



The Office of the Comptroller of the Currency (OCC), Office of the Ombudsman is conducting a survey to understand why banks and thrifts leave OCC's supervision system. Your institution's input will help OCC make the supervision process more effective for banks and thrifts nationwide. Your institution's participation in this survey is an essential component of OCC's effort to improve its relationships with national banks and federal savings associations.

Participation in this survey is completely voluntary. Individual responses will be kept confidential. The survey is estimated to take approximately 5 minutes of your time, but will vary depending on the extent of comments you provide.

For questions about the nature of the survey or to report concerns of a substantive nature about the survey, please contact Mr. Larry Hattix, 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 online survey, please contact Ms. Brittany Shanks, LMI, at [bshanks@lmi.org](mailto:bshanks@lmi.org) or by phone at (703) 917-7095.

Thank you in advance for your participation!

#### PAPERWORK REDUCTION ACT STATEMENT FOR POST-EXIT QUESTIONNAIRE

No person is required to respond to an information collection unless it displays a currently valid OMB control number. This information collection is approved under Office of Management and Budget (OMB) Control Number 1557-0199. This information collection is voluntary. This information collection is needed to permit an institution to provide feedback, directly to the Office of the Ombudsman, Office of the Comptroller of the Currency (OCC Ombudsman), regarding why they left OCC's supervision system. OCC's Ombudsman will use the information to make the supervision process effective for to banks and thrifts nationwide. OCC's Ombudsman promotes OCC/banker communications and resolves problems and conflicts.

OCC expects to collect this information from approximately 50 institutions. Each respondent is estimated to file 0.25 responses per year. The burden per response is expected to average approximately 5 minutes. The time for completing the questionnaire will vary. A response may take a very short time if management has no descriptive comments, and could take 10 minutes or more in those instances where management has substantial descriptive comments. The burden for this collection is estimated at 1 burden hour per year.

1. Which of the following best represents the way in which your financial institution left OCC's examination and supervision system?
- Our financial institution switched charters
  - Our financial institution was absorbed by another institution
  - Other (please specify) \_\_\_\_\_

2. Did **OCC's regulatory and supervisory requirements** play a role in your financial institution's decision to exit the system?

- Yes, **OCC's regulatory and supervisory requirements** played a role (Go to Q-3)
- No, **OCC's regulatory and supervisory requirements** did not play a role (Skip to Q-4)

3. What aspects of **OCC's regulatory and supervisory requirements** most impacted your financial institution's decision to exit the system?

*Please choose **all** that apply.*

- Focus of OCC's supervisory efforts
- Rules and regulations
- Supervisory approach
- Supervisory objectives and strategy
- Supervisory policy and guidance
- Other (please explain below)

Please use the space below to explain any other aspects of **OCC's regulatory and supervisory requirements** that may have impacted your financial institution's decision to exit the system.

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4. Did **OCC's examination process** play a role in your financial institution's decision to exit the system?

- Yes, **OCC's examination process** played a role (Go to Q-5)
- No, **OCC's examination process** did not play a role (Skip to Q-6)

5. What aspects of **OCC's examination process** most impacted your financial institution's decision to exit the system?

*Please choose **all** that apply.*

- Access to agency decision makers
- Burden of the examination
- Communication between your institution and the examination team
- Cost
- Delays in getting decisions or answers
- Examination report findings
- Fairness

- Length of the examination
- OCC's conclusions and required corrective actions
- OCC staff (field staff, corporate staff, attorneys, and accountants)
- Professionalism of the examination team
- Quality of the examination team
- The examination team's understanding of your financial institution
- Other (please explain below)

Please use the space below to explain any other aspects of **OCC's examination process** that may have impacted your financial institution's decision to exit the system.

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6. Were there **other reasons** that played a role in your financial institution's decision to exit the system?

*If so, please explain using the space below.*

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7. Are there any improvements OCC could have made to change your financial institution's decision to exit the system?

*If so, please explain using the space below.*

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**Thank you for your feedback.** OCC values your opinions and will use your input to guide improvements in their supervisory and examination experience.