

# Appendix A

## YEAR 2000 QUESTIONNAIRE

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FOR CUSTOMERS OF \_\_\_\_\_ BANK

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Relationship Manager: \_\_\_\_\_

Please complete the questionnaire based on responses from the customer. If necessary, comment in the space provided or attach additional information to this form. Any "No" answers require appropriate follow-up with the customer on a periodic basis. Please retain a copy of this form in the credit file.

	Yes	No	N/A
1. Has the company developed a comprehensive plan for Year 2000 compliance?			
2. Is someone in the company specifically responsible for managing the Year 2000 plan?			
3. Has senior management and the board of directors reviewed and approved the plan?			
4. Has the company completely inventoried its software, hardware, and telecommunications?			
5. Has the company identified all equipment with date-sensitive operating controls such as elevators, HVAC, security systems, manufacturing equipment, etc.?			
6. Has the company verified that vendor-supplied systems will be Year 2000 compliant?			
7. Has the company verified Year 2000 compliance of outside data-processing companies and established a testing time frame?			
8. Has the company budgeted sufficient resources (both financial and personnel) to accomplish its Year 2000 mission?			

9. Has the plan been reviewed by the company's outside auditors?			
10. Does the company's plan call for remediation and preliminary testing of critical systems to be largely completed by 12/31/98?			
11. Will the company have contingency plans for mission critical systems in place by 12/31/98?			
12. Does the company have any ongoing or long-term contracts that could subject it to liability if it failed to perform as a result of Year 2000 compliance failure?			
13. Has the company discussed potential legal ramifications or expenses with its attorney?			
14. Has the company discussed potential losses from Year 2000 problems with insurers to determine coverage of any losses?			

Comments:

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