

**Table 1.11**  
**Fees and other income, and operating expenses, the five banking groups, 2013 to 2015**

	Amounts			Distribution			Changes compared with previous year	
	2013	2014	2015	2013	2014	2015	2014	2015
	(NIS million, at current prices)			(Percent)			(Percent)	
<b>.1 Fees and other income</b>								
<b>Income from banking services</b>								
Account management fees	2,997	2,957	2,846	19.7	19.5	18.1	-1.3	-3.8
Credit cards	3,689	3,808	3,928	24.2	25.1	25.0	3.2	3.2
Credit services and contracts	1,224	582	618	8.0	3.8	3.9	-52.5	6.2
Foreign trade activity and special services	383	392	387	2.5	2.6	2.5	2.3	-1.3
Other fees <sup>a</sup>	1,482	1,526	1,592	9.7	10.1	10.1	3.0	4.3
<b>Total income from services</b>	<b>9,775</b>	<b>9,265</b>	<b>9,371</b>	<b>64.2</b>	<b>61.1</b>	<b>59.7</b>	<b>-5.2</b>	<b>1.1</b>
<b>Income from capital market activity</b>								
From securities activity	2,677	2,888	2,736	17.6	19.0	17.4	7.9	-5.3
Financial products <sup>b</sup> distribution fees	779	893	916	5.1	5.9	5.8	14.6	2.6
Management, operational and trust fees for institutional investors	250	238	236	1.6	1.6	1.5	-4.8	-0.8
<b>Total income from capital market activity</b>	<b>3,706</b>	<b>4,019</b>	<b>3,888</b>	<b>24.4</b>	<b>26.5</b>	<b>24.8</b>	<b>8.4</b>	<b>-3.3</b>
<b>Fees from financing transactions</b>	<b>1,402</b>	<b>1,446</b>	<b>1,535</b>	<b>9.2</b>	<b>9.5</b>	<b>9.8</b>	<b>3.1</b>	<b>6.2</b>
<b>Other income<sup>c</sup></b>	<b>335</b>	<b>434</b>	<b>908</b>	<b>2.2</b>	<b>2.9</b>	<b>5.8</b>	<b>29.6</b>	<b>109.2</b>
<b>Total fees and other income</b>	<b>15,218</b>	<b>15,164</b>	<b>15,702</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>-0.4</b>	<b>3.5</b>
<b>.2 Operating expenses</b>								
Salaries and related expenses <sup>d</sup>	17,699	18,226	17,351	59.8	58.9	59.2	3.0	-4.8
<i>Of which:</i> Salaries	11,345	10,913	11,412	38.3	35.3	39.0	-3.8	4.6
Maintenance and depreciation of premises and equipment	5,675	5,514	5,535	19.2	17.8	18.9	-2.8	0.4
Amortization and write-down of intangible assets and goodwill	245	209	143	0.8	0.7	0.5	-14.7	-31.6
Other expenses	5,987	6,970	6,258	20.2	22.5	21.4	16.4	-10.2
<i>Of which:</i> Marketing and advertising	937	914	921	3.2	3.0	3.1	-2.5	0.8
Computer expenses	876	885	949	3.0	2.9	3.2	1.0	7.2
Communications	642	630	653	2.2	2.0	2.2	-1.9	3.7
Insurance	116	115	106	0.4	0.4	0.4	-0.9	-7.8
Office expenses	301	302	287	1.0	1.0	1.0	0.3	-5.0
Professional services	764	805	968	2.6	2.6	3.3	5.4	20.2
<b>Total operating expenses</b>	<b>29,606</b>	<b>30,919</b>	<b>29,287</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>4.4</b>	<b>-5.3</b>

<sup>a</sup> Includes mainly margin and collection fees on credit from the Finance Ministry, conversion and other differentials.

<sup>b</sup> As part of the Bachar Reform, the banks began to charge a "distribution fee". The ceiling on the distribution fee with respect to mutual funds amounts to 0.25 percent of assets in funds that invest mainly in low risk short-term investments, 0.80 percent of assets in equity funds, and 0.40 percent of assets in other funds. The ceiling with respect to provident funds and pension funds amounts to 0.25 percent of the assets in a fund.

<sup>c</sup> Includes profit from the realization of assets received in respect of the discharge of credit, management fees from related companies and other income.

<sup>d</sup> Includes payroll tax, severance pay, benefits, pension and national insurance.

SOURCE: Based on published financial statements.