

CITY OF GAINESVILLE, FL.

Request for Proposals
Proposal No: FADM – 180000-DH
Treasury Management Services

Working to improve efficiency within cash management

September 26, 2016

Submitted by:

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Lisa Hayes
Senior Vice President

Transmittal Letter

September 26, 2016

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Purchasing Division
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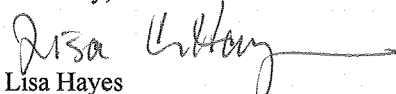
RE: Request for Proposal Banking Services RFP NO. FADM-180000-DH

SunTrust Bank is pleased to submit the enclosed proposal for the continuation of our comprehensive, high quality banking services with the City of Gainesville (the City). Upon establishing our relationship about ten years ago, it has been our pleasure to serve you and assist the City with their depository and other fiscal needs. It is our sincere hope that this response is sufficient to allow us to continue in our role as your primary treasury bank.


Our goal is to provide enhanced cost efficiencies and we have highlighted some of the main areas of focus:

1. A very competitive and above market Earnings Credit Rate (ECR) of 0.55% that will allow the City to minimize deposits needed to offset banking fees which allows the City to maximize those balances upon which it earns interest.
2. An extremely competitive fee schedule that also assists the city in lowering their banking fees which when combined with the higher ECR again allows the City to maximize those balances upon which it can earn interest.
3. A guaranteed interest rate on available balances of 0.10% which in today's rate environment is aggressive.
4. SunTrust will continue to NOT pass along Deposit Assessment on your funds.
5. The soft costs affiliated with continuing the SunTrust relationship is hard to monetize. By continuing our existing relationship the City avoids lost employee hours associated with changing existing processes and procedures that are already working smoothly.
6. SunTrust's onUp Movement (<https://onup.com>) was started to spark conversation and provide the tools to help individuals and families achieve financial confidence. We believe your employees and citizens may uniquely benefit from some of the programs onUp Movement has to offer and we look forward to exploring opportunities to share.

Sincerely,


Lisa Hayes
Senior Vice President
Relationship Manager

Sincerely,


Nick Ferrer
Vice President
Treasury Sales Officer

Technical Proposals

A. SCOPE

B. MAIN OPERATING ACCOUNTS

The City's operating accounts encompass a number of different activities. The City currently has 10 active accounts. Many City operating departments are responsible for their own deposits. Most but not all of these are made by courier.

In the case of deposited checks being returned because of insufficient funds or any other reason, two attempts will be made by the successful proposer to redeposit the check, after which it will be forwarded to the City's Billing and Collection Division.

Should a situation occur wherein a negative balance exists in any of the accounts titled to the City the successful proposer will be responsible for notifying appropriate City personnel. If a positive balance exists cumulatively across all accounts, then the successful proposer will honor all checks.

SunTrust meets this requirement.

On a daily basis, City deposits via armored car deliveries directly to the vault tellers. Incidental deposits may also be made at various banking locations. All deposits arriving at the designated Gainesville banking office by 2 p.m. on a banking day shall be posted the same day. Any discrepancies between the successful proposer's and the City's totals shall be promptly identified and the appropriate City personnel notified. Deposits will be counted, recorded and adjusted accurately and will not be subject to arbitrary banking de Minimis rules unless agreed upon in writing by the City.

SunTrust meets this requirement.

The successful proposer must have the capability of receiving and transmitting wire transfers, Automated Clearing House ("ACH") transfers including payroll direct deposits, and Electronic Funds Transfers ("EFTs").

SunTrust meets this requirement.

There are two Account Analysis Activity Bid Sheets in Exhibit G of this RFP. Copy #1 indicates the approximate number of transactions anticipated. The numbers on Copy #1 comprise the City's best estimate of volume of activity, but the City does not guarantee the estimates as minimum or maximum activity levels in any given period or year, or over the life of the contract. Copy #2 is blank and is to be used by proposers to encompass the pricing elements for banking services.

B. PAYROLL AND ACCOUNTS PAYABLE ACCOUNTS

The City currently pays approximately 2,200 employees biweekly and 1,700 retirees monthly. Net pay for fiscal year 2015 totaled approximately \$100 million for active employees and approximately \$35 million for retirees. Direct deposit transactions total approximately 110,000 transactions annually for active and retired personnel combined.

The City currently pays vendors weekly. Approximately 150 vendors are paid via ACH weekly, and an average of 5-15 vendors are paid weekly by check issuance, depending on the specific payables cycle.

The successful proposer shall be able to send and receive daily ACH file transfers and report them to City personnel by 8 a.m. the following business day.

All proposers must indicate the timeline for ACH transfers, both for cash receipts processing, payroll processing and accounts payable processing. Indicate deadlines; timing of deposits into receiving and withdrawals from disbursing accounts of the ACH system. For disbursing ACH transfers, proposers must indicate where the cash will be held and to whom the earnings on that cash will be credited during the interim between receipt from the City (banking debit to City's account and the transfer of cash to receiving entities and individuals).

ACH

Although SunTrust accepts file transmissions 24 hours a day, seven days a week, any ACH payments file arriving after the daily cutoff time cannot be processed for next day settlement. Fed processing windows, which are extremely rigid, dictates ACH processing cutoff times.

On-U's transactions can be processed and posted to the receiving account on a same-day basis if received by 7:30 p.m. ET. Once the cutoff time for a window has passed, any files received after that cutoff time will be released in a subsequent window.

To avoid any issues with late transmissions, you can submit ACH files up to 30 days prior via direct transmission and up to 365 days prior via Online Treasury Manager.

Funding requirements for ACH credits are always based on the settlement date. Funds to cover domestic and international ACH credits must be available at the opening of business on the settlement date, which is typically the next business day after initiation.

For Pre-funded ACH Credit Origination files, available funds must be in the account at the time you submit a file for processing.

City of Gainesville Input Method	Cutoff Time (All times are ET)	
	ACH Processing	Real-time Book Transfer
Online Treasury Manager	7:30 p.m. M – F for next day settlement	9:30 p.m. M – F
Online Cash Manager	7:30 p.m. M – F for next day settlement	10:00 p.m. M – F
Managed File Transfer	7:30 p.m. M – F for next day settlement	7:30 p.m. M – F
Online Bill Presentment and Payment	6:30 p.m. M – F for next day settlement	N/A
TTAXplus	4:00 p.m. M – F, two days prior to effective date	N/A
Cash Concentration through Global Payments	5:00 p.m. M – F for next day settlement	N/A

Weekend Processing*	6:30 p.m. Sunday	N/A
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The City currently uses a purchasing card program provided by a separate third party vendor, but we would like Banking Services proposers to provide an “option” to include purchasing card services as part of their banking services. The City’s current purchasing card program includes 315 active cards, making over 15,300 annual debit transactions, averaging \$277 per debit. Fiscal Year 2015 purchasing card transactions totaled \$4,235,466. Banking Services proposers should provide details of their online purchasing card systems, and mobile options for transaction and receipt tracking, as well as their rebate percentages.

SunTrust Commercial Card programs are ideal, cost-effective tools for enhancing the City’s payment processes for procurement services. The SunTrust Commercial Card Services group manages a selective portfolio of clients in our commercial and corporate banking groups. Our clients cover a diverse range of industries including: government, higher education, food and beverage, restaurant, retail, non-profit, transportation, manufacturing, building products, medical/healthcare, utility and media & communication sectors.

SunTrust’s technology solution, Enterprise Spend Platform is built for flexibility and has proven integration with all major finance and many custom built systems.

All of our commercial card solutions, including E-payables are supported on Enterprise Spend Platform, our online reporting and administration tool, providing our clients with a universal platform for program administration, reconciliation and reporting and integration to the City’s internal systems.

SunTrust began issuing credit cards in 1969. We expanded our bankcard business in 1995 to include Purchasing Card and Corporate Card services and today we are one of the largest providers of commercial card services. SunTrust’s commercial card products are accepted at more than 35 million merchants globally (over 8 million merchants in the United States).

SunTrust is one of the Commercial Card issuers providing a single platform combining card and program administration, with a premium expense management and reporting solution. Additionally, our platform integrates core Corporate Card and Purchasing Card (transaction management) and advanced Purchasing Card (procurement & payables).

The Treasury and Payment Solutions industry is currently undergoing a significant transformation in which governments and corporations are shifting payments from paper to electronic alternatives such as card. Therefore, in order to satisfy our clients’ needs and to retain market share, we deem it critical to enhance and grow our card capabilities.

As a result, card payments are considered a critical component to our ongoing success and a product line that will continue to receive significant investment dollars over the coming years. While many issuers have reduced their commercial card staff, SunTrust has increased its commitment to commercial card and continues to add full time employees.

The City currently pays vendors weekly via ACH and check issuance depending on the specific payables cycle. SunTrust recommends the City take advantage of our payables solution, **Consolidated Payment**

File. Our Consolidated Payment File service allows you to focus resources on your core business by allowing you to send a single payment file to SunTrust. This file can include instructions for checks, ACH payments, domestic and international wires, and card payments.

This solution will allow the City to send a single integrated file with any combination of checks, ACH transactions, wire transfers (both U.S. dollar and foreign currency), and card payments. Offering this solution will drive revenue by enabling the City to expand payment transaction types and volume through SunTrust. The City can leverage the Consolidated Payment File solution and move away from processing payments with multiple financial institutions.

Benefits to the City:

- **Save time** – Submit one payment file to SunTrust instead of many.
- **Minimize risk** – Letting SunTrust process your check payments can help reduce exposure to check stock fraud, and therefore to check fraud.
- **Improve efficiency** – Enables you to rely on SunTrust for payment processing so you can allocate your resources to other priorities.
- **Manage payment evolution** – Supports a single payment stream and simplifies the transition from paper-based to electronic payments.

Product Details

Securely transmit your consolidated payment file based on your payment cycle. Consolidated Payment File lets you shift payment processing to SunTrust for multiple payment types, such as:

- Accounts payable
- Dividend payments
- Employee payroll
- Employee expense reimbursement
- Rebate payments

Once your Consolidated Payment File has been received, you will sign on to your SunTrust application and confirm your checks, ACH, and domestic and international wire transactions prior to processing. This allows for added security and control of your payments.

File Formats

We can receive and process payables files in a variety of file formats, including:

- Comma Separated Value (CSV)/Comma Delimited
- Fixed Record Length (FRL) file
- XML format
- EDI X12 820
- SAP IDoc

Purchasing Cards

Purchasing cards streamline the procurement process by eliminating invoices, purchase orders, and checks while helping to reduce administrative costs. They are traditionally used to purchase low dollar, high volume goods and services. Using a card product for these purchases enables the City to gain greater control over these purchases and provides access to management reporting for reconciliation as well as vendor management tools.

SunTrust provides card controls which can be tailored to the City's needs including:

- Company level restrictions and business unit level restrictions
- Dollar limits per cardholder, per cycle and per business unit
- Velocity restrictions (i.e., frequency of use) per day, per cycle and per month
- Merchant category code blocking

Traditional Purchasing Cards – Card in Hand

- Issued to employees who need to make purchases and pay at point of sale
- Standard monthly spending limit
- Spending controls - MCC (Vendor Type) restrictions and other spending restrictions control where and how the card can be used to make purchases

Ghost Account

- Allows the City to consolidate purchases on a specific dedicated account, (e.g. ghost account to track all purchases for meetings and events)
- No plastics are issued
- Spending controls - MCC (Vendor Type) restrictions and other spending restrictions control what purchases are made on the account
- Cards assigned to specific vendors/suppliers with whom clients do a large volume of purchasing
- Allows the City to consolidate purchases on a specific dedicated account to track all purchases for that vendor
- The vendor houses the card account number and runs all transactions based on a previous arrangement with the City, for example, an office supply company
- Purchasers have the ability to give the vendor a code at the point of sale, for example a cost code for their department, which allows the City to track purchases by that code
- Spending controls - MCC (Vendor Type) restrictions and other spending restrictions control what purchases are made on the account

Declining Balance

- Account set up for a specific purpose with a specific budget (e.g. a project with a budget of \$50,000)
- The available credit on the account decreases as purchases are made ensuring no more than the budgeted amount is spent
- Spending controls - MCC (Vendor Type) restrictions and other spending restrictions control what purchases are made on the account

Additionally, SunTrust monitors transactions for fraud and contacts our customers if we suspect an issue. SunTrust leverages the FALCON fraud detection system for monitoring transactions to detect fraudulent transactions and contact the cardholder and/or the City's Program Administrator(s) if fraud is suspected.

We also use SMS texting as another method to contact the City's cardholders with regard to fraud. We also offer the MasterCard MasterCoverage Liability Waiver program to provide insurance for the City from employee abuse.

Information passed through with each transaction, including accounting codes and point of sale codes, will be reported in our technology solution, Enterprise Spend Platform, and may be uploaded into your accounts payable platform.

Additionally, Enterprise Spend Platform allows the linking of scanned receipt images at the individual transaction level for maximum visibility of user spend and tax implications. These images can consequently be viewed online through multiple drill-down reports, viewed when approving a transaction, and downloaded in batch along with the City's financial data for long-term storage and reference. We also offer the ability to use images taken with a smart phone and/or a tablet within Enterprise Spend Platform.

E-Payables

One of the key e-payment strategies with which we have had tremendous success is the Enterprise Spend Platform Payables Manager Module (e-payables). You can think of the e-payables process as being similar to your check process, however, it utilizes purchasing cards as the payment vehicle. One of the advantages of e-payables is that there are no changes to your existing invoice approval process. The Payables Manager Module has built in controls prohibiting payments to your suppliers in excess of the approved invoice amounts.

E-payables is a seamless integration of purchasing cards into your AP payment process that automates payments and reduces the overall cost of writing checks. Furthermore, it has no impact on your procurement or invoice approval processes. There are two aspects of e-payables that are essential to success. The first is vendor enrollment and the other is technology.

E-payables begin with SunTrust's vendor enrollment service. We will analyze your AP payments and work with you to identify vendors that are good candidates to participate in this program. We will develop a vendor calling script with which you are comfortable and have our vendor enrollment team conduct an enrollment campaign. SunTrust will provide the City with regular feedback of our success and vendors that have agreed to participate should be flagged in your AP system as e-payable vendors. Please see Exhibit G. for our onboarding process.

This is when the technology takes over. As you go through your regular "check run," the invoices that are flagged for e-payables will generate a file for Enterprise Spend Platform instead of printing checks. When SunTrust receives a payables file from the City for Enterprise Spend Platform Payables Manager Module we will divide the file into Supplier Initiated Payments (SIP) and Buyer Initiated Payments (BIP) and Virtual Card Payments (single use accounts).

Using SIP (sometimes called the "pull" method of payment), we increase the credit limit of the card assigned to each merchant for the exact amount approved by the City and we email a remittance advice to each merchant informing them to process the card payment. When the card transaction is processed by the merchant, it comes back into Enterprise Spend Platform through the network and auto-closes the

transaction. An optional file of these closed transactions can be sent to your AP system to close the request you sent through Enterprise Spend Platform Payables Manager Module. With SIP the vendor keeps the card number on file.

With BIP (sometimes called the “push” method of payment), SunTrust will send the vendor a payment based on the amount the City decides to pay. This payment will go directly into the vendor DDA account. The vendor does not keep a card number on file nor do they perform a card transaction. Some of the benefits to your vendor include:

- Improve cash flow
 - Payments pushed immediately upon approval
 - Faster payment credit reduces Days Sales Outstanding (DSO)
- Simplify invoice settlement
 - No need to maintain card number on file
 - No need to perform card transaction
- Easy enrollment process
- Discounted merchant pricing

Virtual Cards increase transaction security and control. Organizations can now generate unique virtual card numbers and set one-time usage and exact amount controls on each virtual account. It combines the convenience and rebate revenue of a traditional card and the efficiency of e-payment. This one-to-one match of virtual card accounts to payments gives clients powerful security and anti-fraud control over their payment processing while automating transaction matching and reconciliation.

