

NCS Combined Statistics

| Monthly Information | | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 |
|---------------------------------------|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Cash Benefit Issuance | Number of Cash Case Months | 955,803 | 498,661 | 391,791 | 410,943 | 447,731 | 384,816 | 399,343 | 380,101 |
| | Number of Cash Benefits Issued (# Deposits) | 1,497,539 | 971,542 | 835,175 | 866,300 | 904,373 | 842,103 | 849,730 | 825,970 |
| | Total \$ in Cash Benefits Issued (Transacted) | 134,094,710 | 122,968,766 | 114,975,781 | 124,270,458 | 117,958,213 | 120,843,860 | 116,978,480 | 115,448,928 |
| SNAP Benefit Issuance | # of SNAP Case Months | 2,377,902 | 2,382,092 | 2,390,120 | 2,431,226 | 2,426,491 | 2,433,109 | 2,454,120 | 2,452,874 |
| | # of SNAP Benefits Issued (# Deposits) | 2,439,817 | 2,432,708 | 2,434,015 | 2,549,590 | 2,482,968 | 2,484,659 | 2,534,448 | 2,507,219 |
| | Total \$ in SNAP Benefits Issued (Transacted) | 651,850,728 | 647,748,315 | 628,158,487 | 671,826,073 | 651,435,887 | 656,260,245 | 652,761,182 | 659,935,442 |
| Card Issuance | Total Cards Issued (incl.MA only NYS specific) | 229,443 | 228,477 | 211,871 | 263,347 | 228,720 | 235,170 | 241,019 | 224,393 |
| Client Calls | Total # of Calls | 11,533,365 | 10,780,574 | 8,436,571 | 9,193,743 | 9,394,184 | 9,855,330 | 9,641,356 | 10,530,761 |
| | Total # to ARU | 11,364,225 | 10,602,684 | 8,312,049 | 9,058,638 | 9,251,332 | 9,712,707 | 9,502,733 | 10,378,561 |
| | Total # to Helpdesk | 203,119 | 210,815 | 153,874 | 166,101 | 177,144 | 180,045 | 177,989 | 188,540 |
| | Total # ARU Single Call PIN's | 99,749 | 97,082 | 83,039 | 93,429 | 92,812 | 98,290 | 93,981 | 97,945 |
| Cardholder Customer Service | Balance Inquiry | 73,016 | 75,411 | 57,354 | 67,124 | 67,100 | 72,639 | 71,364 | 72,553 |
| | Transaction Inquiry | 15,804 | 15,658 | 11,929 | 15,114 | 14,658 | 15,968 | 15,645 | 14,896 |
| | Card Status | 20,804 | 18,217 | 17,881 | 20,451 | 19,189 | 19,883 | 21,577 | 20,251 |
| | Benefit Availability | 28,203 | 36,200 | 19,729 | 24,558 | 19,736 | 17,147 | 23,226 | 32,709 |
| | No Voice/No Answer | 21,271 | 21,898 | 15,282 | 19,908 | 18,717 | 23,373 | 23,784 | 23,516 |
| | NYC Message ARU (NYS specific) | 6,102 | 5,470 | 5,409 | 6,090 | 5,973 | 6,297 | 5,617 | 5,683 |
| WEB Portal | Total Portal Users | 155,558 | 158,259 | 114,154 | 138,843 | 134,846 | 135,919 | 125,491 | 125,030 |
| | PIN Selection | 5,884 | 4,599 | 5,189 | 5,583 | 5,193 | 5,069 | 5,267 | 5,293 |
| Merchant Calls | Total # to ARU | 12,300 | 9,793 | 9,800 | 10,746 | 10,858 | 13,743 | 11,224 | 11,349 |
| | Total # to Helpdesk | 3,859 | 3,679 | 3,759 | 3,994 | 3,918 | 3,636 | 3,691 | 4,219 |
| Merchant Manual Authorizations | Merchant Authorization Calls | 25,881 | 23,979 | 24,466 | 26,199 | 25,745 | 26,905 | 26,783 | 24,337 |
| | Total # to ARU | 23,705 | 22,386 | 22,600 | 24,225 | 23,432 | 24,571 | 24,521 | 22,563 |
| | Total # to Helpdesk | 901 | 771 | 832 | 866 | 1,247 | 1,346 | 990 | 766 |
| Transaction Statistics | # of Transactions (Cash and FS) | 26,725,691 | 25,323,513 | 24,152,969 | 27,562,044 | 26,762,166 | 28,184,778 | 28,219,340 | 28,721,965 |
| | # of Transactions Over 2 Free | 166,391 | 154,115 | 139,222 | 176,064 | 156,580 | 156,641 | 155,263 | 156,726 |
| | # of Transactions Over 4 Free | 6,758 | 7,910 | 5,917 | 7,757 | 6,970 | 8,504 | 10,937 | 9,779 |
| | # of Balance Inquiries (POS & ATM) | 1,051,547 | 941,202 | 835,457 | 931,406 | 922,534 | 972,019 | 940,079 | 967,237 |
| | # of Reversed/Cancelled Trans. (POS & ATM) | 721,454 | 678,981 | 645,023 | 737,311 | 715,788 | 786,030 | 741,390 | 798,514 |
| Direct Deposit | Number of Direct Deposits | - | - | - | - | - | - | - | - |
| | Total \$ Deposited via Direct Deposit | - | - | - | - | - | - | - | - |

