

**SUPPORTING STATEMENT FOR  
ANNUAL THRIFT SATISFACTION SURVEY  
OMB Control No. 1550-0087**

A. JUSTIFICATION

1. Circumstances and Need

The Office of Thrift Supervision (“OTS”) is responsible for the examination, safe and sound operation, and regulation of savings associations, in accordance with the Home Owners' Loan Act, 12 U.S.C. 1463, et seq. OTS uses annual thrift satisfaction survey to evaluate the effectiveness of all the services it provides to thrifts.

2. Use of Information Collected

The annual thrift satisfaction survey:

- (1) seeks information on overall agency performance, rather than only on issues concerning an examination by OTS.
- (2) is returned to OTS in a secure email.
- (3) is sent to all thrifts annually, rather than after an examination (which could be more frequently than annually or as infrequently as once every 18 months).

OTS will use the results of the survey to improve the services provided to thrifts.

3. Use of Technology

The survey does not involve manipulation of a significant amount of data. To maintain security, the use of e-mail is encouraged. Therefore, the use of automated, electronic, other technological collection techniques, or other forms of information technology is appropriate.

4. Efforts to Identify Duplication

This information collection is not duplicative within the meaning of the PRA and OMB regulations. Information that is similar to or that corresponds to information that could serve OTS's purpose and need in this information collection is not being collected by any other means or for any other purpose; nor is this information otherwise available in the detail necessary to satisfy the purpose and need for which this collection of information is undertaken.

5. Minimizing the Burden on Small Firms

The information collection does not differentiate information requirements on the basis of an association's size because the Act is applicable to all financial institutions. Nonetheless, the

information collection does not have a significant impact on a substantial number of small businesses.

6. Consequences of Less Frequent Collection

Conducting the survey less frequently than annually would not allow OTS to respond to problems or concerns promptly.

7. Special Circumstances Necessitating Collection Inconsistent with 5 C.F.R. Part 1320

The information collection is conducted in a manner consistent with the guidelines set forth in 5 CFR 1320.5(d)(2).

8. Consultation with Persons Outside OTS

OTS's notice soliciting comment on the information collection was published in the Federal Register on July 30, 2008 73 FR 147. The agency received no comments.

9. Payment of Respondents

OTS does not provide any payment or gifts to respondents.

10. Confidentiality

Since the information provided on the survey is anonymous, OTS expects to receive no confidential information. To the extent OTS might receive any information not available to the public that falls into the following categories, it would be kept confidential: 1) information exempt from disclosure by statute or executive order; 2) information contained in or related to examination, operating, or condition reports prepared for agency use; and 3) privileged information related to the business or financial affairs of any person which is furnished in confidence.

11. Information of a Sensitive Nature

There are no questions of a sensitive nature.

12. Estimate of Annual Hour Burden

The burden estimates are as follows: 200 respondents are expected to submit annual responses that take 15 minutes each, for a total annual burden of 50 hours. The cost to each respondent would be minimal.

13. Estimate of Annual Cost

There are no start-up costs related to this information collection and no ongoing operational or maintenance costs.

14. Estimate of Annual Cost to Government

The total annualized cost to the Federal government is minimal since OTS staff reviews the effectiveness of its programs on an ongoing basis.

15. Reason for Change in Burden

There is not change in the burden from the previous submission.

16. Publication

The information collection is not published.

17. Expiration Date

OTS will display the expiration date on the survey.

18. Exceptions

There are no exceptions to the certifications on OMB 83-I.

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

Not applicable.