

O

Date:

Comptroller of the Currency  
Administrator of National Banks

# OCC POLICY COMMUNICATIONS SURVEY

Name:	Phone:
Title and Department:	E-mail:
Bank:	Total Assets: \$
City:	State: Zip Code:

1. How do you prefer to receive policy guidance from the OCC? Please check all that apply.

Printed Publications    
 OCC Web Site    
 National BankNet    
 e-files compact disk    
 Other (please specify)

2. How do you rate the amount of policy guidance you receive from the OCC in the following areas?

**Credit risk related:**

Commercial	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Retail	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Real Estate	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable

**Market risk related:**

Balance Sheet Management	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Capital adequacy	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Investments	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Liquidity	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable

**Operational risk related:**

Audit/accounting	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Compensation	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Governance	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
IT	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Risk Management	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable

**Regulatory/Compliance related:**

BSA/AML	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
CRA	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable
Consumer	<input type="checkbox"/> Not Enough	<input type="checkbox"/> Right Amount	<input type="checkbox"/> Too Much	<input type="checkbox"/> Not Applicable

3. What do you like about the OCC's policy guidance?

4. How could it be improved?

5. Please rate the following OCC types of publications (high 1 2 3 4 5 low)

	BULLETINS	COMPTROLLER'S HANDBOOK BOOKLETS
Clarity		
Conciseness		
Informative / Useful		
Completeness		
Overall Quality		

Please provide comments for any items rated 3, 4, or 5.

6. a. How often have you had problems with or need to clarify OCC policy guidance?

- Never
- Occasionally
- Usually
- Always

b. What kinds of problems?

c. Did the OCC satisfactorily resolve your problems or questions?

- Yes
- No