Static Information

| Static Information | | Key |
|----------------------------------|--|--|
| Benefit Cycles | Number of Cash Benefit Cycles Per Month | 11 *Case Months - Number of Cash/SNAP cases invoiced by the contractor. |
| | Number of SNAP Benefit Cycles Per Month | 6 *Number of Cash/SNAP Benefits Issued - Total # of Cash/SNAP benefits deposited to cases each month. |
| Merchants (Nov. 2011) | Number of FNS Authorized Merchants | 26,369 *Amount of Cash/SNAP Benefits Issued - Total dollar amount of benefits transacted by recipients. |
| | Number of EBT Only Merchants | 3,703 *Card Issuance - Total # of cards created and issued to a person or case. Medicaid cards are included for NYS only. |
| | Number of Commercial Connection (TPP and Direct Connect) Merchants | 20,051 *Client Calls - Combined total number of calls received in the Automated Response Unit (ARU), or referred to Customer Helpdesk, then breakdown of . |
| Devices/Users (Nov. 2011) | Number of EBT Only Terminals | 3,333 *ARU Single Call PIN's - Personal Identification Numbers (PIN's) set through ARU |
| | Number of ATM Locations (Represents " Surcharge Free" Cash Access ATM's) | 9,092 *Cardholder Customer Service - Number of inquiry calls on balances, last transactiona, card status, or benefit availability, no voice/no answer (hang up |
| | Number of PIN Selection Terminals | 309 *WEB Portal Users – Number of inquiries for balances, transactions, card status, or benefit availability via Internet. |
| | Number of PIN Terminal Users | 564 *WEB Portal PIN Selection – Number of Personal Identification Number selections via Internet. |
| | Number of Administrative Terminal Users | 1,717 *Merchant Calls- Number of general inquiry or miscellaneous calls received on the Merchant ARU system or Merchant Helpdesk. |
| | | *Merchant Manual Authorization Calls - Compbined total # of Manual Authorization calls received in the ARU or referred to the Merchant Helpdesk, t |

All statistical and fiscal information contained in this RFP, including any addenda or attachments, reflects data and records available to the NCS at the time they were prepared. The NCS does not warrant the accuracy of any such information.

*Number of Transactions - Total number of SNAP and Cash debit transactions.

*Transactions Over 2/4 Free - The number of ATM transactions in a month over the State's free transactions.

*Balance Inquiries at Point of Sale (POS) device or at Automated Teller Machine (ATM).

*Reversed/Cancelled Transactions - The number of transactions that are rejected due to insufficient funds, invalid PINs, invalid cards etc.

*Number of Direct Deposits - The number of deposit transactions done through a direct electronic deposit.

