

## SUPPORTING STATEMENT

### CUSTOMER ASSISTANCE

(OMB No. 3064-0134)

#### INTRODUCTION

The Customer Assistance Form is currently available on the FDIC's Web Page so that the In general public may complete this form online, and submit their request directly to the FDIC via the Internet.

#### A. JUSTIFICATION

##### 1. Circumstances and Need

Consumers and bankers who wish to submit their complaints or inquiries to FDIC must do so in writing. The Customer Assistance Form will help FDIC to respond to the consumers or banker in an expeditious fashion. Submitting the form directly online will make the data submitted much more accurate.

##### 2. Use of Information Collected

The information would be used to improve the way FDIC relates to consumers and bankers requesting assistance in resolving their complaint or inquiry. FDIC would use the information from the form to determine the nature of the complaint and inquiry, what financial institution if any is involved, and review the information to determine the response to provide to the requestor.

##### 3. Use of Technology to Reduce Burden

The Customer Assistance Form is available for the general public to submit their complaint or inquiry by an interactive form on the Internet.

##### 4. Efforts to Identify Duplication

There is no duplication of reporting. The Customer Assistance Form will allow the consumer or banker another avenue, other than by telephone or writing, to submit their complaint or inquiry.

##### 5. Minimize the Burden on Small Entities

The submission of this information would have no burden on small banks.

6. Consequences of Less Frequent Collections

This capability is an optional method of submitting complaints and inquiries to the FDIC for consumers and bankers.

7. Special Circumstances

None.

8. Summary of Public Comments; Consultation

A “first” Federal Register notice (attached) seeking comment was published on February 10, 2009 (74 FR 6626). No comments were received.

9. Payment or Gift to Respondents

None.

10. Confidentiality

No confidentiality issues anticipated. The Customer Assistance Form will display the standard Privacy Act Statement.

11. Information of a Sensitive Nature

No questions of a sensitive nature are included in the form.

12. Estimates of Annualized Burden

15,000 respondents x 30 minutes – 7500 hours.

13. Capital, Start-Up, Operating and Maintenance Costs

None.

14. Annual Cost to the Federal Government

15,000 responses x ½ hr per response = 7,500 hours x \$30/hr = \$75,000  
(Note: this is not an increased cost to the government; it is included in salary expenses for staff that are already on board.)

15. Reason for Program Changes or Adjustments

There is no change in burden.

16. Publication

The information collected is for internal use and is not published.

17. Display of Expiration Date

Not Applicable.

18. Exceptions to Certification

None.

B. STATISTICAL METHODS

Not applicable.

Attachments

1. Customer Assistance Form
3. "First" Federal Register Notice; "second" Federal Register notice