Virtual Card Accounts are flexible; they are designed to complement an organization’s existing commercial card program or be used as a standalone solution.

Unlike other competing products, the SunTrust supplier experience is less cumbersome. Other products require suppliers to login to a portal, authenticate themselves each time, and in some cases, download a certificate. Our product sends two secure emails to clients; the first with the Virtual Card Number (VCN), the second includes the invoice information and amount. Clients without Multiple transport layer security (MTLS) enabled on their email server will be directed to a secure mail site where they will have to authenticate during the initial email.

Card Technology Platform

SunTrust’s technology solution, Enterprise Spend Platform, provides an online state-of-the-art, robust, and revolutionary technology to empower our Commercial Card products. Enterprise Spend Platform offers one of the industry’s greatest value propositions: five world-class application modules on a common technology platform providing tools for Purchasing Card and Corporate Card administration, T&E expense management, advanced payables integration, and requisition creation.

- **Statement Manager** allows the City to view and act on detailed statements for Purchasing Card and Corporate Card programs.
- **Transaction Manager** provides tools to manage outstanding transactions. The City can add general ledger coding and comments, manage transaction disputes, break out sales tax, check for

- corporate policy compliance, submit expenses for manager approval, and confirm approval status.
- **Expense Manager** allows detailed reporting of card and cash transactions against extensive travel and expense policies. It also supports general ledger allocation, workflow approval, compliance monitoring and automated reimbursement directly to a SunTrust Corporate Card account at a fraction of the cost of vendors providing comparable functionality.
- **Payables Manager** helps the City integrate purchasing card into the payables payments mix by automating invoice payments to a dynamically funded purchasing card for direct settlement to the vendor. A/P personnel can manage vendor cards as well as payables files and exception transactions from one dashboard.
- **Requisition Manager** allows the City to create custom requisition forms to fit any buying need. Requisitions can be developed with custom business rules and workflow, and, upon approval, dynamically fund specific SunTrust cards for immediate spend capability that auto-match back to the requisition.

The “integrated” Enterprise Spend Platform solution allows cardholders and the City Program Administrator(s) to manage all card and administrative processes in a real-time environment through a web-based portal that interfaces directly with SunTrust. SunTrust Enterprise Spend Platform provides you with powerful benefits:

- **Enhanced reporting and better business intelligence** - that integrates card and cash transactions, applies travel and expense policies, leverages workflow approval, compliance monitoring and streamlined export to A/P for allocation and reimbursement. Enterprise Spend Platform also includes imaging capabilities for capture of receipts.
- **Increased control** - with real time visibility and roles based access.
- **Robust data integration** – provides easy integration with your ERP or HR systems.

Enterprise Spend Platform is configurable by the City according to the business practices and controls you wish to enable. Coding of GL segments into the Transaction and Expense Manager modules is supported on many implementations. Approval workflow is also customized to the requirements of the City, employing an upload of HR data to support. Additionally, custom expense forms may be created to support any T&E processes. The City has the ability to extract data from the system and customize for interface with your ERP systems. This can be done by your IT group or with assistance from SunTrust card technology services.

Integration into your ERP software is vital for making the SunTrust commercial card program convenient and user friendly. File extracts have 93 data elements to choose from in order to make your extract conform to your exact needs.

Additionally, workflow rules can be built based on current workflow policies. Rules can be built based on direct managers or based on specific approver’s roles. Access rights are not pre-defined by roles; they are independent from each other and can be assigned or removed to meet specific administrator’s needs. Reports are not pre-configured; there are many filters and grouping capabilities to meet a variety of reporting needs. Reports can be exported to Excel or PDF and include the ability to create templates for easy access in the future.

C. STATEMENTS

All City accounts shall have the last calendar day of the month as the cutoff date. Statements shall be delivered to the City within 5 business days following the statement date. Proposers shall submit copies of sample statements along with all other proposal elements and documents. The monthly statements shall be delivered separately to appropriate City personnel and shall be sent via overnight delivery if necessary to ensure receipt within the required time frame.

Exhibit A. Sample Statement

The successful proposer shall provide, for the City, images of the front and back of all cancelled checks in addition to and at the same time as the monthly statements. These may be provided on CD or by other standard electronic format and should be designed to be accessible and readable by the City in perpetuity.

The successful proposer shall provide, for the City, online access to daily activity statements each banking day before 8 a.m. The online files shall detail all activity for each account, including beginning balance; individual debits and credits; ending balance; all ACH transfers in and out. For ACH transfers in, the successful proposer must provide all identifying information regarding each transaction which has been provided to the proposer in conjunction with the ACH transfer.

SunTrust meets this requirement

D. RECONCILIATIONS

The successful proposer will provide partial reconciliation of specific City checking accounts; the specific accounts will be all those for which the City uses Magnetic Ink Character Recognition (MICR)-encoded pre-numbered checks. Partial reconciliation will consist of a summary of account activity, sorting each month's canceled checks in numerical order, and a copy of a computer printout showing in numerical sequence the check number, the dollar amount, the transaction date of each cancelled check, the grand total dollar amount of the canceled checks, and a listing of any missing check numbers.

In the table below, "X" indicates that the ARP options are available:

<input checked="" type="checkbox"/> Data transmissions	<input checked="" type="checkbox"/> Input	<input checked="" type="checkbox"/> Output
<input type="checkbox"/> Diskette	<input type="checkbox"/> Input	<input type="checkbox"/> Output
<input checked="" type="checkbox"/> CD-ROM	<input type="checkbox"/> Input	<input checked="" type="checkbox"/> Output
<input checked="" type="checkbox"/> PC/Internet	<input checked="" type="checkbox"/> Input	<input checked="" type="checkbox"/> Output
<input checked="" type="checkbox"/> Image of ARP reports	<input type="checkbox"/> Microfilm	<input checked="" type="checkbox"/> PC/Internet <input checked="" type="checkbox"/> CD-ROM <input checked="" type="checkbox"/> Archive
<input checked="" type="checkbox"/> Index of checks	<input type="checkbox"/> Microfilm	<input checked="" type="checkbox"/> PC/Internet <input checked="" type="checkbox"/> CD-ROM <input checked="" type="checkbox"/> Archive
	<input type="checkbox"/> Filmed in check serial number order	
	<input type="checkbox"/> Filmed randomly with indexing	
<input checked="" type="checkbox"/> High order digit break		

- | |
|--|
| <input type="checkbox"/> Stale date parameters |
| <input checked="" type="checkbox"/> Maximum dollar limits |
| <input checked="" type="checkbox"/> Fine sorting of paid checks |
| <input checked="" type="checkbox"/> Automatic register/issue file editing |
| <input checked="" type="checkbox"/> Sub-accounting within accounts |
| <input checked="" type="checkbox"/> Float analysis |
| <input type="checkbox"/> Electronic transmission of period-end bank statements |
| <input type="checkbox"/> Interim bank statements |

E. POSITIVE PAY SERVICE

a) The bank shall provide positive pay reconciliation services. The bank shall electronically compare all checks presented for payment against a database, provided by the City via Internet SSL transmission or manual entry on the bank's website. The bank will provide a system that will notify the City of all exceptions by 10:00 A.M., and the City will notify the bank by 5:00 P.M. to pay or return the item. Consideration will be given to types of payment controls.

We offer a complete array of account reconciliation options with our disbursement services. These include optional services related to standard checking accounts, Positive Pay, Controlled Disbursement and Controlled Payment Reconciliation accounts.

OTM has the following deadlines for positive pay management:

- Exception reports are available by 10:00 a.m. ET.
- Pay/Return decisions must be complete by 2:00 p.m. ET.
- Approved exceptions item must be entered by 9:00 p.m. ET (for next day processing).
- Issue reconciliation files must be submitted by 11:00 p.m. ET (for next day processing)

b) The Bank shall provide the City with details of all processed and returned checks on CDROM or USB along with any software required for use.

SunTrust meets this requirement

F. CUSTODIAN AND INVESTMENT SERVICES

Custodian/Safekeeper Services. The City shall employ the successful proposer as the Custodian or Safekeeper of certain assets of the City. The City maintains separate and distinct Trust accounts for investment as well as debt reserve purposes. The Custodian/Safekeeper shall receive securities in the name of the City and shall hold these securities in a separate, distinct Trust account. In no case shall securities owned by the City be commingled with securities owned by any other entity. All property

delivered to the Custodian/Safekeeper, its agents or its sub-custodians shall be held and dealt with as hereinafter provided.

The Custodian/Safekeeper shall not be responsible for any property held or received by the Depositor and not delivered to the Custodian/Safekeeper, its agents or its sub-custodians.

The City shall from time to time transfer or cause to be transferred to the Custodian/Safekeeper for deposit, securities and monies owned by City at any time during the period of the Agreement. The Custodian/Safekeeper shall keep all stocks, money, certificates, bonds, and other property and securities delivered through the Federal Reserve book-entry system, a clearing agency which acts as a securities depository or another book-entry system for the central handling of securities collectively referred to herein as "Securities System" to the Custodian/Safekeeper, its agents or sub-custodians, and shall hold, invest, disburse, or otherwise dispose of the same or any part thereof upon receipt of proper instructions of the depositor as hereinafter provided. Safekeeping receipts will be issued to the City.

The City shall make all trade decisions with respect to their investments independently, and shall execute trades through the brokers or dealers of their choice. The Custodian/Safekeeper will be notified of investment transactions by website notice, email or facsimile trade tickets. Trades will be settled in accordance with Delivery Versus Payment (DVP) industry standards and instructions as specified by authorized City personnel in conjunction with executing brokers. Trade settlement confirmations will be made to the City via email on the date on settlement. The Custodian/Safekeeper will notify the Bank and appropriate City personnel of all trade discrepancies, in a timely manner, so that the Bank can settle the discrepancies before 4 p.m.

Purchases of Securities. Upon receipt of proper instructions and insofar as funds are available for this purpose, the Custodian/Safekeeper shall pay for and receive all portfolio securities purchased for the Trust account, such payments being made to the bank, securities dealer or broker representing the seller only upon receipt by the Custodian/Safekeeper or its agent of the securities and forms for transfer satisfactory to the Custodian/Safekeeper.

Sales of Securities. Upon receipt of proper instructions the Custodian/Safekeeper shall make delivery of portfolio securities sold for the account of the Trust, such delivery to be made only upon payment therefor in lawful money of the United States paid to the Custodian/Safekeeper or its agent. The Custodian/Safekeeper shall arrange such stock or bond transfer as is necessary prior to sale in order to make delivery to the buyer. If, for any reason, sale of securities is not to transpire, then appropriate City personnel will contact the Custodian/Safekeeper promptly and Custodian/Safekeeper will retain securities until further instructions are received from authorized City personnel.

Exchange of Securities. Upon receipt of the proper instructions, the Custodian/Safekeeper shall exchange portfolio securities held by them for the account of the Trustees for securities in connection with any reorganization, merger, consolidation, stock split, change in par value, conversion or otherwise. The Custodian/Safekeeper shall deposit any such securities as are required in accordance with the terms of any reorganization of a protective plan. Without further instructions, the Custodian/Safekeeper is authorized to exchange securities in temporary form for securities in definitive form, to effect an exchange of shares when a par value of stock has changed, and upon receiving payment in clearing house funds therefor, to surrender bonds or other securities at maturity or when advised of earlier call for

redemption. The Custodian/Safekeeper accepts responsibility for being aware of any such calls and for taking such appropriate action as is required and authorized under the terms of this Agreement. Maturing investments will be presented to the issuer at maturity and principal and interest due will be deposited to the appropriate City account the day of the maturity. Confirmation of the maturity shall be made to the City by email no later than 3 p.m. of the day of the maturity.

Collections. The Custodian/Safekeeper shall collect, receive and deposit for the Trust accounts all income and other payments with respect to the securities deposited with the Custodian/Safekeeper and shall execute ownership and other certificates and affidavits for all federal, state or local tax purposes and for the collection of bond and note coupons. The Custodian/Safekeeper shall take all other action necessary and proper in connection with the collection, receipt and deposit of such income and other payments, including but not limited to, the presentation for payment of all coupons and all other income items requiring presentation on all securities which may mature or be called, redeemed, retired or otherwise become payable, and the endorsement for collection in the name of the Trusts of all checks, drafts and other negotiable instruments. The Custodian/Safekeeper shall receive and collect all stock dividends, rights and other similar items and shall deal with the same pursuant to direction by the City. Interest payments on investments held in custody will be deposited into the appropriate custody account, and notification of all interest payments shall be made to the City by email on the day of the receipt of the payment.

Books, Records and Accounts. The Custodian/Safekeeper shall maintain accurate and detailed accounts and complete records of all transactions in the investment accounts of the Trust, and shall render statements or copies thereof from time to time as requested by the City. The Custodian/Safekeeper shall assist in the preparation of reports and audits of accounts of the Trust and other similar matters in connection with the duties of the Custodian/Safekeeper. The Custodian/Safekeeper shall produce and deliver the following reports to the City within five business days following the end of the established monthly reporting period. The reports shall include the information as specified:

Monthly Custodian/Safekeeping Reports. Transaction Statements indicating changes to the carrying value of the assets and which shall specifically reflect the following:

- a. Securities or other property sold, the net proceeds, other costs.
- b. Securities or other property purchased, its cost basis, other costs.
- c. Income collected on securities or other property owned.
- d. Other disbursements or receipts of cash.
- e. The average weighted cost of each asset.
- f. Assets owned by this investment advisor account as subdivided into industry groups.
- g. The total cost basis of each asset.
- h. The market price per unit of each financial asset.
- i. The total market value of each financial asset.

- j. The percent of the total account which a particular asset class comprises based on market value.
- k. Estimated annual income:
 - (1) For equities, the estimated dividend yield.
 - (2) For debt securities, the anticipated interest that will be earned.
- l. The estimated income yield percentage based on the current market value of a particular asset (does not anticipate capital gains or equities).
- m. The estimated income yield percentage based on the original purchase price of a particular asset.

All books, records, accounts and Trust property held by the Custodian shall be open to inspection and audit at all reasonable items by the City or its designees.

Investment Services. The successful proposer will be required to provide daily liquidity investments for any cash balances held in the City's bank accounts and trust Accounts. These investments will typically be in the form of money market funds or guaranteed rate accounts based on the Federal Funds Rate.

Current General Government account daily cash balances investments average approximately \$30 million but may fluctuate between \$10 million and \$100 million depending on cash flows and market conditions.

Proposers shall provide detailed descriptions of all daily liquidity investments that they offer, and quote their historical return rates and/or their most competitive guaranteed interest rates.

Investment Safekeeping. a) When securities are used as collateral or pledged on overnight investments, the bank will control the securities via their own trust department, through their correspondent New York City bank and by delivery (delivery vs. payment) or book entry with Federal Reserve Bank.

b) A safekeeping receipt should be issued in the City's name for each investment purchase. A notification of charge or credit for each investment transaction shall be sent to the City.

c) A third party custodian shall hold collateral for all investments with a term longer than one (1) business day.

SunTrust Bank Safekeeping Services

SunTrust Bank has been providing custodial services to corporate, institutional, and commercial City of Gainesville for over fifty years. The Safekeeping Group currently holds over \$24 billion in assets for approximately 600 clients.. SunTrust Bank Safekeeping is a web-based service that allows City of Gainesville to access safekeeping view; ability to export account data to Excel and electronic submission for directed trade and pledge instruction.

- All securities delivered to SunTrust Bank for the City of Gainesville are held in a separate custodial account in the City's name.
- SunTrust will collect all coupons and other periodic income on securities held and process per instructions received by authorized personnel.
- SunTrust will monitor and record the collection of funds in accounts maintained for the City of Gainesville.

