\$129	-\$255	\$7,385	-6.97%	-6.97%
4568	Customer #4568		\$64,345	\$1,946	\$1,439	\$507	\$32	\$2	\$182	\$295	\$774	-\$161	-\$319	\$7,014	-9.17%	-9.17%
2631	Customer #2631		\$86,901	\$2,734	\$1,168	\$1,566	\$151	\$77	\$475	\$1,017	\$1,691	-\$226	-\$448	\$9,472	-9.53%	-9.53%
4636	Customer #4636		\$76,219	\$302	\$133	\$170	\$0	\$87	\$56	\$200	\$138	\$21	\$41	\$1,662	4.98%	-12.29%
4679	Customer #4679		\$84,863	\$67	\$176	-\$108	\$0	\$18	\$20	-\$110	\$81	-\$64	-\$127	\$1,850	-13.84%	-13.84%

Austin Example Institution

Officer # 1

Officer # 1

Officer # 1 (For the YTD Period Ending June 30, 2011)

Customer Portfolio	Customer	Household with Port # ?	Average Balance	Interest Income	Interest Expense	Net Interest Margin	Provision for Loan Losses	Non Interest Income	Variable Expense	Operating Margin	Fixed Expense	Taxes	Net Income	Allocated Capital	Officer ROE	Customer ROE
7524	Customer #7524		\$60,878	\$54	\$130	-\$76	\$0	\$39	\$20	-\$57	\$81	-\$46	-\$91	\$1,327	-13.90%	-13.90%
4673	Customer #4673		\$264,395	\$533	\$866	-\$333	\$0	\$123	\$128	-\$338	\$484	-\$275	-\$546	\$5,764	-19.10%	-19.10%
5790	Customer #5790		\$82,737	\$201	\$325	-\$124	\$0	\$105	\$77	-\$96	\$219	-\$106	-\$209	\$1,804	-23.42%	-23.42%
8105	Customer #8105		\$60,434	\$2,019	\$1,149	\$870	\$151	\$35	\$475	\$278	\$1,691	-\$474	-\$939	\$6,587	-28.74%	-28.74%
4644	Customer #4644		\$60,065	\$157	\$195	-\$38	\$0	\$123	\$97	-\$12	\$300	-\$105	-\$207	\$1,309	-31.92%	-31.92%
4516	Customer #4516		\$117,457	\$105	\$650	-\$546	\$0	\$18	\$20	-\$548	\$81	-\$211	-\$418	\$2,561	-32.90%	-32.90%
7516	Customer #7516		\$168,014	\$1,732	\$2,455	-\$723	\$0	\$118	\$61	-\$667	\$242	-\$305	-\$604	\$3,663	-33.25%	-33.25%
4598	Customer #4598		\$168,409	\$1,849	\$2,615	-\$766	\$0	\$42	\$47	-\$771	\$165	-\$314	-\$622	\$3,671	-34.18%	-34.18%
4520	Customer #4520		\$192,607	\$5,547	\$3,973	\$1,574	\$96	\$0	\$268	\$1,211	\$964	\$83	\$164	\$20,994	1.57%	-57.30%
4660	Customer #4660		\$57,724	\$2,614	\$628	\$1,985	\$179	\$79	\$616	\$1,269	\$2,303	-\$347	-\$687	\$6,292	-22.03%	-62.94%
4599	Customer #4599		\$152,594	\$5,101	\$2,645	\$2,456	\$194	\$0	\$577	\$1,685	\$2,091	-\$136	-\$270	\$16,633	-3.27%	-74.76%
7516	Customer #7516		\$383,798	\$7,829	\$9,668	-\$1,839	\$96	\$0	\$268	-\$2,202	\$964	-\$1,062	-\$2,105	\$41,834	-10.15%	-86.18%
7429	Customer #7429		\$200,744	\$5,541	\$4,410	\$1,131	\$151	\$35	\$475	\$539	\$1,691	-\$386	-\$765	\$21,881	-7.05%	-196.20%
4669	Customer #4669		\$87,284	\$2,084	\$688	\$1,396	\$124	\$29	\$408	\$892	\$1,577	-\$229	-\$455	\$9,514	-9.64%	-217.57%
4647	Customer #4647		\$68,552	\$2,411	\$1,234	\$1,177	\$124	\$2	\$408	\$646	\$1,577	-\$312	-\$619	\$7,472	-16.69%	-473.26%
4674	Customer #4674		\$78,493	\$2,257	\$284	\$1,974	\$249	\$289	\$785	\$1,228	\$2,817	-\$533	-\$1,056	\$8,556	-24.89%	-1241.45%
4660	Customer #4660		\$107,303	\$4,026	\$1,327	\$2,699	\$192	\$236	\$784	\$1,959	\$2,952	-\$333	-\$660	\$11,696	-11.38%	-4010.07%
4604	Customer #4604		\$85,968	\$3,501	\$1,244	\$2,257	\$199	\$240	\$646	\$1,651	\$2,422	-\$258	-\$512	\$9,371	-11.02%	-123154.66%
AOUS	ALL OTHERS UNDER SCOPE (N=657)		\$6,471,063	\$141,341	\$39,056	\$102,286	\$5,396	\$71,376	\$42,837	\$125,429	\$141,689	-\$5,452	-\$10,808	\$366,766	-5.94%	---
174	TOTAL - PERFORMING		\$48,646,094	\$993,849	\$326,788	\$667,061	\$16,504	\$85,870	\$84,319	\$652,109	\$287,234	\$122,348	\$242,527	\$3,198,814	15.29%	---
NON PERFORMING																
2807	Customer #2807		\$0	\$0	\$0	\$0	\$96	-\$5,342	\$268	-\$5,706	\$964	-\$2,237	-\$4,433	\$0	0.00%	-3327.07%
	TOTAL - NON PERFORMING		\$0	\$0	\$0	\$0	\$96	-\$5,342	\$268	-\$5,706	\$964	-\$2,237	-\$4,433	\$0	0.00%	---
832	TOTAL PORTFOLIO		\$48,646,094	\$993,849	\$326,788	\$667,061	\$16,599	\$80,527	\$84,586	\$646,403	\$288,198	\$120,112	\$238,094	\$3,198,814	15.01%	---