

Master and End-Client Accounts		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Total Number of Master Accounts	1	1	2	2	
	Total Number of End-Client Accounts	2,750	3,000	3,200	3,500	

Authentication Devices		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Total Number of Active User IDs	2	2	4	4	
	Number of Active IDs Using Authentication Devices	0	0	0	1	
	<b>Authentication Devices Adoption Percentage</b>	0.00%	0.00%	0.00%	25.00%	60.08%

Alerts and Status		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Viewed Alerts in time period?	Y	Y	Y	Y	
	Viewed Status detail in time period?	N	N	N	N	

Online Account Open		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Total Number of Eligible Accounts Opened	20	20	30	40	
	Number Opened Online	4	4	7	10	
	<b>Online Adoption Percentage</b>	20.00%	20.00%	23.33%	25.00%	30.84%

Cashiering		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Total Number of Client Accounts with Withdrawal Power of Financial Advisor (WPFA)	2,200	2,310	2,850	3,000	
	<b>Percentage of Client Accounts with Withdrawal Power of Financial Advisor (WPFA)</b>	80.00%	77.00%	89.06%	85.71%	84.77%
Cash Journal Requests	Total Number Investment Advisor Initiated Requests	33	37	41	45	
	Number Requested Online	17	19	21	20	
	<b>Online Adoption Percentage</b>	51.52%	51.35%	51.22%	44.44%	49.01%
Check Requests	Total Number Investment Advisor Initiated Requests	50	55	61	68	
	Number Requested Online	14	17	20	23	
	<b>Online Adoption Percentage</b>	28.00%	30.91%	32.79%	33.82%	44.82%
Money Link Requests	Total Number Investment Advisor Initiated Requests	99	110	122	135	
	Number Requested Online	83	92	102	113	
	<b>Online Adoption Percentage</b>	83.84%	83.64%	83.61%	83.70%	88.84%
Wire Requests	Total Number Investment Advisor Initiated Requests	0	1	8	9	
	Number Requested Online	0	0	2	1	
	<b>Online Adoption Percentage</b>	0.00%	0.00%	25.00%	11.11%	28.02%
Total Requests	Total Number Investment Advisor Initiated Requests	182	203	232	257	
	Number Requested Online	114	128	145	157	
	<b>Online Adoption Percentage</b>	62.64%	63.05%	62.50%	61.09%	56.19%

Trading		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
Trade Types	Total Number Executed Trades Initiated by Investment Advisor	700	735	772	811	
	Total Number Executed through Online Channels	658	695	737	775	
	Online Adoption Percentage	94.00%	94.56%	95.47%	95.56%	94.79%
Equities	Total Number Executed Trades Initiated by Investment Advisor	200	210	221	232	
	Total Number Executed through Online Channels	188	198	211	222	
	Online Adoption Percentage	94.00%	94.29%	95.48%	95.69%	97.96%
Exchange Traded Funds	Total Number Executed Trades Initiated by Investment Advisor	150	158	166	174	
	Total Number Executed through Online Channels	75	80	85	90	
	Online Adoption Percentage	50.00%	50.63%	51.20%	51.72%	55.28%
Fixed Income	Total Number Executed Trades Initiated by Investment Advisor	500	525	551	579	
	Total Number Executed through Online Channels	470	496	526	553	
	Online Adoption Percentage	0.00%	94.48%	95.46%	95.51%	98.52%
Mutual Funds	Total Number Executed Trades Initiated by Investment Advisor	1,550	1,628	1,710	1,796	
	Total Number Executed through Online Channels	1,391	1,496	1,559	1,640	
	Online Adoption Percentage	89.74%	90.23%	91.17%	91.31%	95.90%
Total Trades	Total Number Executed Trades Initiated by Investment Advisor	40	42	44	46	
	Total Number Executed through Online Channels	10	12	22	40	
	Online Adoption Percentage	25.00%	28.57%	50.00%	86.96%	68.55%
Allocations	Total Number Executed Trades Initiated by Investment Advisor	10	11	12	13	
	Total Number Executed through Online Channels	0	0	1	5	
	Online Adoption Percentage	0.00%	0.00%	8.33%	38.46%	7.40%
Prime Broker	Total Number Executed Trades Initiated by Investment Advisor	10	11	12	13	
	Total Number Executed through Online Channels	0	0	1	5	
	Online Adoption Percentage	0.00%	0.00%	8.33%	38.46%	7.40%
Trade Away	Total Number Executed Trades Initiated by Investment Advisor	10	11	12	13	
	Total Number Executed through Online Channels	0	0	1	5	
	Online Adoption Percentage	0.00%	0.00%	8.33%	38.46%	7.40%

eStatements		Investment Advisor Data				Benchmark Average
		Q4 2008	Q1 2009	Q2 2009	Q3 2009	Q3 2009
	Number Receiving eStatements	600	625	750	800	
	Percentage Receiving eStatements	21.82%	20.83%	23.44%	22.86%	24.14%
eConfirms						
	Total Number of Client Accounts Receiving eConfirms	715	885	928	1,022	
	eConfirms Adoption Percentage	26.00%	29.50%	29.00%	29.20%	30.18%