



Comptroller of the Currency
Administrator of National Banks

OCC POLICY COMMUNICATIONS QUESTIONNAIRE

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?

	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Credit risk related:				
Commercial	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Retail	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Real Estate	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Market risk related:				
Balance Sheet Management	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Capital adequacy	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Investments	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Liquidity	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Operational risk related:				
Audit/accounting	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Compensation	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Governance	• Not Enough	• Right Amount	• Too Much	• Not Applicable
IT	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Risk Management	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Regulatory/Compliance related:				
BSA/AML	• Not Enough	• Right Amount	• Too Much	• Not Applicable
CRA	• Not Enough	• Right Amount	• Too Much	• Not Applicable
Consumer	• Not Enough	• Right Amount	• Too Much	• 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