

Federal Deposit Insurance Corporation
Customer Service Survey

WHAT FINANCIAL INSTITUTION WERE YOU INQUIRING ABOUT?

INSTRUCTIONS: Using the rating scale below, tell us how satisfied you were with the quality of service you received.

1 = Very Dissatisfied 2 = Dissatisfied 3 = Satisfied 4 = Very Satisfied 5 = Exceeds Expectations NA = Not Applicable

1. How did you initially hear about the bank closing?

- Newspaper
- Television
- E-Mail Communication
- Internet
- FDIC Website
- Friends/family

2. What is your relationship to the bank?

- Employee
- Customer
- Investor
- Media

3. Were you satisfied with the content of the answer to the submitted question?

1. 2. 3. 4. 5. NA

4. Were you satisfied with the timeliness of the response to your question?

1. 2. 3. 4. 5. NA

5. If you received an FDIC email regarding the events surrounding your institution, how satisfied are you with the content of the email you received?

1. 2. 3. 4. 5. NA

6. If you received an FDIC email, how satisfied are you with the timing of the e-mail you were sent on Friday night after the bank closing?

1. 2. 3. 4. 5. NA

7. If you received an FDIC email, how satisfied are you with the overall tone of the communication that was sent on Friday night after the bank closing?

1. 2. 3. 4. 5. NA

8. How satisfied are you with your content of the FDIC "Question & Answer" Guide?

1. 2. 3. 4. 5. NA

—

ESTIMATED REPORTING BURDEN

Paperwork Reduction Act Notice. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for 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 the burden, to the FDIC, Washington, DC 20429; and to the Office of Management and Budget, Paperwork Reduction Project (3064-0127), Washington, DC 20504.