

# Ombudsman for Banking Services and Investments

Year Ended October 31

	2013 Budgeted	2012 Audited	2011 Audited	2010 Audited	2009 Audited
<b>Revenue</b>					
Participating Firm Fees	\$ 7,849,566	\$ 7,800,221	\$ 8,599,862	\$ 7,668,402	\$ 5,524,779
Other				\$ -	\$ -
Interest Income		\$ 11,797	\$ 12,787	\$ 6,015	\$ 12,937
	<u>\$ 7,849,566</u>	<u>\$ 7,812,018</u>	<u>\$ 8,612,649</u>	<u>\$ 7,674,417</u>	<u>\$ 5,537,716</u>
<b>Expenses</b>					
Personnel	\$6,111,966	\$5,792,229	\$5,830,726	\$5,357,004	\$4,850,314
Directors' Fees and Expenses	\$420,550	\$844,271	\$384,734	\$306,806	\$364,266
Rent and Operating Costs	\$350,000	\$313,372	\$305,169	\$301,364	\$309,028
Marketing and Membership	\$201,400	\$136,940	\$171,414	\$111,448	\$138,316
Supplies, Services and Travel	\$140,900	\$119,828	\$128,442	\$126,422	\$127,157
Telephone	\$83,000	\$85,004	\$88,555	\$108,413	\$103,390
Information Technology & Support	\$127,000	\$117,727	\$122,829	\$112,197	\$112,703
Corporate Administrative	\$119,000	\$115,806	\$88,065	\$83,361	\$85,659
Legal Fees	\$142,250	\$155,059	\$175,486	\$137,155	\$138,716
Insurance	\$14,500	\$11,891	\$11,896	\$18,479	\$18,419
Audit Fees	\$28,000	\$26,725	\$25,425	\$22,600	\$18,850
Consultant Fees	\$16,000	\$23,424	\$29,115	\$28,844	\$88,099
Other	\$5,000	-\$10,273 *	\$33,005	\$50,569	\$8,393
Amortization		\$79,967	\$88,017	\$83,212	\$68,603
	<u>\$7,759,566</u>	<u>\$7,811,970</u>	<u>\$7,482,878</u>	<u>\$6,847,874</u>	<u>\$6,431,913</u>
One-Time Projects	\$0	\$0	\$932,312	\$487,872	\$0
Total Expenses	<u>\$7,759,566</u>	<u>\$7,811,970</u>	<u>\$8,415,190</u>	<u>\$7,335,746</u>	<u>\$6,431,913</u>
<b>Excess of Revenue over Expenses</b>		\$48	\$197,459	\$338,671	-\$894,197

\* Accounts receivable (participating firm fees) previously written off that were collected