- SunTrust will create, maintain and retain all records relating to securities held in custody in the City's accounts to meet the requirements and obligations under generally accepted accounting principles.
- SunTrust will provide verification statements (a statement of holdings) showing par and market values.
- All statements are available on the web the first business day of the month.
- Interest credit is made same day the funds are received from payor.
- Securities delivery into SunTrust Bank Safekeeping must be completed prior to FED cut-off which is 3:00 p.m.
- Investment purchase confirmations include security description (including cusip number), interest rate and transaction amount. In addition to transaction confirmations, maturity/call notifications are provided.
- SunTrust Bank is subject to regulation and supervision by the Federal Reserve Board and the Department of Banking and Finance of the State of Georgia and as such, its practices regarding the possession and control of customers' securities are subject to regular audits by SunTrust Audit Services ("SAS").
- SunTrust Safekeeping reports do not provide average weighted cost of assets; does not break down securities into asset classes or industry groups; or provide percentage totals on asset classes. SunTrust Safekeeping can only provide custodial services for fixed-income securities.
- SunTrust Safekeeping Fee Schedule attached.

Exhibit I. Safekeeping Services Fee Schedule

G. COLLATERAL

Prior to receiving the City's deposits, a bank must be certified as being a "Qualified Public Depository" under the Florida Security for Public Deposits Act, as amended. The characteristics of eligible collateral are subject to the criteria of Chapter 280 Florida Statutes and will be further subject to modification as to quantity, equality and type by action of the State Treasurer. The pledge, substitution, and withdrawal of collateral securities will also be achieved in accordance with procedures established by the Florida Security for Public Deposits Act and the State Treasurer's Office.

SunTrust meets this requirement

H. OVERNIGHT INVESTMENT OF EXCESS COLLECTED FUNDS

a) The depository bank shall provide an overnight investment service. This will automatically invest all collected funds of the Concentration Account and other specified accounts into an overnight investment. The calculation and investment of excess funds shall be completed after all of the regular demand deposit activity has been posted. The bank shall furnish, by 10:00 A.M., each day, a listing of uncollected and collected balances in the City's accounts and a grand-total of all balances in these accounts as of the close of business for the previous day (this requirement may be satisfied by on-line access). The collected funds will be the basis for determining the funds available for competitive bidding by the City on that day. In the event the bank information is not updated to the City by the 10:00 A.M. deadline, the bank will be responsible to pay any items they may process that day, as the City will also miss their deadline to call in an investment.

b) The bank shall invest all remaining excess collected balances in the Concentration Account and the interest earnings into the Concentration Account on a daily basis. The earnings interest rate shall be verified at the same time as the daily account balances are furnished to the City.

SunTrust recommends Public Funds Advantage Now account- The Advantage now is a hybrid account type that uses an ECR (Earning Credit Rate) to offset analysis fees and pays interest on the remaining average collected balances not required to offset fees, ensuring maximum investment return of the City's funds.

I. CREDIT CARD PROCESSING SERVICES

Currently the City accepts MasterCard and VISA cards for various transactions using First Data Merchant Services. The City uses 15 Clover processing terminals with distinct merchant ID numbers to facilitate accounting functions. Proposers shall accept electronic files of credit card payments. Proposers shall provide information detailing their credit card authorization method, credit card processing arrangements, City funds deposit availability timing, and discounts or premiums associated with transaction types & volumes. The number of credit card processing terminals may increase over the term of the banking services agreement.

Proposers shall also provide information regarding automated credit card processing services for e-commerce purposes (essentially omitting a need for third party processors such as PayPal), because the City is increasing its e-commerce outreach to residents.

SunTrust Merchant-Exhibit K. Please see our proposal for Merchant services.

J. ONLINE BANKING SERVICES

The City requires proposers to provide comprehensive online banking services, including detailed daily account balance and transaction reporting, account balance and transaction history of at least 90 days, stop payment research and initiation, account transfer capabilities, wire transfer capabilities, and item imaging capabilities. The City requires these services to be made available through a secure Internet website. Proposals should include access to the proposer's banking services website with standard account navigation and functionality available for evaluation purposes. Additional online services are encouraged; proposers should describe all available services and the prices for each.

Our Online Treasury Manager (OTM) solution can help you optimize cash flow, manage liquidity, and have easy access to vital financial information. OTM is a comprehensive solution that we can tailor to meet your needs.

OTM is a web-based tool that provides numerous reporting capabilities, flexible transaction initiation options, and customizable reports. Through OTM, you can access 186 days of balance and transaction history and up to seven years of transaction images. Reports are available for download, export, and easily integrated into your ERP system. All reports are easily customizable to provide you valuable data on a daily or weekly basis to manage your business.

SunTrust is committed to investing in leading edge technology for OTM and our reporting services. We continually invest in OTM to bring you the information and bank access that you need. Our planned

enhancements for OTM include the addition of a flexible financial dashboard, a payments center, online statements, and a daily cash-positioning tool.

Our Online Courier solution provides the same reporting capabilities that are available within OTM. Reports are conveniently pushed to you as needed.

The management of security credentials for online access, including password resets, shall be handled within the same business day of the request.

In Online Treasury Manager, your company designated Security Administrator has the ability to create users/approvers and reset all passwords as needed.

In addition, our Technical Services Group handles support for software and internet-based applications. SunTrust employs professionals with expertise in computer hardware, software, and communications. The Technical Services Group is available to respond to any of your technical questions from 8:00 a.m. to 6:00 p.m. ET Monday through Friday on bank business days. You can contact them at 877.785.6925.

All proposers must provide a copy of the most recent security audit(s) of internet transactional sites, and must provide information regarding in-house systems security and hacking controls. In addition, each proposer shall provide the following information:

(a) The number of times in the past three years that the proposer's system has been accessed by an unauthorized user, the manner in which such unauthorized access was discovered, and the actions taken by the proposer in each instance.

SunTrust Bank has a robust Information Security program governed by an enterprise Information Security Policy designed to protect and preserve the security, confidentiality, integrity, and availability of information owned by or in the care of SunTrust Banks. The information security program follows FFIEC (Federal Financial Institutions Examination Council) requirements. As a financial institution SunTrust complies with Gramm Leach Bliley and we are regulated by the Federal Reserve and Georgia Department of Banking and Finance.

Information regarding specific incidents is considered confidential.

(b) The number of times in the past three years that the proposer's web access has been down for routine maintenance, and the average down-time per year for these activities.

(c) The number of times in the past three years that the proposer's web access has been unavailable to users, not counting corporate take-downs for routine maintenance, and the average amount of time the system was off-line in each year.

OTM is considered a Mission Critical system with service to be provided as soon as possible, but no longer than 24 hours. This is our highest level of service regarding Disaster Recovery. The Business Continuity program provides for enterprise-wide planning and testing on an annual basis to enable SunTrust to continue essential operations in the event of a business disruption. Policies and Procedures clearly and concisely delineate the scope, roles, and responsibilities to be followed by key teammates in the event of an incident. SunTrust performs annual integrated testing of all critical plans and processes

with no less than two failover tests to an alternate facility of critical mainframe systems; all issues identified are tracked to completion as corrective actions.

K. COIN AND CURRENCY

The City's Regional Transit System (RTS) generates a collection of bills and coins in various denominations. Each day the farebox from each bus is emptied into a vault type system that separates the dollars from the coins. Each morning this vault is emptied into bags. Typically, one bag is generated for unsorted and uncounted bills which are often crumpled, and several bags are generated for unsorted and uncounted coins. These bags are then sent, by armored car, to the successful proposer for counting and deposit. Armored car services are currently contracted and paid for by the City. Proposers wishing to include provision of armored car service may do so on the Banking Activity Price Proposal (Section VII). The coins are counted separately from the dollars and reported separately to the City. The amount of coins counted daily averages \$2,500.

Although an estimate of the coin and currency deposit amount is reported on accompanying deposit tickets, the successful proposer shall provide an accurate count of the actual deposit and make adjustments to the reported deposit amount to reflect the accurate count regardless of the dollar amount of the variance. In addition, the proposer shall report all adjustments to the City no later than noon on the next business day.

SunTrust meets this requirement

The City will sometimes require the bank to provide coin and currency for special events in amounts from \$10,000 to \$30,000. Include time frames and ordering methodology.

In the event of an emergency or disaster, the City may require the bank provide \$200,000 - \$500,000 cash in specified denominations, within a few hours, on a weekend or bank holiday. Discuss how this would be carried out, including any limitations.

SunTrust Cash Services provides automated ordering systems available 24 hours a day, 7 days a week. Ordering options include ordering over the internet and through a voice response system using a touch tone phone. You define your requirements, such as order limits and delivery instructions, which can include standing orders and arrangements for special orders. In addition, coin and cash can be ordered at the branch. When ordering from the branch, please allow at least 3 business days. If using Cash Services' automated system you can expect next day delivery by your courier.

L. CHECK CASHING

The bank will cash petty cash, payroll and other City checks at no charge to the City or employees cashing the check. Such City checks will be identified as such. The bank will require that the employee present a current city issued identification card to cash such checks.

SunTrust meets this requirement.

M. DEPOSIT TICKETS

The successful proposer will furnish and MICR-encode deposit ticket books for each of the City's accounts, as requested by the City. Two types of books will be made available:

- (1) Two-part sets, usually consisting of a white original and yellow copy, 50 sets per book
- (2) Three-part sets, usually consisting of a white original, yellow copy and pink copy, at 35 sets per book

Proposers shall be able to include absolute accuracy and delivery time not to exceed 2 calendar weeks. Occasional single-book requests shall be delivered within 1 banking day. The successful proposer shall accept MICR-encoded deposit tickets, regardless of whether they are purchased from the successful proposer or from an outside provider.

SunTrust agrees to provide a onetime credit of \$ 1,000.00 toward the purchase of these supplies.

N. DEPOSIT BAGS

The successful proposer shall provide the City with tamper-proof deposit bags for internal security of deposits temporarily placed in a vault (generally overnight).

Please note the credit shown above under item M.

O. RECORDS SEARCHES

The successful proposer shall, upon request, search archived microfilm and electronic records of any requested activity in the City's accounts and provide photocopies or electronic media of checks or other records as requested. The City agrees that the descriptive or instructive criteria for any such search will be as agreed upon, based on the successful proposer's methods of cataloging archives. These archival methods are to be provided to the City in writing on or before October 1, 2017 and thereafter whenever archival methodology is changed or updated. If proposers intend to make any such charges on a per-hour rather than per-item basis, enter a separate pricing line on the Account Analysis Activity Bid Sheet (Appendix G). The successful proposer shall respond to any such request for information, whether current or archived, within 10 working days.

SunTrust meets this requirement

P. DISASTER INCIDENCE AND RECOVERY SERVICES

Successful proposer shall store the most recent EFT payroll data for one full month's activity (generally two active employee payrolls and one retiree payroll) off-site and out-of-state, in order to facilitate disaster recovery and business continuity operations. In case the successful proposer experiences suspended operations in Gainesville or Florida generally or other locations experiencing disaster, the successful proposer shall make archived payroll data available to the City within 24 hours from notice and shall have a failsafe location and series of backup locations designated to process the automated payroll data and other wire transfers that must be made regardless of hardship or disaster and recovery circumstances (i.e., debt payments).

Any successful proposers shall have adequate internal controls to ensure that operations are multiply redundant and able to continue in the face of both unforeseen and foreseen disasters. All proposers must submit copies of their most recent independent audits, any internal control reports, and reports issued pursuant to Statement on Auditing Standards #70, issued by the Auditing Standards Board of the American Institute of Certified Public Accountants.

As with all large financial organizations, SunTrust's business continuity plans and procedures are highly regulated. This means that at any point in time, SunTrust is subject to detailed audits by the Federal Reserve Bank, Securities and Exchange Commission, established independent third parties, and by dedicated internal audit staff on a continuous basis year after year.

The SunTrust Business Continuity program provides for enterprise-wide planning and testing to enable SunTrust to continue essential operations in the event of a business disruption. Business continuity addresses both the recovery of business processes as well as the associated technology. Recovery plans are tested and reviewed for compliance on an annual basis.

SunTrust has a corporate-wide Business Continuity policy that clearly and concisely delineates the scope, roles, and responsibilities. The scope of this document includes business impact analysis, threat assessment, recovery prioritization, testing, and training and employee awareness. Additionally, Business Continuity standards, procedures, and guidelines are documented in support of the policy to assure efficient and effective manageability of business continuity efforts. SunTrust must comply with all applicable laws and regulations, and will continue to take reasonable and necessary steps to maintain appropriate safeguards to protect against business disruption.

SunTrust business continuity plans are tested and updated annually.

Q. START-UP SERVICES

The successful proposer shall provide various services during the weeks prior to 10/01/2017 so as to enable "start-up" to occur on 09/01/2017, even though there will likely be no funds in newly established City accounts until 10/01/2017. Proposer shall submit a project timeline indicating what tasks must be done; when each must be done; and who from City or proposer's staff shall be responsible. Such services shall include but not be limited to the following:

- (1) Assignment of a primary Account Executive and Alternate(s), including telephone numbers at which one of these assigned personnel can be reached at all times during a normal 8-5 EST business day, and detailed instructions regarding backup arrangements of authorized personnel should officially assigned executives be unavailable on the same banking day
- (2) Assignment of account numbers to City's various accounts
- (3) Processing of documents such as signature forms; overnight mutual fund or other investment agreements, if applicable
- (4) Assistance in the design format of continuous form payroll checks, including size, MICR encoding, etc.
- (5) Ordering and encoding of deposit ticket books, up to a total of 100 books

(6) Any and all other services normally associated with the establishment of a new commercial account

SunTrust meets this requirement. We have not included a time line, SunTrust currently has the relationship and all services. However, we do feel it's important to review accounts and services for efficiencies and solutions on a regular basis.

- o **Your Relationship Specialist Diane Donegan-** will coordinate the account opening, signature cards and the ordering of deposit tickets and supplies
- o **Your Treasury Team Nicolas Ferrer, Peggy Smith, Gregory Walker and Monica Camacho-** will assist with the implementation of all treasury services. Once the contract is awarded your team will set up a kick-off meeting to discuss services and specific timelines.

R. PAYMENT FOR SERVICES

All account charges will be itemized on a monthly basis and remitted with the regular monthly statements to the appropriate City personnel. Following the City's opportunity to review the charges and reconcile any differences, payments will be debited by the bank within 15 business days. The City will be provided notice of any such debits.

SunTrust provides an analysis statement at the beginning of email month. Any charges that are due are debited from the client's account usually on the 16th of the month.

BACKGROUND

Banking Services Questionnaire

BANKING SERVICES QUESTIONNAIRE

Complete the following questionnaire, using the following format: restate each question followed by the related response to each question or statement as completely, but briefly, as possible. All responses should be sufficiently detailed to demonstrate the respondent's expertise and capabilities to provide the requested services.

I. ORGANIZATION AND BACKGROUND

A. Provide the following information for your institution:

1. Name of your bank;

SunTrust Bank

2. Address of main office;

411 N Main Street, Gainesville, FL. 32601

3. Location of other branches in Alachua County, indicating which will accept City deposits. Indicate hours of operation and if the location has a drive through or night depository. Indicate any plans to open branches in the next two years.

Currently, there are no plans to open additional branches.

All Branches listed below have a drive through or night depository

SunTrust Branches for the City of Gainesville, FL.				
Branch	Address	Phone	Hours	Distance
Main Street Branch	411 N Main Street	352415-4705	9am-5pm M-T 9am-6pm F	.22 mi
SunTrust Plaza	5080 Newberry Rd	352-264-2000	9am-5pm M-T 9am-6pm F	4.47 mi
Millhopper	3814 NW 43 Rd	352-339-7006	9am-5pm M-T 9am-6pm F 9am-12pm S	4.67 mi

Haile Plantation	53603 SW 91 Street	352-339-7200	9am-5pm M-T 9am-6pm F 9am-12pm S	7.66 mi
Jonesville	14220 West Newberry Rd	352-660-6920	9am-5pm M-T 9am-6pm F 9am-12pm S	10.31 mi

4. Name, telephone number, fax number, and e-mail address of the contact person for this RFP and the response.

Nicolas Ferrer
 Treasury Sales Officer
 904-632-2506
nicolas.ferrer@suntrust.com

Lisa Hayes
 Relationship Manager
 904-632-2599
lisa.hayes@suntrust.com

5. Address of bank's web site.

www.suntrust.com

6. Indicate whether your bank is a parent or a subsidiary of a holding company. Describe all relationships with subsidiaries and/or parent if applicable.

