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Q2 Survey Instructions: Thank you for participating in this survey. You have been selected by your institution as someone who is most likely to have watched one or more of the videos in the FDIC's Technical Assistance Video Program. Your responses will be used solely for the purpose of assessing the usefulness of the FDIC's Technical Assistance Video Program and identifying potential areas of improvement, including topics that might be most relevant to you. Your responses are anonymous and confidential and will not be used for supervisory purposes. Since the spring of 2013, the FDIC has regularly released videos on a variety of topics, with targeted audiences including bank directors, executives, management, and professional staff.

New Director Education Videos Director Responsibilities Fiduciary Duties Acting in the Best Interest of the Bank Overview of the FDIC Examination Process Risk Management Examinations Compliance and Community Reinvestment Act Examinations Virtual Directors' College Videos Corporate Governance Information Technology Interest Rate Risk The Bank Secrecy Act The Community Reinvestment Act Third-Party Risk Virtual Technical Assistance Videos Allowance for Loan and Lease Losses (ALLL) Appraisals and Evaluations Cyber Challenge: A Community Bank Cyber Exercise Evaluation of Municipal Securities Flood Insurance Interest Rate Risk Managing Fair Lending Risk Mortgage Rules: Ability to Repay & Qualified Mortgages Mortgage Rules: Loan Originator Compensation Rule Mortgage Rules: Small Servicers Troubled Debt Restructuring (TDR) Rulemaking Videos Regulatory Capital Interim Final Rule This survey should take approximately 15 minutes to complete.

Q4 Were you aware of the availability of the videos in the FDIC's Technical Assistance Video Program prior to receiving this survey?

- ☐ Yes (1)
- ☐ No (2)

Q6 Which of the following best describes your position at your institution?

- ☐ Board Member (1)
- ☐ Executive Management (2)
- ☐ Other Management (3)
- ☐ Professional Staff (4)
- ☐ Administrative Support Staff (5)
- ☐ Other (6) _____

Answer If Which of the following best describes your position at your institution? Board Member Is Not Selected

Q9 Which of the following best describes your primary area of responsibility at your institution?

- ☐ Senior Leadership (1)
- ☐ Lending (2)
- ☐ Operations (3)
- ☐ Consumer Compliance (4)
- ☐ Legal (5)
- ☐ Audit (6)
- ☐ Administrative (7)
- ☐ Other (8) _____

Q12 Based on aggregate data gathered from the survey, the FDIC may wish to explore potential enhancements to the Agency's Technical Assistance Video Program. Would you be willing to be contacted by the FDIC if the Agency determines that additional feedback would be beneficial? (Your responses to this survey will remain anonymous and confidential – we will collect your contact information separately.)

- ☐ Yes (1)
- ☐ No (2)

Answer If Would you be willing to be contacted to help improve the FDIC's Technical Assistance Video Progra... Yes Is Selected

Q13 If you would be willing to be contacted to provide additional feedback regarding the FDIC's Technical Assistance Video Program, please email your name and contact information to videosurvey@fdic.gov.

Q16 How did you learn about the videos in the FDIC's Technical Assistance Video Program? (Select all that apply)

- ☐ June 2014 Information Package from the FDIC (1)
- ☐ FDIC Press Releases (2)
- ☐ FDIC staff communications, including Directors' Colleges and field examiners (8)
- ☐ Browsing the FDIC website (9)
- ☐ Banking trade publications/communication (10)
- ☐ Other bank personnel (12)
- ☐ Other (7) _____

Q18 Have you watched at least one video (or at least part of one video)?

- ☐ Yes (1)
- ☐ No (2)

Answer If Have you watched at least one video? No Is Selected

Q20 To help us understand your previous response, what was the main reason for not watching any of the videos?

- ☐ The content did not appear useful (1)
- ☐ I was unable to access the videos in their provided format due to technical issues (2)
- ☐ I did not have time available to watch the videos (3)
- ☐ I have already received training on these subjects from other sources (4)
- ☐ Other (5) _____

Answer If To help us understand your previous response, what was the main reason for not watching one of th... I was unable to access the videos in their provided format due to technical issues Is Selected

Q22 To help us understand any issues with the various video formats, how did you try to access the video(s)? (Select all that apply)

- ☐ View on YouTube (2)
- ☐ View on FDIC Website (1)
- ☐ Download from FDICconnect (3)
- ☐ Don't know/Not sure (4)
- ☐ Other download options (5) _____

Q23 How did you access the video(s)? (Select all that apply)

- ☐ View on YouTube (2)
- ☐ View on FDIC Website (1)
- ☐ Download from FDICconnect (3)
- ☐ Don't know/Not sure (4)
- ☐ Other download options (5) _____

Q25 Please provide feedback regarding accessibility of the videos in the Technical Assistance Video Program.

- ☐ I was able to easily access the video(s) in the format provided (1)
- ☐ I had difficulty accessing the video(s) in the format provided (2)

Q26 Please provide any additional comments on accessing the videos.

Q28 Which New Director Education Videos did you watch?