*Total \$ Deposited via Direct Deposit - Total amount of benefits deposited via direct deposit.

*Number of Cash Benefit/SNAP Benefit Cycles - The number of cycles each State uses to issue benefits in a month. Not to be confused with staggered

*Number of FNS Authorized Merchants - Total merchants that are authorized to accept SNAP benefits.

*EBT-Only Merchants - Count of merchants that use government issued terminals.

*Commercial Connection Merchants - Count of merchants (not locations) that utilize Third Party Processors (TPP) or connect directly for transaction p

*NA - Not applicable, *not available= specific breakdown of data not accessible

| Aug-11 | Sep-11 | Oct-11 | Nov-11 | Total | Average Monthly Workload |
|-------------|-------------|-------------|-------------|-----------------|--------------------------|
| 381,185 | 379,812 | 380,946 | 666,462 | 5,677,594 | 473,133 |
| 845,732 | 865,440 | 850,165 | 1,076,591 | 11,230,660 | 935,888 |
| 116,536,150 | 124,172,512 | 116,981,487 | 116,413,389 | \$1,441,642,735 | \$120,136,895 |
| 2,459,921 | 2,497,652 | 2,480,721 | 2,095,544 | 28,881,772 | 2,406,814 |
| 2,518,223 | 2,811,560 | 2,679,633 | 2,797,399 | 30,672,239 | 2,556,020 |
| 662,074,038 | 686,764,379 | 699,485,045 | 690,438,413 | \$7,958,738,233 | \$663,228,186 |
| 242,216 | 222,718 | 207,161 | 194,633 | 2,729,168 | 227,431 |
| 10,117,339 | 11,148,330 | 11,374,363 | 11,204,754 | 123,210,670 | 10,267,556 |
| 9,969,823 | 10,982,099 | 11,218,913 | 11,052,798 | 121,406,562 | 10,117,214 |
| 189,506 | 202,772 | 198,630 | 196,687 | 2,245,222 | 187,102 |
| 98,292 | 106,359 | 107,394 | 100,007 | 1,168,379 | 97,365 |
| 77,085 | 80,431 | 76,684 | 77,605 | 868,366 | 72,364 |
| 16,828 | 16,797 | 16,700 | 15,402 | 185,399 | 15,450 |
| 22,435 | 23,944 | 22,949 | 21,413 | 248,994 | 20,750 |
| 32,401 | 39,298 | 42,536 | 40,915 | 356,658 | 29,722 |
| 28,233 | 28,814 | 27,921 | 34,064 | 286,781 | 23,898 |
| 5,191 | 5,606 | 5,886 | 5,254 | 68,578 | 5,715 |
| 107,698 | 122,355 | 37,216 | 132,910 | 1,488,279 | 124,023 |
| 5,756 | 5,811 | 5,708 | 5,755 | 65,107 | 5,426 |
| 11,880 | 11,500 | 13,277 | 9,026 | 135,496 | 11,291 |
| 4,378 | 4,443 | 4,663 | 3,340 | 47,579 | 3,965 |
| 26,541 | 29,498 | 31,200 | 26,686 | 318,220 | 26,518 |
| 24,401 | 26,791 | 28,399 | 24,574 | 292,168 | 24,347 |
| 755 | 623 | 712 | 630 | 10,439 | 870 |
| 28,290,755 | 28,451,038 | 28,751,208 | 28,476,442 | 329,621,909 | 27,468,492 |
| 158,695 | 168,181 | 156,849 | 154,396 | 1,899,123 | 158,260 |
| 10,604 | 7,983 | 9,069 | 6,961 | 99,149 | 8,262 |
| 960,992 | 986,966 | 981,488 | 977,295 | 11,468,222 | 955,685 |
| 781,551 | 796,721 | 808,655 | 785,548 | 8,996,966 | 749,747 |
| - | - | - | - | 0 | 0 |
| - | - | - | - | 0 | 0 |

ARU only and Helpdesk only.

p), and specific to NYS only, NYC Messages on ARU.

hen breakdown of ARU only and Helpdesk only calls relating to manual authorizations.

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