SunTrust Banks, Inc., with total assets of \$198 billion as of June 30, 2016, is one of the nation's largest and strongest financial holding companies. Through its banking subsidiaries, the company provides deposit, credit, trust, and investment services to a broad range of retail, business, and institutional City of Gainesville. Other subsidiaries provide mortgage banking, brokerage, investment management, equipment leasing, and capital market services. Atlanta-based SunTrust enjoys leading market positions in some of the highest growth markets in the United States and also serves City of Gainesville in selected markets nationally. The company operates approximately 1,400 retail branches and 2,160 ATMs in Alabama, Arkansas, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia, and the District of Columbia. In addition, SunTrust provides customers with a full range of technology-based banking channels, including Internet, PC, and Automated Telephone Banking.

- C. List your bank's current bond ratings, both long-term and short-term, from at least two of the top rating agencies (Moody's, Standard & Poor's and Fitch). Provide a history of any rating changes for your bank that have occurred for the previous three years. Include the reasons given by the rating agency for the upgrade or downgrade.

As of June 30, 2016

Bank Ratings	Moody's Investors	Standard & Poor's	Fitch
Bank Ratings			
<u>Long Term Ratings</u>			
Deposits	A1	A-	A
Senior Debt	Baa1	A-	A-
Subordinated Debt	Baa1	BBB+	BBB+
<u>Short Term Ratings</u>			
Deposits	P-1	A-2	F1
Corporate Ratings			
<u>Long Term Ratings</u>			
Senior Debt	Baa1	BBB+	A-
Subordinated Debt	Baa1	BBB	BBB+
Preferred Stock	Baa3	BB+	BB
Ratings Outlook	Stable	Stable	Stable

D. State whether your bank is chartered to do business in the State of Florida.

SunTrust can meet this requirement. SunTrust Banks is a Georgia State chartered institution qualified to do business in the state of Florida.

E. State whether your bank is a qualified public depository as defined in Florida State Statutes Chapter 280. What level of collateralization is the bank required to pledge on public deposits at this time?

SunTrust is a Qualified Public Depository. SunTrust's collateral requirement in Florida is 25%.

F. Provide a brief resume of key officers and administrative staff that would be assigned to the City's relationship and list their areas of responsibility. Identify the specific person(s) to be assigned to the City for customer service, including inquiries and/or problem resolution. Discuss the accessibility of key team members proposed to be assigned to the City. Discuss the availability of team members' time and attention. Describe the availability of adequate locally-based personnel to absorb the City accounts and any related requirements. Describe any limitations on your bank's customer service, such as hours of availability or special emergency procedures.

Relationship Manager – Not-for-Profit & Government Banking

Lisa C. Hayes
Senior Vice President
76 South Laura Street, Suite 20
Jacksonville, Florida 32202

904.632.2599 (Office)
904.632.2874 (Fax)
lisa.hayes@suntrust.com

A University of Florida graduate, Lisa's broad experience includes time in seven Florida markets and multiple lines of business including Business Banking, Commercial, Middle Market and Not-for-Profit & Government. During her 30 years in banking and 23 years with SunTrust, Lisa has served a variety of City of Gainesville groups in a variety of job families, including portfolio management & underwriting, relationship management and team leader/management.

Lisa will be the City of Gainesville's dedicated Relationship Manager and has specialized the last decade in the Not-for-Profit & Government segment focusing on educational facilities, governmental bodies and non-profit entities. Lisa's main focus will be to take a consultative approach to ensure City of Gainesville is using the services that best fit its operating needs with a strong focus on the City of Gainesville experience to ensure continued satisfaction.

Lisa currently serves on the Board of Directors of Catholic Charities as Chair of its Development Committee, is a graduate of Leadership Jacksonville 2013 and is a recipient of The President's Volunteer Service Award for 2012, 2013, 2014 & 2015.

Relationship Specialist – Not-for-Profit & Government Banking

Diane Donegan
Officer
5080 Newberry Road
Gainesville, Florida 32607

352.264.2077 (Office)
diane.donegan@suntrust.com

Diane will serve as your Commercial Relationship Specialist for the City of Gainesville's daily banking needs. She has over 18 years of banking experience, 10 years of those with SunTrust. Diane will provide the City with world-class service. She is dedicated to help the City handle and resolve its depository, credit card, and loan servicing needs. Diane works closely with and supports Lisa Hayes on a day to day basis.

Diane is a native Floridian who relocated to the Ocala/Gainesville area in 1996. She maintains an office in both Ocala and Gainesville.

In 2013, Diane was promoted to Bank Officer and was the recipient of the SunTrust Gold Award Winner.

Treasury Sales Officer – Treasury & Payment Solutions

Nicolas Ferrer
Vice President
76 S Laura Street
Jacksonville, Florida 32202

904.632.2506 (Office)
904.632.2874 (Fax)
nicolas.ferrer@suntrust.com

As your Treasury Sales Officer, Nick consults with you concerning your business needs in order to develop a customized treasury management solution. He coordinates the work of the treasury management services team, keeps you informed about industry trends and new services, and makes recommendations to optimize your treasury management processes. Nick recently joined SunTrust in January 2015 and has over 12 years of banking experience which includes 10 years in Treasury & Payment Solutions. He is responsible for the North Florida market. Nick is a United States Army veteran with multiple overseas deployments, awards and recognitions.

The SunTrust Treasury & Payment Solutions team partners closely with and supports your Relationship Manager.

Treasury Sales Analyst – Treasury & Payment Solutions

Peggy A Smith
Banking Officer
Telephone: 904-632-2723
Email: peggy.a.smith@suntrust.com

Peggy has been with SunTrust Bank since 2007. She has worked in different capacities over the last nine years, including roles in Mortgage and Commercial Banking.

Currently in her role as Treasury Sales Analyst (TSA), Peggy supports the Not-for-Profit and Government Division by analyzing City of Gainesville's needs and making recommendations to optimize their treasury management processes. She also serves as a primary back up to Nicolas Ferrer, your TSO.

Peggy is a graduate of the University of Phoenix with a Bachelor's Degree in Business.

City of Gainesville Services Specialist – Not-for-Profit & Government Banking

Monica Camacho

Telephone: 866.448.6394 ext. 1006361

Email: monica.camacho@suntrust.com

Monica serves as a Treasury & Payment Solutions City of Gainesville Services Specialist for the North Florida region. She has been with SunTrust since 2011. Monica has an extensive amount of banking and operational experience to include assisting City of Gainesville related to commercial City of Gainesville. Monica has held the role of City of Gainesville Services Specialist for over a year.

Monica is responsible for all of the daily treasury service needs. Once your treasury services are implemented, Monica coordinates your day-to-day communications with SunTrust. She works to ensure that you receive high quality customer service geared to exceed your expectations.

City of Gainesville Onboarding Specialist – Treasury & Payment Solutions

Gregory Walker

Officer

Telephone: 407-762-5739

Email: gregory.r.walker@suntrust.com

Your Treasury Onboarding Specialist assists you when you are adding new services or modifying existing services. They will work with you from the receipt of your initial request and engage in detailed discussions to ensure that all services are established according to your requirements. The Treasury Onboarding Specialist provides necessary documentation; communicates your requirements to our operations partners; coordinates all set up processes and testing, and conducts any training that you may need related to the solution we are implementing.

Greg has been with SunTrust since 2014 working in our implementations area.

Corporate Liquidity Product Specialist – Capital Market Sales and Trading

Sallie A. Coonan, CTP

Phone: 407.237.2422

Fax: 407.835.1924

sallie.a.coonan@suntrust.com

As the Corporate Liquidity Product Specialist, Sallie brings investment services and consultative sales to the SunTrust team. She can discuss products, interest rates, yields, and investment options. SunTrust Corporate Liquidity Product Group offers highly competitive liquidity solutions for the investment of operating, core, and strategic cash.

Sallie has been with the SunTrust organization for over 25 years. She currently provides liquidity/Investment coverage for the Institutional & Governmental banking group for the state of Florida. Sallie is a graduate of Xavier University (OH) with a degree in Business Administration.

She is a Certified Treasury Professional with the national Association for Financial Professionals. Sallie is also a member of the Florida Government Finance Officers Association.

Relationship Manager – Not-for-Profit & Government Banking

Brad White
Senior Vice President
3522 Thomasville Rd
Tallahassee, FL 32309

PH: 850-907-5185
Brad.white@suntrust.com

Brad White is the Senior Vice President of Not for Profit and Government banking for the North Florida regions which includes Tallahassee, Gainesville, and Ocala markets and other markets within the surrounding geographies. He recently served the company as President of the Florida Panhandle region for SunTrust Bank overseeing the Commercial line of business.

Brad has been with SunTrust for 30+ years and has 33 years in the banking industry. Previously, he held the role in Gainesville as City President and Senior Vice President of Business Banking for North Florida 2010-2014, joining the North Florida region from Rome, GA where he served as Market President for Northwest Georgia 2006-2010. Prior to that, he was Market President for Lake County in Leesburg Florida where he helped build SunTrust in that community for 20 years as head of commercial banking followed by his overseeing of the retail branch network during his tenure there.

He has proudly served each community he has lived. He is a native of Leesburg, Florida and a 1983 graduate of the University of Florida and 2006 graduate of the Graduate School of Retail Bank Management at the University of Virginia.

Brad is married to Cheri, 32 years with 3 children, all college graduates and 1 grandson. He enjoys golf, hiking, travel and following the Gators.

G. In what location(s) will the following services and its accompanying support be provided: deposit processing, reconciliation, proof transit, stop payment processing, wire transfer processing, ACH/EFT/EDI processing and treasury management. Indicate if your bank utilizes a third party vendor

for any services to be provided and include the third party vendor's name and a description of services provided, if applicable.

SunTrust has multiple locations for processing. Our goal is to create some redundancy for disaster recovery where all services are provided. However, you will have a dedicated team that will handle all of your day to day questions and concerns. All of your team is located in Florida.

H. List all local governmental and utility customers in Florida for which your bank has performed services similar to the Statement of Work/Specifications, throughout the five year period ended December 31, 2015. Describe any customers for which the bank has performed services similar to those required by the City, which the bank has lost over the past five years. Please detail reasons for the lost customers. Please provide a list of up to 10 current Florida governmental or utility customers of an account size similar to the City that the City may contact as references. Please include name, contact person, telephone number, number of years as a City of Gainesville and the services provided by the Bank that the City may contact as references. If you require advance notice of the City's intent to contact any of your references, please so indicate.

Client	Phone	Email
Marion County Clerk of Court Contact: Mike Adams Title: CFO Full Suite of Treasury Services	352-671-5521	Mike@marioncountyclerk.org
Okaloosa County Tax Collector Contact: Keri Holguin Title: CFO Full Suite of Treasury Services	850-651-7692	kholguin@okaloosatax.com
The School District of Lee County Contact: Mark Santiago Finance Director Purchase Card /Full Treasury	239-337-8229	mark@leeschools.net
Gainesville Regional Utilities Contact: Jessica Taylor Title: Accountant Full Suite of Treasury Services	352-393-1318	Taylorjl@gru.com
TECO Energy, Inc. Contact: Kathleen G Waligore Title: CPA/CCM/Treasurer Full Suite of Treasury Services	813-228-4608	kgwaligore@tecoenergy.com

City of Ocala Contact: Mary Ann Davis Title: Finance Director Full Suite of Treasury Services	352-629-8375	madavis@ocalafl.org
Marion County Sheriff's Office Contact: Jerry Holland Jr Title: Bureau Chief Full Suite of Treasury Services	352-368-3534	jholland@marionso.com
Walton County School Board Contact: Debra Noyes Title: CFO Full Suite of Treasury Services	850-892-1100x1356	noyesd@walton.k12.fl.us
Walton County Clerk & BOCC Contact: William Pennington Comptroller Full Suite of Treasury Services	850-892-8115	penwilliam@co.walton.fl.us
Santa Rosa County BOCC Contact: Michael Burton Financial Services Administrator Full Suite of Treasury Services	850-983-1843	burtonm@flcjn.net
Jackson County BOCC Contact: Daniele McDaniel Comptroller Full Suite of Treasury Services	850-482-9634	mcdaniel@jacksoncountyfl.us
Florida Gas Utility Contact: Mark Benton Title: CPA Full Suite of Treasury Services	352-334-0770x110	mark@flgas.com

I. If your bank uses any statistical quality control measures to evaluate treasury services, such as those requested herein, provide such results for the most currently available 12 months. If not, describe how your bank measures and evaluates the quality of its services.

We are committed to keeping our products competitive, while addressing industrywide regulatory issues that continue to impact the banking system.

Our participation in several industry groups allows us to keep pace with changes in the banking system. These include:

- Association for Financial Professionals (AFP)
- Payments Advisory Group
- FED ACH Advisory Group,
- National Automated Clearing House Association (NACHA)

In today's information reporting environment, a critical concern is that of online fraud and identity theft. SunTrust commits to protecting your accounts and your identity by taking a leadership position in fraud protection. We work proactively to protect you and help keep you safe from fraud in the following areas:

- Encryption standards
- Trusteer Rapport software
- Firewalls and Network Security
- Audit Reports capabilities

As the fraud landscape continues to expand and evolve, SunTrust continually updates our City of Gainesville accessible Fraud site with information on ways to protect your business. The sites provide City of Gainesville with what to look for, what SunTrust does to protect you, and what to do if you become a victim of fraud. Site is <https://www.suntrust.com/FraudAndSecurity>.

SunTrust is committed to continue to seek the most efficient and cost effective ways to deliverer you vital information, while helping you guard against fraud

J. Describe any plans to enhance or otherwise change services in the future, providing anticipated time frames for such changes.

SunTrust has offered information reporting services since the late 1970s. We have a long history of maximizing proven technologies and widely adopted solutions to deliver innovative products and services that allow clients to manage their working capital more efficiently.

In 2001, SunTrust introduced Online Treasury Manager, an internet-based suite of cash management services. The services include information reporting (prior day, current day and special-purpose reports), transaction initiation (ACH, wire transfer, book/account transfer and stop payments), fraud control services, and online image services.

In 2004, SunTrust introduced Online Courier, an electronic reporting tool that automatically delivers balance and transaction data directly to a user's workstation or desktop on a schedule the user controls, using a variety of delivery methods such as FTP, email, secure desktop download, and fax.

In July 2007, SunTrust updated the basic features of Online Treasury Manager, in January 2009, SunTrust further updated Online Treasury Manager with additional functionality for ACH and Positive Pay, and additional security controls for managing user access, authority levels, and permissions.

In May 2010, SunTrust offered Trusteer Rapport to our Online Treasury Manager clients. This secure browser plug-in provides an added layer of protection for online sessions by protecting against malware behavior and attacks such as pharming and session hijacking. It is now required for Trusteer Rapport to be installed on each PC that is used to access Online Treasury Manager or Online Cash Manager with ACH.

In March 2011, SunTrust updated SunTrust Online Courier with usability and navigation enhancements, along with several new options including FTP delivery, and wire advice detail delivered by SMS text messages.

We are committed to developing and enhancing products to meet the changing needs of our clients. We regularly rate and measure our services against leading competitors to ensure that we are providing state-of-the-art solutions.

