

Q. Please provide the variety of bill payment options available to customers and the number of customers who have chosen each option.

A. The following table lists the various payment options available and the number of customers who have availed of each option as of September 30, 2002:

Methods of Bill Payment Number of Payments							
	Mail	Walk-in/ Bank	Electronic ¹	PAP ²	Cashiers	Gov't Asst. ³	Total
Number	365,506	304,228	572,042	151,117	343,122	69,146	1,805,161
%	20.2%	16.9%	31.7%	8.4%	19.0%	3.8%	100.0%

Notes:

¹ Electronic includes automated teller machine (ATM), telephone banking, and Internet banking.

² Pre-authorized Payment Plan

³ Gov't Assistance refers to Human Resources & Employment payments for clients.