

**FORM FDIC 6800/09, ASSUMING INSTITUTION (AI) POST CLOSING  
(7-10 DAY) SERVICE eSURVEY**

**Open-ended Examples After Each Section:**

Your comments and suggestions are valuable to us and will help us improve our future bank closing processes. Based on the survey questions, do you have any positive or constructive feedback? We would especially like to hear from you if you rated us a “Disagree” or lower.

**Attributes/Demographics (Beginning of Survey): **OPTIONAL****

- Your Name:
- Position/Level (Officer/Executive/Senior Manager/Manager/Supervisor/Other):
- Direct Telephone Number:
- Your Company Email Address:
- Involved in a Prior Bank Assumption? (Y/N):

**Email Invite Example:**

At the FDIC our primary service goal is to ensure our bank closing processes are satisfactory and complete. For those reasons, we ask that you take a few minutes to complete a survey and provide us with your candid feedback on how well we assisted you.

*Please “click” on the link below to complete our survey.*

*[Survey Link]*

Thank you in advance for taking the time to complete the survey. We appreciate your feedback and will incorporate it in future transactions.

Sincerely,

Federal Deposit Insurance Corporation

**ASSUMING INSTITUTION (AI) POST CLOSING (7-10 DAY) SERVICE eSURVEY**

**INSTRUCTIONS:** Please use this form to evaluate our services and forward the completed survey to AIHotline@fdic.gov.

SURVEY QUESTIONS	STRONGLY AGREE 5	AGREE 4	NEITHER AGREE OR DISAGREE 3	DISAGREE 2	STRONGLY DISAGREE 1	DON'T KNOW (X)
<b>Customer Service</b>						
1. Based on my experience, customer satisfaction is a top priority for the FDIC.						
2. I received courteous and professional service.						
3. My phone calls and emails are answered in a timely manner.						
4. I received excellent, high quality service.						
5. Representatives have been realistic and honest with me.						
6. Representatives have been courteous and professional.						
7. My questions are accurately answered.						
8. When I need to talk to someone, I have the contact information I need.						
9. FDIC representatives carefully listen to me.						
10. Representatives are knowledgeable and offer valuable suggestions and input.						
<b>Reliability</b>						
1. Representatives do accurate and reliable work.						
2. Representatives follow-through on requests in a timely fashion.						
3. The Closing Team takes my feedback seriously and is flexible.						
4. The Closing Team is knowledgeable about both internal and external factors.						
<b>Quality/Relationship</b>						
1. Managers/coordinators treat me in a professional and courteous manner, even when we disagree.						
2. Representatives will "go the extra mile" to ensure my concerns are met.						
3. I am satisfied with the level of competence and expertise of the employees I deal with.						
4. Representatives under promise and over deliver.						
<b>Overall</b>						
1. I am very satisfied with the quality of service.						
2. Representatives follow-through and ask for my feedback.						
3. The process for making service requests is logical and easy to understand.						
4. I experienced an effective and efficient closing process.						
<b>Please check the applicable box for questions 5 and 6.</b>					<b>YES</b>	<b>NO</b>
5. Did you receive the Acquiring Institution Hotline contact telephone number?						
6. Did you need to utilize the Acquiring Institution Hotline contact telephone number?						

**BURDEN STATEMENT**

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to, the Public Reporting Act Clearance Officer, Legal Division, FDIC, 550 17<sup>th</sup> St. NW, Washington, D.C. 20429 and to the Office of Management and Budget Paperwork Reduction Project (3064-0143), Washington, D.C. 20503.