Online Treasury Manager is the primary solution for online treasury services. The many features of Online Treasury Manager include:

Balance Reporting/Electronic Report Delivery

- Information reporting available at 7:00 a.m. ET with 186 calendar days of history
- Prior day and current day reporting of balance, summary and detail transaction data
- Current day positive pay, including teller positive pay
- Pre-formatted special reports for ACH, EDI and Positive Pay

ACH Initiation

- Direct deposit for paying your employees
- Federal and state tax payments
- Payments to vendors, including EPN 820 payment types
- Pre-authorized debits to your customers' accounts for products or services delivered
- Comprehensive transaction reports

Account Transfer

- Moves funds between your accounts at SunTrust on a real-time basis, including many-to-one and one-to-many account transfers
- Provides for set up of future-dated and scheduled transfers

Wire Transfer Initiation

- Repetitive and free-form wire transfers
- Domestic and international payments
- U.S. dollar or foreign-denominated currencies
- Real-time wire transfer reporting
- Batch wire import capability

Stop Payment

- Image-enabled check status inquiry
- Options to initiate stop payments on single or multiple checks and check number range
- Capability to cancel previously placed stop payments
- Stop payment activity reports

Online Image Services

- Searchable image archive of nearly all paper-based transactions, including paid checks, deposit tickets and deposited items, and account adjustments
- Images available through the Information Reporting service in Online Treasury Manager for up to 7 years
- Fully integrated online images accessible throughout other Online Treasury Manager services, such as balance reporting, image search, stop payment and positive pay
- Flexible image display to zoom in or out, rotate, adjust image brightness and/or contrast, or print and save your images
- Return item images are available in the information reporting service in Online Treasury Manager.

Positive Pay

- Exception reports containing positive pay items that do not match check issue records
- Exception reports containing payee name verification items that do not match the payee name in your check issue records
- Images of positive pay and payee name verification exception items accessible for viewing directly from the report
- Online Pay/Return decisions
- Online entry of manual issue or void records
- Exception alerts email or cell phone to notify when exception items are available

K. Briefly describe your bank's disaster recovery plan and how the City's records would be protected/recovered.

Recovery and Contingency Plan

As with all large financial organizations, SunTrust's business continuity plans and procedures are highly regulated. This means that at any point in time, SunTrust is subject to detailed audits by the Federal Reserve Bank, Securities and Exchange Commission, established independent third parties, and by dedicated internal audit staff on a continuous basis year after year.

The SunTrust Business Continuity program provides for enterprise-wide planning and testing to enable SunTrust to continue essential operations in the event of a business disruption. Business continuity addresses both the recovery of business processes as well as the associated technology. Recovery plans are tested and reviewed for compliance on an annual basis.

SunTrust has a corporate-wide Business Continuity policy that clearly and concisely delineates the scope, roles, and responsibilities. The scope of this document includes business impact analysis, threat assessment, recovery prioritization, testing, training, and employee awareness. Additionally, Business Continuity standards, procedures, and guidelines are documented in support of the policy to assure efficient and effective manageability of business continuity efforts. SunTrust must comply with all applicable laws and regulations, and will continue to take reasonable and necessary steps to maintain appropriate safeguards to protect against business disruption.

Our ability to support your company with uninterrupted service will never waver, regardless of the circumstances. These exceptions would be assessed on a case-by-case basis and evaluated by the type of request. Your first point of contact will be your Treasury Sales Officer, who will work with SunTrust Operations and Product Management to assess how we will be able to assist your company. Your Treasury Sales Officer will work with you to determine the best approach to minimize service interruption in case of a disaster within your organization.

L. Identify any actual or perceived conflicts of interest between the City and your bank.

SunTrust is not aware of any conflicts of interest.

M. Provide a copy of your bank's latest certified annual financial report and most recent quarterly 10-Q Report.

Due to the size of the reports, please refer to:

<http://investors.suntrust.com/financial-information/annual-reports/>

<http://investors.suntrust.com/financial-information/quarterly-earnings/default.aspx>

II. PROJECT DISCUSSION. (Limit to no more than two pages)

Describe your bank's general ability and willingness to meet all of the requirements specified by the City. Please indicate your firm's understanding of the City's objectives needs of the services to be provided and your bank's approach and methods to providing the services requested. Are there any of the services referenced in this REQUEST FOR PROPOSAL that your bank is unable to fully perform? If so, please explain. Identify any initial problems or difficulties your bank foresees with establishing a relationship

with the City as requested by the REQUEST FOR PROPOSAL. Address your bank's methods to deal with these problems.

As the City's current banking provider, SunTrust is committed to continuing the long standing relationship we have enjoyed with the City. SunTrust will continue to stay in front of the City's needs and recommend best practices and advice. We deliver SunTrust as a team, from the Relationship Manager as a focal point of the team, and all partners that touch the City on a daily basis, as well as our industry experts that bring value to all of our City of Gainesville.

We currently do not see any services referenced in the REQUEST FOR PROPOSAL that SunTrust is unable to fully perform. SunTrust has also not been able to identify any problems or difficulties continuing a relationship with the City. We will continue to manage the City with the best Relationship Manager, Treasury team and Leadership team SunTrust has to offer. We look forward to continuing our long lasting relationship with the City.

III. GENERAL BANKING SERVICES

A. ELECTRONIC BANKING

Discuss your bank's ability to provide access to services through a web-based software product.

1. What kind of provisions does the bank have for backup in the event the Web site is not available? How many hours each week is your web site available to access? How many hours was your web site down in calendar years 2015/2016? Does your bank provide a toll-free, technical support hotline for your web site? What hours of the day is support available?

SunTrust online treasury services are available to the City of Gainesville 24 hrs., 5 days a week each day. Sunday availability is limited due to upgrades and maintenance. Keep in mind that certain services have timing deadlines throughout the day (positive pay issue files, ach file, and wire) for same day processing.

SunTrust Treasury Tech Services is available the hours of 8:00am – 6:00PM EST Monday -Friday

2. Can your bank provide information in real time on items presented during the day? If so, indicate at what time, the level of detail available, and what items are included.

Does your bank's system have the ability to store and retrieve historic balance data and detailed transaction data by date and by account? If so, for how long? Can full reconciliation of accounts be done electronically? Can this be done daily?

OTM is a web-based tool that provides numerous reporting capabilities, flexible transaction initiation options, and customizable reports. Through OTM, you can access 186 days of balance and transaction history and up to seven years of transaction images. Reports are available for download, export, and easily integrated into your ERP system. All reports are easily customizable to provide you valuable data on a daily or weekly basis to manage your business.

We update current day information throughout the day, with timing dependent on the transaction type, reporting deadline for the service or processing cut-off times established for your company.

General Account Information

We update account balance and transaction information continuously throughout the day to ensure you have the most accurate information possible in making your daily financial decisions.

ACH

ACH credit and debit transactions with a current-day effective date are updated to current day reporting at:

8:00 a.m. ET

1:30 p.m. ET

4:30 p.m. ET

ACH transactions received after 4:30 p.m. ET will not be reported in current day information.

Wire Transfers

We update wire transfer and account transfer information real-time as transactions are processed and confirmed.

Controlled Disbursement Checks

SunTrust provides all presentments in a report by 8:20 a.m. ET (leading industry advantage). Any items presented after 8:00 a.m. ET will be held over and included in the next bank business day's presentment report.

Lockbox

We offer current day reporting on lockbox transaction and account information.

Positive Pay Exceptions

We offer current day reporting for positive pay exceptions, with a cutoff time of 2:00 p.m. ET.

For Controlled Payment Reconciliation (Positive pay), we offer current day reporting as of 3:00 p.m. ET, with a cutoff time of 2:00 p.m. ET next business day.

3. Are the services and/or information available on the web site in real time or previous day?

SunTrust Online Treasury provides Current Day and prior Day balance reporting. The update times are shown above in question 2.

4. Can information from the web site be downloaded for City use?

We offer flexible current day reporting options through Online Treasury Manager (OTM) and our direct file transmission service Online Courier. You can choose the reporting options that provide you with the information you need, organized in the formats that best support your financial processes.

Online Treasury Manager

- Flexible reporting options allow you to select the specific accounts, types of balances, bank-defined transaction groups, and information level – summary or detail or both.
- You can create your own customized reports to include only the specific information you wish to see.

- You can also download reports directly from OTM in several format, including – CSV, STI-CSV, BAI2, PDF

SunTrust Online Courier

- Data delivery through a variety of file types including BAI2 (standard or customized), Text, PDF, CSV, STI-CSV, and XML (for Wire Advices only).
- Flexible reporting options allow you to select specific accounts and bank-defined transaction groups.
- You can also define your own transaction groups of BAI codes to tailor reports to show only the information you wish to see.

We also offer many pre-formatted reports through OTM and Online Courier. Sample pre-formatted reports include detailed information on ACH return items, notification of change requests and special reports for Positive Pay and Controlled Payment Reconciliation services

5. Describe your bank's system security alternatives. Include how your bank's system and/or individual system passwords are handled. Include an overview of security controls over wire transfers. Are additional security features available? Describe any such options.

SunTrust has multiple security features to protect your funds and information.

User IDs and Passwords

City of Gainesville access Online Treasury Manager and SunTrust Online Courier through three elements of a unique security code:

Company ID

- A unique ID that is automatically generated by the system

User ID requirements:

- Creation of a new password with first time access

Password requirements:

- Must contain at least six characters; at least one must be an alpha character and at least one must be a numeric character.
- Change of password every 30 days.
- Re-use of the previous three passwords is prohibited.

Due to the additional security surrounding wire transfers, authorized users must enter an individual Personal Identification Number (PIN) to release the wire.

SunTrust uses several additional, independent mechanisms to protect your accounts. Unless specifically stated, the additional mechanisms below apply to both Online Treasury Manager and SunTrust Online Courier.

Encryption: We protect all communication, including the entry of all required IDs and passwords, through 128-bit encryption. To prompt encryption, the SunTrust application website will require acknowledgment of secure connection prior to inputting your user ID and password.

Time Out: The system times out and suspends access when your session is idle for more than 30 minutes. Connection remains during the time out period. Access is regained by re-entering your user password.

Firewalls and Network Security: Firewalls, routers and special computer systems provide multi-layered network security to prevent unauthorized access through SunTrust computer systems. Secure virtual tunnels link secure application servers to SunTrust host computer systems. Users never have direct access to SunTrust computer systems containing non-public information.

Security Challenge Questions: Online Treasury Manager requires Users to choose and answer three Security Questions on initial sign-on. If the system identifies uncharacteristic behavior, Users are prompted to answer these questions to access the application.

Trusteer Rapport: Online Treasury Manager works with Trusteer Rapport, highly respected software, to help provide an added layer of protection for your company's online sessions. This downloadable, complementary software is installed on a user's PC to provide:

- URL/site authentication
- Reporting services
- Keystroke encryption
- Pharming and session hijacking protection
- Financial malware deactivation and/or removal

Trusteer Rapport complements security measures such as firewalls and anti-virus software, but does not replace them.

Audit Reports by User Profile: Security administrators have access to detailed User Profile and User Activity Reports. These reports can be exported and saved for audit reporting purposes.

User Profile Report provides details about User entitlements, services, accounts, and payment/approval limits. User Activity Report includes detailed information about the daily activity audit log for each use, including payment and template creation, approvals, deletions, and positive pay exception decisions.

Dual Approval and Segregation of Duties: Dual approval is a feature for transaction-initiation services in Online Treasury Manager, such as account transfers, ACH payments, and wire transfers. Dual approval requires one user to initiate a transaction and a different

user to approve the release of the transaction. By segregating duties, users reduce the risk of compromised sign-on credentials, which often leads to unauthorized access.

Dual approval is highly recommended to initiating ACH and wire transactions in Online Treasury Manager.

Dual Administration of User Entitlements: Dual administration is also a feature for the security administrator function in Online Treasury Manager. This control requires tasks such as setting up new users, making changes to passwords, and creation of user entitlements to be submitted as a pending status. Another authorized administrator is required to approve the takes changes to go into effect.

6. Can the City restrict system users to a set list of programs or specific functions within an individual program? Can the City restrict functions by account number? If so, describe how these feature work.

Yes, your designated Security Administrators have the ability to add, delete or change users. Each user can have a defined access to our system(s) by function or account.

7. By what means (personal visit, telephone, written manuals, etc.) will your bank provide training necessary for City staff to become proficient with the bank's software/web site?

SunTrust does and can continue to train current admins and users via phone and webinars.

After SunTrust has been awarded the business, a SunTrust team will be assembled, based on the services selected, to assist with all phases of the implementation and assure a successful implementation of your services. Implementation is initiated by the Treasury Sales Officer and is typically divided into three stages:

- Definition of City of Gainesville Requirements
- Setup, Testing, and Training
- Post-Implementation Support

Your Treasury Sales Officer will schedule an initial meeting or conference call between your designated representatives and your SunTrust Implementation Project Manager (Project Manager). During this meeting, we will outline an implementation plan and address all critical business issues, including action steps and responsibilities for both SunTrust and your organization. The Project Manager will also conduct a fact-finding interview with your designated representative(s) to help assure all services will be established according to your requirements.

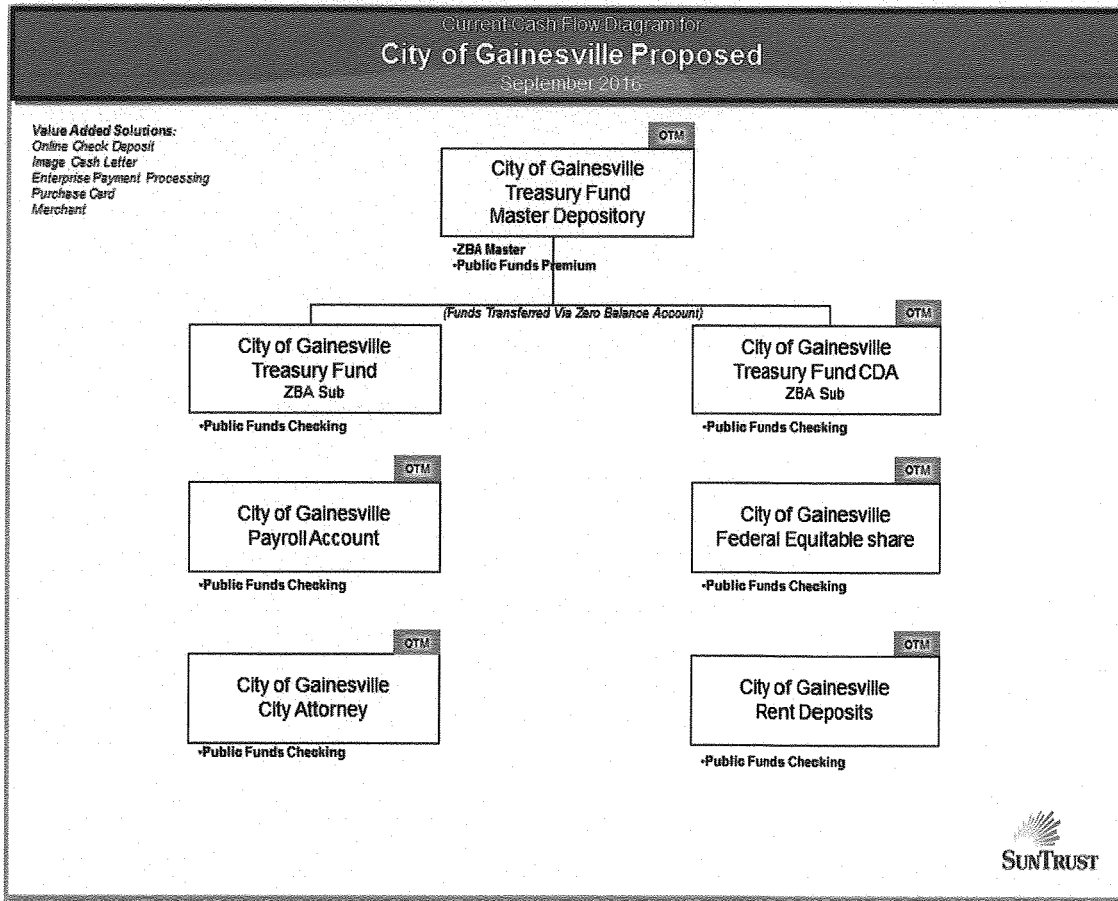
The Project Manager will work with you to complete the necessary documentation regarding your requirements, work with SunTrust Operations to assure a successful implementation, conduct training for the personnel you designate, and continue to be your point of contact through an initial post-implementation period following the setup of your service to help assure you understand how to use the service and are satisfied with it. Once

