

OMB Supporting Statement
FDIC Closing Institutions Inquirers' Customer Satisfaction Program

Purpose: To develop a “Customer Satisfaction Program” in the FDIC’s Division of Resolution and Receiverships that will allow FDIC the ability to measure the successfulness of an electronic ticketing process. Customers of the closing institutions who submit inquiries that cannot be readily answered from the prepared Q&As will have the opportunity to get their questions submitted electronically and ticketed with the FDIC. Then, customers will have the opportunity to respond about their customer service experience in the enclosed survey. It is a voluntary, anonymous survey, only asking whether the respondent is an employee, customer, investor or the bank, or a member of the media. The survey is intended to provide an avenue for constructive feedback, including complaints or compliments to the FDIC following their closing of their financial institution.

The purpose of the program’s development is two-fold. First, to remedy any valid situations brought to the attention of the FDIC that may pose financial, logistical, reputational risk or other problems for the customers, employees, or investors of the closing institutions. Secondly, to examine FDIC policies, procedures and practices that may be improved or strengthened as a result of direct feedback and suggestions from closing institution respondents. The end result is a focus upon developing efficient closing operations, communications and procedures that result in a high degree of customer satisfaction based upon a transparent, seamless, and fair closing process.

Closing Institution Inquirers' Customer Satisfaction Program Procedures:

The closing institutions may field inquiries from employees, customers, investors, or the media. Many questions can be readily answered by FDIC personnel or contractors manning the Call Center, based on the Q&As prepared for the closing. However, some inquiries may not be readily answerable and will be ticketed for follow up. For these inquiries that are ticketed, customers will either receive a link to the survey along with the response to their inquiry or a follow-up email that will be sent to the respondents only.

The short survey will measure the degree of customer satisfaction and gather any positive or negative feedback, which may prove beneficial to FDIC. Filling out the short survey will be strictly voluntary and should take no more than 5 minutes to complete. All feedback will be categorized and any valid issues will be resolved through the appropriate program area in Dallas, Irvine, Jacksonville or Washington DC. Comments and follow up task results will be provided to the DRR Senior Executive Management team on a regular basis and directly to the closing team on the weekend of the event. This survey will begin April 30, 2010.

Burden Estimates:

Follow-up Survey:

Estimated number of respondents: 500-1000
Estimated Response time: 5 minutes
Estimated burden: 84 hours (rounded up from 83.3)

Total estimated Burden: 84 hours