

RELATIONSHIP MANAGEMENT POLICY

Purpose

To outline the policy as it pertains to the efficient and effective management of the University's financial institution relationships.

General Guidelines

- The Office of the Treasurer will serve as the first point of contact for all financial institutions. University units and their staffs should not deal directly with any financial institution regarding University accounts.

- The suitability of utilizing a financial institution's services is to be assessed by the Office of the Treasurer. The selection criteria will include, but is not limited to: knowledge of higher education, quality of customer service, pricing, financial strength, ability to meet future needs.

- The University Treasurer shall maintain efficient operations of the University's relationships to achieve the following objectives:
 - Access to credit and non-credit services
 - Management of costs and quality
 - Monitoring risks
 - Developing a partnership approach

- The Treasurer's Office is responsible for developing a methodology for ongoing evaluation and performance measurement of service providers.

- Departments or divisions within the University will not be allowed to utilize the University's financial account information without prior approval from the Associate Treasurer. The requesting department or division will be required to submit a 'Request for Authorization to Use the University's Bank Account Information' form to the Office of the Treasurer.