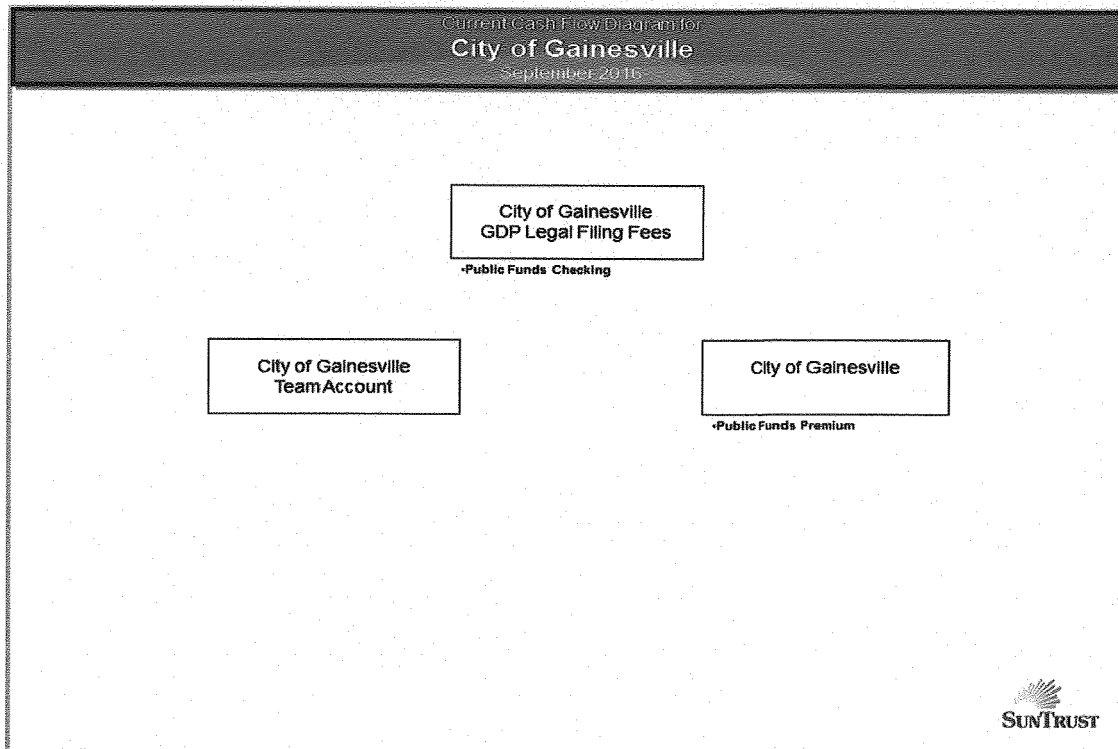
you are comfortable with the service, the Project Manager will transition your servicing relationship to your City of Gainesville Services Specialist. In addition there are online manuals for additional training.

B. ACCOUNT SET UP/STRUCTURE

1. Can the bank set up the account structure as defined in the Statement of Work/Specifications, with controlled disbursement and zero-balance accounts as indicated?

Yes, SunTrust can provide the zero balance structure requested with controlled disbursement or Controlled Pay (Positive pay and Controlled disbursement combined) features. Account Structure below:





2. Briefly explain your bank’s ability to provide for controlled disbursements. How does your bank provide controlled disbursement reporting? Include time when presentment information becomes available to the City.

Below, we highlight what differentiates SunTrust from other banks:

Quality of Services

SunTrust differentiates itself with the highest level of processing quality and an unmatched level of service. Service quality is absolutely critical in satisfying City of Gainesville and maintaining a competitive advantage in the marketplace. To us, customer service includes listening to your needs and responding quickly to your inquiries.

Report Delivery Time

SunTrust delivers 100% of your Controlled Disbursement totals, on average, by 8:20 a.m. each business day – an industry leader. We deliver your Control Pay – Positive Pay Matching / Funding totals, on average, by 8:45 a.m. each business day. Our report deliver times are, on average, a 1½ hours quicker than other banks in our market. This provides you 45 minutes to calculate your cash position before the investment markets open, allowing you to capitalize on your cash position.

Additional Feature

Controlled Payment Reconciliation

Controlled Payment Reconciliation (CPR) is a bundled service comprised of Controlled Disbursement, Positive Pay, and Full Account Reconciliation. The Positive Pay service

offers a unique prior to post matching process to accelerate reporting on exception items. The exception window is 23 hours, starting at 3:00 p.m. until 2:00 p.m. on the following business day.

3. Which branch and/or ABA number does your bank use to facilitate controlled disbursements?

SunTrust offers Controlled Disbursement from a single point in Rome, GA, which is considered a Regional Check Processing Center (RCPC) endpoint. Items presented to this Routing/Transit (RT) number are processed in the Atlanta processing center, which is located in Stockbridge, GA.

Location	Routing/Transit Number
Rome, GA	061100790

4. Is the bank able to meet the City's requirements for the Electronic Vendor Payments account as described in the Statement of Work/Specifications? Discuss how the bank would provide these services.

SunTrust provides the ability for the City of Gainesville to utilize ACH services to streamline vendor payments via Corporate ACH payments. Managing relationships with your vendors is an important part of what we do. Traditional payment methods such as paper checks can result in payment of collection delays, typically require manual processing. Switching to ACH payments is a more cost efficient and cost effective solution for managing vendor payments.

At SunTrust, the City of Gainesville has the option to submit your ACH file directly via MFT (Managed File Transfer) or an upload of your file through our Online Treasury Manager platform.

Managed File Transfer

For high transaction volumes, we recommend Managed File Transfer, our premier transmission service for incoming and outgoing secure files over the internet (HTTPS) or secure FTP. You can use this method for sending files of payroll or dividend payments, for debiting consumers for repetitive payments, and for concentrating cash from multiple depositories. Because these files tend to be large, the speed of transmission over the internet becomes a primary benefit. Whether you use your internet Browser or a Secure FTP City of Gainesville software package for your transmissions, you can send your files to SunTrust directly from your company's network or your hard drive. Managed File Transfer supports files in ASCII (text) or binary formats. Managed File Transfer supports 2048-bit encryption (Highly Secured).

C. SYSTEM/ELECTRONIC TRANSMITTAL REQUIREMENTS

1. Can your bank comply with the City's requirement to electronically process all types of ACH/EFT transactions, including but not limited to PPD, CCD, CCD+, CTP and CTX?

We offer multiple ways to initiate file delivery. Using a standard web browser, you can send and receive files through Online Treasury Manager (OTM) and SunTrust Online Courier.

You can also upload custom file formats generated by your internal financial management systems (e.g., ERP, accounting platform). We will work with your team to set up and test non-standard file formats.

We accept the following standard file formats:

- OTM Upload:
- CSV
- Tab delimited
- ACH Formats (Asterisk Separated, Backslash separated, Forward slash separated, Last character bar separated, colon separated, comma separated, fixed length, double quote separated, single quote separated)

Online Treasury Manager Download:

- CSV
- STI-CS
- BAI2
- PDF

Online Courier Upload:

- Delimited Text (CSV)
- Fixed Width Text
- XML

2. In what format will the City need to transmit the files for positive pay, and is there a manual entry option?

Positive pay files can be submitted in the standard file specs or a CSV excel spreadsheet file.

3. Can your bank accept the City's current vendor payables CTX file format, and payroll flat file format? If not, then what file formats does your bank require?

SunTrust ACH accepts all NACHA formatted files which does include a CTX file. As for flat file format' those would need to be set up through EDI as this is not a standard NACHA format.

D. DEPOSITS

1. Describe your bank’s recommended process for handling the City’s large volume of deposits through an electronic deposit system using images of checks.

SunTrust offers two solutions for handling large volume deposits.

Image Cash Letter – gives businesses the opportunity to transmit images of checks to SunTrust for deposit. You capture the images of the checks using your image capture platform, and then transmit those images conveniently from your office or operations center to the bank for deposit. You use the American National Standards Institute (ANSI) standard file format for transmitting your Image Cash Letter to the bank. For enhanced protection, SunTrust provides a secure connection for you to use in sending us your file.

Online Check Deposit- for smaller batches of checks, SunTrust can assist you in setting up a desktop check scanner to transmit your checks.

2. Can your bank assign different location codes specific to each City deposit site for Deposit Reconciliation?

Yes, SunTrust can assist with the ordering of deposit tickets with location codes for easy reconciliation of deposits.

3. Provide a copy of your bank’s current availability schedule. The schedule should at a minimum be the availability granted by the Federal Reserve. Does your bank provide an analysis of float on checks deposited or some other method to ensure funds availability according to the schedule provided above. Provide an example of the float analysis. What are the daily deadlines for checks deposited to receive availability and collected status according to the availability schedule?

Please refer to Exhibit J. Availability Schedule

4. On what items will the City be granted same day collected status? Provide any time constraints, geographic limitations or any other limitations, including those for checks drawn on the bank (either locally, statewide or out-of-state), if applicable.

SunTrust offers a variety of deposit methods that receive same day ledger credit. Cut-off times for same day ledger credit are shown below.

Type of Deposit	Deadline (Local Times or Otherwise Stated)
Night Drop	7:00 a.m.
ATM - Cash	11:59 p.m.
ATM – Check – Same Day Ledger Availability	9:00 pm

Cash Vault – SunTrust Market Areas	4:00 p.m.
Cash Vault – Virtual Vault Locations	2:00 p.m.
Branch – Includes coin, currency and un-encoded check deposits	Branch closure time
Online Check Deposit	10:30 p.m. E.S.T
Image Cash Letter	9:30 p.m. E.S.T.

5. Please describe what reserve requirements will apply to the City’s accounts.

SunTrust does not have a reserve requirement that is passed on to the client. We use 100% of your balances to calculate collected balances.

E. COIN AND CURRENCY

1. Briefly discuss your bank’s ability to provide bulk coin processing for the large volume of bulk coin the City will deposit. Please confirm that you can accept uncounted mixed bags of coins, and unsorted/crumpled bills. Will bulk coin deposits receive same day processing and credit?

Yes, SunTrust will accept your loose or rolled coins delivered by armored courier at our cash vaults. You can also deliver loose or rolled coin to a branch location, but there is a limit of 50 pounds for coin delivered to a SunTrust branch. Only small amounts of coin can be accepted at night drop locations.

SunTrust encourages City of Gainesville to utilize the Vault Services for bulk coin processing for same day credit. Mixed bags and unsorted bills are best handled with Vault services. In partnership with Brink’s, a highly respected armored courier company, SunTrust supports armored courier service (City of Gainesville contracted) to over 100 vault locations and X vault locations in your market. Each location processes check, currency, coin deposits, and fulfills cash orders.

Virtual Vault combines cash vault services, secure armored transportation and information reporting through Online Treasury Manager. Virtual Vault accepts cash-only, check-only, and mixed cash-and-check commercial deposits for same-day vault deposit credit.

In a seamless integration, Virtual Vault allows you to expand your business geographically, while maintaining the efficiency of a single cash and check-processing provider for your locations nationwide.

2. Briefly explain your bank's ability to provide coin and currency for special City events (\$10,000 - \$30,000) and emergency/disaster events (\$200,000 - \$500,000). Include time frames and ordering methodology.

Vault Services provides City of Gainesville the ability to order cash and coin when needed. If requesting cash and coin from the branch please allow at least 3-5 business days.

3. In the event of an emergency, can your bank provide cash, within a few hours, on a weekend or bank holiday? Discuss how this might be carried out, including any limitations.

You will have the convenience of making deposits in the night depositories on holidays, weekends, and in branches that are open on Saturdays. There is no additional fee or discount for this service. Your armored courier service provider may pick up your deposits on weekends or holidays, hold them in their vaults, and deliver them to the SunTrust cash vault when it opens for business the next bank business day.

F. ARMORED CAR SERVICE

1. What is the bank's cut-off time for receipt of deposits?

SunTrust offers a variety of deposit methods that receive same day ledger credit. Cut-off times for same day ledger credit are shown below.

Type of Deposit	Deadline (Local Times or Otherwise Stated)
Night Drop	7:00 a.m.
ATM - Cash	11:59 p.m.
ATM - Check - Same Day Ledger Availability	9:00 pm
Cash Vault - SunTrust Market Areas	4:00 p.m.
Cash Vault - Virtual Vault Locations	2:00 p.m.
Branch - Includes coin, currency and un-encoded check deposits	Branch closure time
Online Check Deposit	10:30 p.m. E.S.T
Image Cash Letter	9:30 p.m. E.S.T.

G. DAYLIGHT OVERDRAFTS/OVERDRAFTS

1. How does your bank identify daylight overdrafts? Is your system real time and does it consider deposits, incoming and outgoing wire transfers, ACH transactions and checks presented? Given that

your bank would be expected to consider all City accounts in the determination of daylight overdrafts, how would your bank expect to be compensated for daylight overdrafts?

Your Relationship Manager reviews overdrafts throughout the day and would contact the City of Gainesville for clarification.

2. If, for whatever reason, the City's account experiences an actual overdraft, will your bank comply with the City's request that any and all checks be honored? How would the bank handle such an overdraft during a time period when the City is closed, including Fridays?

Your Relationship Manager reviews overdrafts throughout the day and would contact the City of Gainesville for clarification.

3. Will your bank ensure that all branches and Bank-and-Shop centers with which they are associated conform to this request?

Yes, SunTrust meets this requirement. However, the relationship team handles decisions and not the individual branches.

H. OUTGOING WIRE TRANSFERS

1. Explain your bank's policies and procedures for outgoing wire transfers, both repetitive and non-repetitive. Define "repetitive". What information can be changed for a repetitive wire instruction without requiring an additional authorization? Describe your bank's security procedures concerning wire transfers. What security precautions does your bank employ to ensure that only authorized City personnel initiate wire request/approvals? Describe alternative methods of sending wire transfers in the event the electronic system is not available. Does your bank delay or hold wire transfers if the wire transfer results in an overdraft? Please explain.

- Repetitive Wires-have a specific wire schedule defining the specific sender/beneficiary information. The only change for a repetitive wire is the amount.
- Online Treasury Manager- SunTrust has multiple security features to protect your funds and information.
- Your Relationship Manager is made aware of any outgoing wires that may cause an overdraft and has the ability to approve if needed.

User IDs and Passwords

City of Gainesville access Online Treasury Manager and SunTrust Online Courier through three elements of a unique security code:

Company ID

- A unique ID that is automatically generated by the system

User ID requirements:

- Creation of a new password with first time access

Password requirements:

- Must contain at least six characters; at least one must be an alpha character and at least one must be a numeric character.
- Change of password every 30 days.
- Re-use of the previous three passwords is prohibited.

Due to the additional security surrounding wire transfers, authorized users must enter an individual **Personal Identification Number (PIN) to release the wire**. Pin holders and wire limits are reflected on the Schedule "A"

Dual Approval and Segregation of Duties: Dual approval is a feature for transaction-initiation services in Online Treasury Manager, such as account transfers, ACH payments, and wire transfers. Dual approval requires one user to initiate a transaction and a different user to approve the release of the transaction. By segregating duties, users reduce the risk of compromised sign-on credentials, which often leads to unauthorized access.

Dual approval is highly recommended to initiating ACH and wire transactions in Online Treasury Manager.

2. What is the latest time that outgoing wire transfers can be made? What other, if any, time constraints are there?

The Wire initiation for wires for same day delivery is 5:00PM EST. M-F

I. ACH/EFT TRANSACTIONS

1. What are your bank's cut-off times for each transfer category? Show times in business days prior to effective date for each category.

SunTrust honors next day ach, generally we encourage our City of Gainesville to allow 2 business days for direct deposit ACH. Effective September 23, 2016 SunTrust begins to accept same day ach transmissions. Please contact your Treasury team to set up this added feature to your current ACH setup.

2. Will the City have the ability to selectively allow specified vendors to set up recurring ACH payments? Describe how these recurring ACH payments can be implemented, managed, and automatically limited. Will the City have the ability to block ACH payments to vendors?

