

**From:** OCC Bank Appeals  
**Sent:** DATE  
**To:** banker  
**Subject:** Bank Appeals Follow-up

Mr. /Mrs. Banker,

The Office of the Comptroller of the Currency (OCC), Office of the Ombudsman is conducting a follow-up of your recent bank appeal to evaluate your experience with the bank appeals process. Your feedback is essential for the Office of the Ombudsman to improve every institution's experience with the bank appeals process and to ensure a fair and expeditious appeals process. The form will take approximately 5-10 minutes to complete. Your input is voluntary.

For questions about the nature of the questions or to report concerns of a substantive nature about the bank appeals follow up form, please contact Mr. Larry Hattix, Senior Deputy Comptroller for Enterprise Governance and Ombudsman, OCC, at [Larry.Hattix@occ.treas.gov](mailto:Larry.Hattix@occ.treas.gov) or by phone at (202) 649-5530.

For technical questions about the operability of the Adobe PDF form, please contact Ms. Priya Scott at [Priya.Scott@occ.treas.gov](mailto:Priya.Scott@occ.treas.gov) or by phone at (202) 649-6921. Please submit all final responses electronically using attached instructions.

Thank you in advance for your participation!

*Office of the Ombudsman*