

SUPPORTING STATEMENT
CUSTOMER ASSISTANCE
(OMB No. 3064-0134)

INTRODUCTION

The Customer Assistance information collection permits the FDIC to collect information from customers of financial institutions who have inquiries or complaints about service. Customers may document their complaints or inquiries to the FDIC using a letter or an optional Customer Assistance Form (6422/04), or an optional Business Assistance Form (6422/11). The forms allow for online completion and submission on the FDIC's website, although it can still be completed in hard copy and mailed to the FDIC for those who prefer to do so.

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 optional online customer assistance forms permit the FDIC to respond to consumers or businesses 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 businesses requesting assistance in resolving their complaint or inquiry. The FDIC would use the information provided on the form to review the information to provide a response to provide to the requestor, determine the nature of the complaint and inquiry, and what financial institution, if any, is involved.

3. Use of Technology to Reduce Burden

The Customer Assistance Form and the Business Assistance Form are available for the general public to submit a complaint or inquiry online through use of an interactive form.

4. Efforts to Identify Duplication

There is no duplication of reporting. The Customer Assistance Form and the Business Assistance Form will allow consumers or businesses another venue, other than by telephone or writing, to submit a 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 businesses.

7. Special Circumstances

None.

8. Summary of Public Comments; Consultation

A *Federal Register* notice seeking comment was published on April 10, 2015 (80 FR 19318). 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

Number of respondents: 15,000 (14,550, customer assistance form; 450, business assistance form)

Time per response: 30 minutes

Total annual burden: 7500 hours.

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

None.

14. Annual Cost to the Federal Government

None.

15. Reason for Program Changes or Adjustments

There is no change in total burden.

16. Publication

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

17. Display of Expiration Date

The expiration date will be displayed.

18. Exceptions to Certification

None.

B. STATISTICAL METHODS

Not applicable.