SunTrust allows the City of Gainesville to set up ACH templates for re-occurring payment to vendors. These can be initiated via a NACHA file created in your system and uploaded to SunTrust via a secure web portal called MFT or Manage File Transfer. Also ACH templates can be create with in Online Treasury Manager.

Online ACH Fraud Control allows the City of Gainesville to block, approve or create authorizations for ACH items to be paid or returned.

- Will the City have the ability to change, add or delete an item after transmitting its ACH/EFT file to your bank? If yes, describe the procedures and any timing constraints. Can your bank provide an ACH/EFT warehousing capability? If so, how long is the maximum warehousing period and how long can changes still be made prior to releasing warehoused transactions?

Yes. Online Treasury Manager will warehouse scheduled future transactions in the online application for up to 365 days. You can edit or cancel these transactions online at any time up to the standard deadline for these payments (two days prior to effective date for credits, one day prior for debits) to be released.

If a transaction or batch has not left SunTrust, a request can be made to delete it. Once it has been sent to the ACH network, the request becomes a reversal. Any authorized signer can request a reversal or deletion in writing.

Alternatively, your authorized signer can request single item or batch deletions or reversals by sending a Transaction Reversal Notification request through secure messaging in Online Treasury Manager. Both reversal methods are available for any origination channel. A confirmation is displayed, which can be printed and stored for your records.

Client Input Method	Cutoff Time (All times are ET)	
	ACH Processing	Real-time Book Transfer
Online Treasury Manager	7:30 p.m. M – F for next day settlement	9:30 p.m. M – F
Online Cash Manager	7:30 p.m. M – F for next day settlement	10:00 p.m. M – F
Managed File Transfer	7:30 p.m. M – F for next day settlement	7:30 p.m. M – F
Online Bill Presentment and Payment	6:30 p.m. M – F for next day settlement	N/A
TTAX ^{plus}	4:00 p.m. M – F, two days prior to effective date	N/A
Cash Concentration through Global Payments	5:00 p.m. M – F for next day settlement	N/A
Weekend Processing*	6:30 p.m. Sunday	N/A

We recommend you submit credit files by 10:30 a.m. ET to ensure recipients have access to funds at the opening of business on the effective date, because certain institutions may not memo-post credits at the opening of business the next day if the file is submitted after that time.

4. Describe how your bank will provide transaction verification for files the City transmits to your bank.

Please refer to the answer to question 6, below.

5. What is the lead-time for establishing a new location on an ACH/EFT transaction file, including time for pre-notification?

SunTrust is able to set up an additional ACH ID within 5-7 business days. If you choose to initiate a pre-note, please allow 3-5 business day after the pre-note is issued before you issue an actual file.

6. Describe your bank's capabilities for tracking payment and/or remittance details after it releases a transaction, including whether it assigns and provide reference numbers or other tracking numbers.

Activity Report (CAR) provides daily ACH activity for a particular account and relates to all transactions that were originated on your behalf. The top portion of the report is an ACH Activity Summary, which includes the account number, settlement date, name, and address of the account holder. The remaining portion of the report is divided into five sections, listed below, but only the sections containing data are printed.

Section I	Adjustment Activity Completed Today
Section II	Notifications of Change
Section III	Items Returned
Section IV	Adjustment Activity Affecting Settlement Today
Section V	Settlement Reconciliation for Today

ACH Activity Report provides daily activity for ACH transactions processed on a given date and reflects all transactions received on your behalf. If the transactions are accompanied by EDI information, the translated addenda information is provided on this report.

The ACH and ACH Upload services in Online Treasury Manager offer the reports described below.

ACH Report allows you to view current and historical ACH data going back 186 calendar days. The report is displayed based on your selection criteria, which can include one or all batches, date range, customer or bank trace number, activation status or approval status. Based on your inquiry, you may view summary information or detail information.

ACH Summary Report provides you information regarding batches submitted for activation through Online Treasury Manager. The information contained in the report includes bank/customer trace numbers, company, batch name, and debit or credit amount, number of entries, effective entry date, and status.

ACH Detail Report provides you detailed information about the transactions defined within the selected batch. The information contained in the report includes participant name, ID number, bank routing transit number, account number, account type, debit or credit designation, dollar amount, and status.

ACH Upload Report provides you information regarding files submitted through Online Treasury Manager using the Upload function. The information contained in the report includes file contents, processor identification, and status.

7. Describe file retention and inquiry capabilities for payment and remittance details. Is it accessible on-line? How extensive a history file does your bank maintain for ACH/EFT transactions?

SunTrust's Online Treasury Manager retains 7 years of transaction history. In addition, multiple ACH reports are available on Online Treasury Manager (OTM) for your review of ACH transactions

8. Describe your bank's system security, indicating any procedures that are required for specific transactions. Are files authenticated and encrypted, authenticated only or encrypted only? Describe the method used.

With the ACH Fraud Control service available through Online ACH Control, you have the ability to review unauthorized transactions online before they reject. If you would like to allow them to post, you can accept that transaction and set up a standing authorization to allow future transactions from those entities to post. If you want to return a transaction, you can proactively enter your reject request online.

Alternatively, if you take no action, an unauthorized transaction will automatically reject. The online service will also provide you with capabilities for dual approval in the authorization process.

You can add, modify, and delete your list of companies authorized to debit your account at any time through Online ACH Control.

Notification of incoming ACH Debits can be sent to you by email containing a password-protected PDF attachment or by fax.

9. What protection does your bank offer against the erroneous posting of ACH debits to corporate accounts?

Notification of incoming ACH Debits can be sent to you by email containing a password-protected PDF attachment or by fax. ACH Fraud Control protects your accounts from unauthorized ach debits to your account.

10. What audit controls or special audit features does your bank's system offer?

SunTrust will automatically match ACH debits presented for payment against the established list of authorized ACH Company IDs provided by your company. Items that match are processed, while unmatched items are flagged as exceptions and you are alerted by email to sign on to Online ACH Control to review and accept or reject the pending ACH debits.

You are in control of the payment authorizations and can set up, change, and delete authorizations online at any time. You may wait for a debit to be received and then quickly and easily set up a standing authorization to allow future transactions from that entity to post without review.

11. Describe alternative methods of processing ACH/EFT transactions in the event the web site system is not available.

Since SunTrust offers more than one method to process ACH files, you always have the option to submit your file either through our password encrypted MFT/OFT system or an upload or pass-through Online Treasury Manager's ACH module.

J. RETURNED ITEMS

- 1. Provide your bank's policies and procedures for processing returned items, both checks and ACH. Can all items (both checks and ACH) returned for insufficient or non-collected funds be automatically processed a second time? Describe how returned items, except credit card returns, may be charged back to various City accounts.**

Our standard process is to return all items with a copy of the advice by U.S. Mail to your company's address in our deposit account file. The advice may list multiple return items with the posted debit to your account at the individual item level.

While these are the standard processing instructions, SunTrust can tailor our return item processing to meet your needs. Optional services include:

- o Multiple advice options, including standard, summary and single item per advice
- o Duplicate advice to an alternate address, or duplicate advice with images to the default and/or alternate address
- o Delivery through your commercial courier, for which your company would provide a courier billing number

- Notification of returns and re-deposits by fax, including image of each item's front and back
- Notification by telephone
- Automatic re-presentment of all eligible items or only items over or under a specific dollar amount
- Extended data, such as maker name and return reason, on the advice or through an online report
- Store level processing with specific instructions for each location
- Option to charge returned items to an account other than the deposit account
- Options for debits at the individual returned item level, at an advice level, (up to 8 items per advice), or at the summary level (all items for the day)

You can also review returned items through Online Treasury Manager in real-time. Online decisioning allows you to approve payments back to us for processing or request that the payment be returned.

We recommend online decisioning exception review to keep payments flowing into your accounts.

ACH

Notifications of Change and return item advices are detailed in the City of Gainesville Activity Report (CAR). The report is available through the Special Reports service in Online Treasury Manager at the opening of business on the day following receipt of the transaction. It is also available in an encrypted, password-protected PDF file sent by email through SunTrust Online Courier, or by automated fax, or by mail. ACH return and NOC reporting is also available through Online Cash Manager. Please see sample CAR report below.

Customer Activity Report (CAR)

The Customer Activity Report (CAR) provides a statement of daily-originated ACH activity. This includes transaction adjustments, Notification of Change (NOC) requests, **ACH return items**, and settlement transactions.

2. **When items are returned the second time for insufficient funds, how quickly will the City be notified? Are returned checks processed and sent out on a daily basis? Is there any electronic means for receiving notification of returned checks? If so, what information is available?**

SunTrust automatically re-presents returned check items twice before returning. Our standard process is to return all items with a copy of the advice by U.S. Mail to your company's address in our deposit account file. The advice may list multiple return items with the posted debit to your account at the individual item level.

While these are the standard processing instructions, SunTrust can tailor our return item processing to meet your needs. Optional services include:

- Multiple advice options, including standard, summary and single item per advice

- Duplicate advice to an alternate address, or duplicate advice with images to the default and/or alternate address
- Delivery through your commercial courier, for which your company would provide a courier billing number
- Notification of returns and re-deposits by fax, including image of each item's front and back
- Notification by telephone
- Automatic re-presentation of all eligible items or only items over or under a specific dollar amount
- Extended data, such as maker name and return reason, on the advice or through an online report
- Store level processing with specific instructions for each location
- Option to charge returned items to an account other than the deposit account
- Options for debits at the individual returned item level, at an advice level, (up to 8 items per advice), or at the summary level (all items for the day)

You can also review returned items through Online Treasury Manager in real-time.

3. What is the effective date that returned items will be debited against the City's account?

The effective date for returned items to be debited from your account is the same as the date the item is returned to SunTrust.

K. STOP PAYMENTS

Briefly explain your bank's electronic stop payment request procedures. When will a stop payment request take effect and how long will the stop payment requests remain in effect? Will your bank provide notification to the City of stop payment requests that are expiring?

Online Treasury Manager (OTM) is the most convenient way to manage and view your account information. Using a secure sign on, you have access to manage stop payment of checks. Stop payment reports are available on OTM. Stop payments take effect the following business day.

Through OTM, you have the ability to submit an extended stop payment for up to 30 months. Stop payment reports will show the details of the stop payments entered.

L. POSITIVE PAY

Please provide a detailed discussion of your process, including:

1. The various daily deadlines for getting a file to the bank or manually entering an item on the bank's website, especially in order for checks issued to be on-line for the tellers; is there such a cutoff?

Positive Pay issue files must be submitted by 11:00pm EST for next day processing. If you need to issue a manual issue via OTM this must be submitted by 9:00pm EST for next day processing.

2. **Can more than one file be sent each day?**

Yes, multiples issue files can be submitted per day. Generally, only one issue file is submitted per day with additional manual issues set via OTM positive pay module.

3. **How would you recommend handling checks that are produced after the cut-off where employees or vendors go to a teller to cash a check?**

If you have already submitted an issue file, you have the ability to submit a “manual issue” via OTM.

M. ACCOUNT STATEMENTS

1. **In what formats (hard copy, electronic file, CD-ROM, etc.) can the City chose to receive account statements? Within how many business days of month-end can the City expect to receive its monthly account statements?**

Your paper account analysis statements will be sent by U.S. mail each month. In addition, you can request that statements be delivered to you electronically via SunTrust Online Courier available to you on the next business day after the end of the month. A CD Rom containing your statements are also available.

2. **Indicate how your bank differentiates items posted to City accounts. For example, wire transfers, ACH transactions, ZBA transfers, checks processed, deposit made.**

Priority posting order:

- o Credits related the previous night’s processing such as deposits, reversal and other transactions will be credit first
- o Then withdrawals related to previous night’s processing such as overdraft protection withdrawals or overdraft / returned item fees
- o Then Deposits and Credits
- o Finally, Bank initiated transactions such as corrections and deposited Item returns, City of Gainesville imitated withdrawals and debits such as transfers, ATM transactions, wires, point of sale transactions or check cashed at the teller window and other fees.

3. **Can the bank provide full reconciliation?**

SunTrust offers full and partial reconciliation, in addition to deposit reconciliation.

4. Can your bank provide imaging of cleared City checks, front and back? Can this be downloaded from the web site as well as be provided on CD? How long are check images available online? How long are the actual checks kept and available from the bank? At what location?

With SunTrust's **Online Treasury Manager** have the ability to pull images of checks to see front and back of each item. These items are also available to you on a CD-ROM for a more permanent storage solution. The images are available on OTM for 186 days. At SunTrust, once the checks are imaged they are destroyed.

N. ACCOUNT ANALYSIS STATEMENT/BILLING

Within how many business days after the close of the month can the City expect to receive an account analysis statement? Can the analysis statement or some other alternative be provided electronically?

Account analysis statements are mailed out to the City of Gainesville 1-3 business days after the end of the month. Analysis can also be sent to you electronically via SunTrust Online Courier and are available to you on the first business day of the month.

O. FORGED CITY CHECKS

When someone to whom the City has drawn a check asserts that such check has been forged, will your bank give the City immediate credit upon completion of all forged check affidavits and documents? How and within what time frame will your bank notify the City that the credit has been applied to its account? Given that the City will be receiving images of its checks rather than the actual check; will the City still be required to provide the bank a copy of the check?

SunTrust has extensive fraud prevention and information security programs, governed by enterprise policies designed to protect and preserve the security, confidentiality, integrity, and availability of systems and assets. Ultimately, fraud prevention is a shared responsibility between SunTrust and our clients. SunTrust provides layered detection and protection across a variety of channels and a partnership with our clients to maintain good business controls such as dual authorization for money movement, positive pay, standard verification of unusual instructions, and good network hygiene and security.

If you experience fraud, we have a fraud team in place that will help investigate the issue and provide a solution on a case-by-case basis.

P. BANKING SUPPLIES

Will the bank be able to provide banking supplies, such as signature plates, deposit slips, and manual check stock with & without MICR lines?

SunTrust will be happy to assist you with the ordering of these supplies, however the City will be charged on the account level for these supplies. SunTrust agrees to submit a \$1,000.00 credit to your analysis for the additional ordering of these supplies.

IV. INTEREST/EARNINGS CREDIT RATE

- A. Please provide your bank's interest rate for demand deposit accounts or Earnings Credit Rate for each month in calendar years 2015/2016. Are there any minimum balance requirements imposed by the bank to earn interest or the earnings credit? Will FDIC fees be charged by the Bank? Is there an adjustment for required reserves? Are there any other restrictions or limitations? Please describe other money market/liquidity investment options that your bank offers.

The historical standard ECRs on SunTrust Analyzed Business Checking accounts are listed below. ** Please see below for the current offering for the City of Gainesville

Month	\$ 250M +	\$ 100M +	\$ 25M +	> \$ 25 M
September 2015	0.20	0.20	0.20	0.20
October 2015	0.20	0.20	0.20	0.20
November 2015	0.20	0.20	0.20	0.20
December 2015	0.20	0.20	0.20	0.20
January 2016	0.20	0.20	0.20	0.20
February 2016	0.20	0.20	0.20	0.20
March 2016	0.20	0.20	0.20	0.20
April 2016	0.20	0.20	0.20	0.20
May 2016	0.20	0.20	0.20	0.20
June 2016	0.20	0.20	0.20	0.20
July 2016	0.20	0.20	0.20	0.20
Balance Equivalent for July 2016	5,903.22	5,903.22	5,903.22	5,903.22

Note: The ECR calculation has been historically based on Treasury bill rates. Due to the current low rate environment, SunTrust established floor rates to present a competitive product offering.

ECR rates fluctuate with market conditions and can change monthly. The ECR rate applied is tiered based on the average positive collected balance in the account.

The Public Funds interest rate has been .04%.

