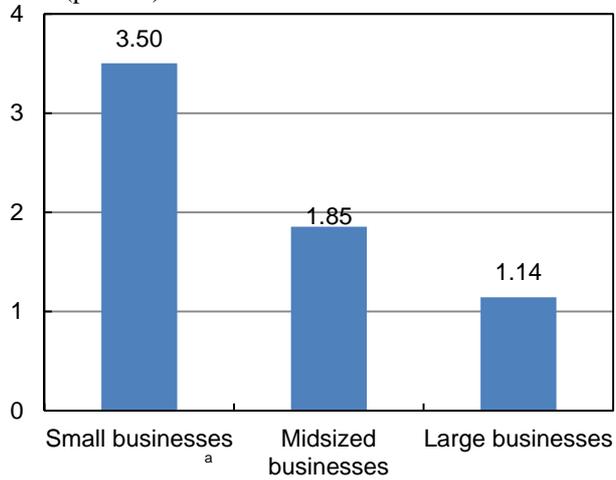


Supporting the business activity of the small business sector involves high operating costs.

**Figure 7**  
**Average Cost (Operating Cost Relative to Average Balance of Assets and Liabilities) in the Business Segments, the Five Banking Groups, 2017 (percent)**



<sup>a</sup> Includes micro businesses.

SOURCE: Based on published financial statements.