FDIC-will not apply to the City's accounts

****SunTrust is offering the City Public Funds Advantage now where the ECR will be 55bps (.55%) and interest rate of .10 on all balances not required to off-set fees. We will also lock in the earnings credit rate floor of .55% and .10% Interest paid for the same term, or subject to prevailing SunTrust Indexed rates, whichever is higher.**

V. CITY EMPLOYEE CUSTOMER SERVICE

- A. What will be the bank's policy/process for allowing City employees, without accounts with the bank, to cash their payroll checks? Discuss whether there will be a charge; will they be allowed to cash checks through the drive-in; what type of ID will be required; and any other information pertinent to this issue.

SunTrust will allow employees of the city to cash their payroll check at our branches. There will not be a charge for this service. A valid ID is always required to cash check at the branch.

- B. What kinds of account packages will be available for City employees who choose to establish accounts with the bank?

SunTrust offers a variety of account packages to fit your specific needs. Your employees will have access to financial services that helps them save time, make progress toward their financial goals, feel more confident, and secure about their financial wellbeing. Your branch manager can discuss the banking services and account packages that can be customized for your employees based on their financial needs. We look forward to the opportunity to discuss your options in detail.

VI. ADDITIONAL SERVICES

- A. During the term of the contract, the City may require technical assistance from the Bank for designing and implementing new programs, accounts structures, etc. Briefly discuss how the Bank would anticipate providing and being compensated for such services to the City.

- SunTrust looks forward to working with the City to streamline services and create efficiencies to help with your day to day operations. Upon award of the contract, SunTrust would be interested in performing a "Treasury Process Review" to determine efficiency and process improvement. The Process Review is offered to only to select clients and will provide the City a direct link and consultation with our internal product specialists. This review will be

beneficial in assessment of various payment options and procedures to support your payables and receivables strategy. We are committed to working with you to pave the path in the electrification of payments. SunTrust will offer this analysis at no cost to the City.

Additional Recommended Services

Online Check Deposit

We recommend that you use Online Check Deposit as part of your receivables strategy. Online Check Deposit allows you to conveniently scan and submit checks electronically. With a small, simple check scanner and a computer, you can deposit checks from any business location without leaving the office. This service improves your deposit efficiency and gives your employees time back in their day to perform other critical activities.

The savings and benefits of Online Check Deposit include:

- Later deposit deliveries enable you to make deposits as late as 10:30 p.m. ET allowing you to get more items into each day's deposit and potentially accelerating cash flow
- Faster collection resulting in better access to information, allowing you to easily monitor bank deposits
- Reduced risk of check fraud losses by being able to identify fraud earlier. If checks move through the banking system faster, we can notify our clients earlier of fraudulent items, allowing them to minimize their losses
- Lower transportation expenses, with the elimination of transporting checks to a branch each day and, or elimination of courier fees
- Reduced delays in depositing checks due to weather or other problems resulting from transporting paper

Enterprise Payment Processing

Enterprise Payment Processing - Combined file: ACH, Wire (domestic), and Check

We recommend that you consider implementing our Enterprise Payment Processing solution to support your payables strategy. Efficiently handling payment processing is an integral part of the cash management process, and many treasury professionals are turning to outsourcing payment processing as a way to reduce internal costs while maintaining adequate controls. One of the ways any business can gain a competitive advantage is to free up resources for revenue-generating activity. As businesses continue seeking ways to streamline processes and boost efficiency, outsourcing back-office tasks like payment processing makes more sense than ever before.

Our Enterprise Payment Processing service enables you to send data to SunTrust from your internal payment applications so that we can process your transactions, freeing up your internal

staff to perform other important duties. Your payment file can include instructions for printed checks, ACH payments, and/or wires - all in a single file. Our service also provides for delivery of remittance information to your payees.

Benefits you enjoy with SunTrust Enterprise Payment Processing (EPP) include:

Improved efficiency – Using Enterprise Payment Processing will enable you to outsource several of your manual, mundane tasks to SunTrust, freeing up your internal resources to focus on other value-added responsibilities that require their full attention. Rather than spending time printing, reviewing and inserting checks for mail, you allow us to handle these tasks for you, saving money and valuable time. From the same payables file, we can initiate your ACH transactions and wires as well as create your Positive Pay or CPR file.

Increased control – Many companies find that outsourcing provides an added level of control for managing privileged company information to which access is tightly restricted. In addition, control over the physical checks, security features of those checks and access to the processing area is improved with the use of a third-party vendor.

Heightened processing visibility – Even though you will send your payment files using one of our secure delivery options, you will have continual access to get status updates during each phase of processing. We alert you or staff members using email notification and by using our online website, you can verify that processing is being handled according to your schedule, ensuring that you are in full control throughout the processing cycle.

Simplified payment processing – We are able to accept data from you in various formats and can process checks, ACH transactions or wires that are included in a single file. You are not required to reformat data or submit separate files for checks and ACH payments, which simplify your effort and minimize the need for your internal programming team to make changes.

Managed payment evolution – By supporting a single payment stream, Enterprise Payment Processing allows your company to ease the transition from paper check processing to electronic ACH processing. Not only do we make it easy for you to make the switch by only providing one file to the bank, but also we make it convenient for your vendors as well through our ACH Vendor Enrollment program that allows for online self-enrollment.

Minimized risk – Outsourcing payment processing is one way you can reduce the risk of internal check stock theft, and therefore check fraud. In addition, as you move to electronic processing, that risk is further reduced. Through our partnership with SunGard, SunTrust offers Enterprise Payment processing which has evolved from other outsourcing capabilities since the early 1990s. With our Enterprise Payment Processing solution, you can outsource several facets of your payment processing to SunTrust. By letting us assist you, your internal staff can devote time to other important priorities while we handle your payment processing.

Our solution offers complete flexibility, and we can accept your payment file in numerous industry standard formats, or in your proprietary format. We work with you to design checks and other documents to meet your requirements. Payment files can be uploaded using our online application or through secure FTP. We process payments based on your schedule so that changes required by your staff will be minimal, if any. Our service is designed to meet your specific requirements from start to finish.

If you would like to submit an integrated file of checks, ACH payments, and /or wires, we will implement SunTrust ACH and wire services, along with implementing the Enterprise Payment Processing service. Standard ACH origination guidelines apply to clients using the integrated file processing option.

EPP can create an issue file for Positive Pay and/or Account Reconciliation services. It can also provide ACH addenda information or paper remittance attached to the check to payees on your behalf.

Once we receive your payment file, the wire transfers are sent to the SunTrust Wire system, the ACH/bulk payment transactions to the SunTrust ACH system, and the draft and check issue records to the SunTrust check processing system.

EPP requires minimal IT support from your side:

- Use whatever payables file format your ERP or TWS system generates.
- Transmit your file using secure FTP, or upload files directly to the EPP website.
- Submit files 24 hours a day, 7 days a week.

EPP also reduces your cost of maintaining check stock and cutting checks. It will help reduce mail charges by using our postal presorting and bulk discounts. EPP enables you to use our technology therefore allowing you to allocate your resources to other strategic or operational needs.

Image Cash Letter

Making deposits and establishing the best deposits and clearing relationships are essential considerations for business clients. Now that Check 21 legislation has helped to enhance efficiency, businesses are looking for ways to leverage their existing image capture infrastructure to help them expedite the delivery of checks to their bank for deposit.

Image Cash Letter is a depository service that gives businesses the opportunity to transmit images of checks to SunTrust for deposit. You capture the images of the checks using your image capture platform, then transmit those images conveniently from your office or operations center to the bank for deposit. You use the American National Standards Institute (ANSI) standard file format for transmitting your Image Cash Letter to the bank. For enhanced protection, SunTrust provides a secure connection for you to use in sending to us your Image Cash Letters.

PRICE PROPOSAL

Banking Service Activity Price Proposal

Description	Current Average Monthly Volume	Per Item Charge	Other Basis Required (if other than Per Item)
DEMAND DEPOSIT SERVICES			
FDIC EXPENSE PER 1,000	250	N/A	
FDIC EXPENSE PER 1,000	60,000	N/A	
ACCOUNT MAINTENANCE – MONTHLY	50	22.00	
CHECK RESEARCH/COPY	2	N/A	
CHECK RETURN STATEMENT	2	3.00	
DEPOSITS CREDITED	150	00 .15	
DEPOSIT CORRECTIONS	40	3.00	
ELECTRONIC CREDITS POSTED	360	00 .04	
ON US ITEMS	200	0.04	
ON US ITEMS PRE-ENCODED	3,100	.50	
CLEARINGHOUSE ITEMS	1,300	0.04	
CLEARINGHOUSE ITEMS PRE- ENCODED	17,000	0.04	
LOCAL FED/IN STATE FED ITEMS	19,000	0.04	
OUT OF STATE ITEMS	600	0.04	
OUT OF STATE ITEMS PRE-ENCODED	6,000	0.04	
DEPOSIT ITEMS REJECTED	2,000	0.30	
ITEMS PAID	1,600	0.475	
ELECTRONIC DEBITS POSTED	130	00 .04	
ZERO BALANCE SERVICES			
ZBA MASTER ACCOUNT	2	10.00	
ZBA SUB ACCOUNT	4	5.00	
RETURNED CHECK SERVICES			
RETURNED ITEMS	170	1.25	



RETURN ITEMS-REPRESENTED 250 00.75

RETURN ITEMS-SPECIAL ADDRESS 420 0.00

BRANCH/NIGHT DEPOSITORY SERVICES

BRANCH CURR ORD/STRAP 5 1.00

BRANCH COIN ORDER/ROLL 100 0.40

CASH VAULT SERVICES

CASH VLT MONTHLY MAINT 2-9 LOC 1 42.00

CASH VAULT DEPOSITS 250 1.10

CASH VLT SPECIAL HANDLING FEE 1 0.00

VLT DEPOSIT ERROR 40 3.00

VLT CURRENCY DEP FULL STRAP 60 00.45

VLT CURRENCY DEP HALF STRAP 800 .80

VLT CURRENCY DEP LOOSE BILL 50,000 00.01

VLT COIN DEPOSIT MIX BAG 85 3.00

Current Average

Per Item

Other Basis

Description

Monthly Volume

Charge

Required (if other than Per Item)

CONTROLLED DISBURSEMENT SERVICES

CONTROL DISB'T/LIST POST MAINT 2 75.00

CONTROLLED PAYMENT SERVICES

CONTROLLED PAYMENT MONTH MAINT 1 160.00

CONTROL PAYMENT CHECKS PAID 1,400 0.18

CONTROLLED PAYMENT MISMATCHES 30 5.00

CONTROL PAYMENT ISSUES-BANK CREATED 10 15.00

CPR AUTO D/T TO BANK/TRAN 15 12.00



CPR AUTO D/T TO BANK/RCRD	2,000	0.015	
CPR RETURNED ITEM	3	5.00	

ARP SERVICES

PARTIAL RECON-BASE FEE	5	45.00	
PARTIAL RECON-ITEM CHARGE	1,700	0.06	
DEPOSIT RECON-BASE FEE	1	15.00	
DEPOSIT RECON-ITEM CHARGE	200	0.055	
CHECK STORAGE – BASE FEE	1	N/A	Not available

DISBURSEMENT IMAGE SERVICES

CD-ROM PAID ITEMS CD	5	15.00	
CD ROM IMAGES PER ITEM	3,000	00.02	

ACH SERVICES

ACH MONTHLY MAINTENANCE	3	15.00	
ACH FILE TRANSMISSIONS, SELF	55	4.00	
CONSUMER PPD DEBITS ORIGINATED	11,000	00.04	
CONSUMER PPD CREDITS ORIGINATED	7,000	00.04	
CORP CREDITS ORIG CCD, CCD+CTX	200	00.04	
WEB DEBITS ORIGINATED	12,000	0.04	
ACH DELETIONS – ITEM	20	20.00	
ACH REVERSALS – ITEM	10	0.00	
ACH MAILED REPORT	2	0.00	
ACH RETURN ITEM	250	0.00	
ACH NOC ITEM	350	00.75	
ACH REVERSAL BATCH OR FILE	1	50.00	

ACH FRAUD CONTROL



AFC FRAUD CONTRL MONTHLY MAINT	5	25.00	
AFC DEBIT FILTER-BLOCK SETUP	1	25.00	
WIRE TRSF MONTHLY MAINT/ACCT	8	0.00	Shown below in wire section
ONLINE REPET WIRE OUT	10	5.00	Shown below in wire section
ONLINE NON-REP WIRE OUT	20	5.00	Shown below in wire section

Description	Current Average Monthly Volume	Per Item Charge	Other Basis Required (if other than Per Item)
WIRE TRANSFER SERVICES			
WIRE TRSF MONTHLY MAINT/ACCT	8	0.00	
ONLINE REPET WIRE OUT	10	5.00	
ONLINE NON-REP WIRE OUT	20	5.00	
W/T INTERNAL NON-REP ONLINE WIRE	1	6.00	
W/T INCOMING	5	4.00	
INTERNAL WIRE TRANSFER	1	6.00	
ONLINE TREASURY SERVICE			
INITIAL ACCT SETUP FEE	50	0.00	
INFO RPTG MAINTENANCE FEE	2	20.00	
PD SERVICE/PER MONTH	2	5.00	
PD ACCT MAINT/PER ACCT	50	5.00	
PD DETAIL/PER ITEM	5,000	00.02	
SD SERVICE/PER MONTH	1	5.00	
SD ACCT MAINT/PER ACCT	1	5.00	
SD DETAIL/PER ITEM	1,300	00.02	
SPECIAL RPT SERVICE/PER MONTH	2	5.00	
ACH-EDI REPORT/PER DAY	45	00.50	



CAR REPORT/PER DAY	25	00.50	
CPR REPORT/PER DAY	25	1.00	
STOP SERVICE/PER MONTH	2	5.00	
STOP PAYMENT/PER STOP	5	15.00	
ACH SERVICE/PER MONTH	2	5.00	
ACCT TRANSFER/PER TRANSFER	20	.25	
WIRE SERVICE/PER MONTH	2	5.00	
IMAGE ITEM RETRIEVAL/PER IMAGE	20	.50	
INVESTMENT SWEEP ACCOUNT SERVICES			
AUTOMATED INVEST SWEEP ACCT	5	150.00	
MONTHLY REPORT FEE	5	0.00	
CREDIT CARD PROCESSING SERVICES			
DISCOUNT RATE TO PROCESS C/C TRANSACTIONS			Please refer to Exhibit K for Merchant Card Processing
COST OF C/C SUPPLIES & EQUIPMENT			Please refer to Exhibit K for Merchant Card Processing
BANKING SOFTWARE SETUP CHARGES			Please refer to Exhibit K for Merchant Card Processing
MONTHLY SOFTWARE USAGE FEE			Please refer to Exhibit K for Merchant Card Processing
IMPLEMENTATION FEE			Please refer to Exhibit K for Merchant Card Processing
TRANSACTION FEE			Please refer to Exhibit K for Merchant Card Processing
LATE PAYMENT FEE			Please refer to Exhibit K for Merchant Card Processing
ANNUAL MEMBERSHIP FEE			Please refer to Exhibit K for Merchant Card Processing
CASH ADVANCE FEE			Please refer to Exhibit K for Merchant Card Processing
OTHER TRANSACTION FEES (LIST SEPARATELY)			Please refer to Exhibit K for Merchant Card Processing

Current Average

Per Item

Other Basis

Description	Monthly Volume	Charge	Required (if other than Per Item)
CUSTODIAN SERVICES			** Please refer to the complete schedule in Exhibit I.
ACCOUNT MAINTENANCE – MONTHLY	5		\$2.25 per million for safekeeping of assets on a monthly basis
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DTC/Book/Wireable Transactions			
Purchases	2		No charge if purchase/sold thru SunTrust if transacted thru an external broker, \$25.00 per item
Sales	2		Same as purchases
Principal Paydowns	2		N/A
MONTHLY INTEREST PAYMENTS RECEIVED	1		\$5.00 per item
SECURITY Safekeeping	12		\$2.00 per security held per month
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ARMORED CAR SERVICES(IF AVAILABLE)			
PER LOCATION PICKUP FEE	65 Pickups	N/A	