	Most or all of it (1)	Half or less (2)	Did not watch (4)	Do not remember/Not sure (5)
Director Responsibilities (1)	☐	☐	☐	☐
Fiduciary Duties (2)	☐	☐	☐	☐
Acting in the Best Interest of the Bank (3)	☐	☐	☐	☐
Overview of the FDIC Examination Process (4)	☐	☐	☐	☐
Risk Management Examinations (5)	☐	☐	☐	☐
Compliance and Community Reinvestment Act Examinations (6)	☐	☐	☐	☐

Answer If Which New Directors Education videos did you watch in whole or in part? - Most or all of it Is Selected

Q30 Please indicate whether you found the following New Director Education Video(s) useful.

Answer If Please rate the usefulness of the New Directors Education videos you watched in whole or in part? - Not Useful Is Selected

Q32 To help us better understand why you did not find the following New Director Education Video(s) useful, please provide feedback about the length and level of complexity.

Answer If To help us better understand why you did not find the following New Director Education Videos use... - Length - Too Long Is Selected

Q35 In your response to the previous question, you indicated there were “Other Reasons” why you did not find the following New Director Education Video(s) useful.

[To help us better understand, please describe the “Other Reasons” below.](#)

Answer If Which New Directors Education videos did you watch in whole or in part? - About half
Is Selected

Q37 To help us better understand why you watched half or less of the following New Director Education Video(s), please provide feedback about the length and level of complexity.

Answer If To help us better understand why you watched less than half of the following New Director Educati... - Length - Too Long Is Selected

Q40 In your response to the previous question, you indicated there were “Other Reasons” why you watched half or less of the following New Director Education Video(s).

[\\${q://QID44%233/ChoiceGroup/SelectedChoicesForAnswer/1}](#)To help us better understand, please describe the “Other Reasons” below.

Answer If Which New Directors Education videos did you watch in whole or in part? - Did not watch Is Selected

Q42 To help us better understand, please select the primary reason why you did not watch the following New Director Education Video(s).

Answer If To help us better understand, please select the primary reason why you did not watch the followin... - Other Reasons Is Selected

Q44 In your response to the previous question, you indicated there were "Other Reasons" why you did not watch the following New Director Education Video(s).

#{q://QID45/ChoiceGroup/SelectedChoicesForAnswer/5}To help us better understand, please describe the "Other Reasons" below.

Q46 Which Virtual Directors' College Videos did you watch?

	Most or all of it (1)	Half or less (2)	Did not watch (4)	Do not remember/Not sure (5)
Corporate Governance (1)	☐	☐	☐	☐
Information Technology (2)	☐	☐	☐	☐
Interest Rate Risk (3)	☐	☐	☐	☐
The Bank Secrecy Act (4)	☐	☐	☐	☐
The Community Reinvestment Act (5)	☐	☐	☐	☐
Third-Party Risk (6)	☐	☐	☐	☐

Answer If Which Virtual Directors' College Videos did you watch in whole or in part? - Most or all of it Is Selected

Q48 Please indicate whether you found the following Virtual Directors' College Video(s) useful.

Answer If Please rate the usefulness of the Virtual Directors' College videos you watched in whole or in part? - Not Useful Is Selected

Q50 To help us better understand why you did not find the following Virtual Directors' College Video(s) useful, please provide feedback about the length and level of complexity.

Answer If To help us better understand why you did not find the following Virtual Directors' College Videos... - Length - Too Long Is Selected

Q53 In your response to the previous question, you indicated there were "Other Reasons" why you did not find the following Virtual Directors' College Video(s) useful.

[\\$ {q://QID38%233/ChoiceGroup/SelectedChoicesForAnswer/1}](#) To help us better understand, please describe the "Other Reasons" below.

Answer If Which Virtual Directors' College Videos did you watch in whole or in part? - About half Is Selected

Q55 To help us better understand why you watched half or less of the following Virtual Directors' College Video(s), please provide feedback about the length and level of complexity.

Answer If To help us better understand why you watched less than half of the following Virtual Directors' C... - Length - Too Long Is Selected

Q58 In your response to the previous question, you indicated there were "Other Reasons" why you watched half or less of the following Virtual Directors' College Video(s).

[\\${q://QID39%233/ChoiceGroup/SelectedChoicesForAnswer/1}](#) To help us better understand, please describe the "Other Reasons" below.

Answer If Which Virtual Directors' College Videos did you watch in whole or in part? - Did not watch Is Selected

Q60 To help us better understand, please select the primary reason why you did not watch the following Virtual Directors' College Video(s).

Answer If To help us better understand, please select the primary reason why you did not watch the followin... - Other Reasons Is Selected

Q62 In your response to the previous question, you indicated there were "Other Reasons" why you did not watch the following Virtual Directors' College Video(s).

{q://QID40/ChoiceGroup/SelectedChoicesForAnswer/5} To help us better understand, please describe the "Other Reasons" below.

Q64 Which Virtual Technical Assistance Videos did you watch?

	Most or all of it (1)	Half or less (2)	Did not watch (3)	Do not remember/Not sure (4)
Allowance for Loan and Lease Losses (ALLL) (1)	☐	☐	☐	☐
Appraisals and Evaluations (2)	☐	☐	☐	☐
Cyber Challenge: A Community Bank Cyber Exercise (3)	☐	☐	☐	☐
Evaluation of Municipal Securities (4)	☐	☐	☐	☐
Flood Insurance (5)	☐	☐	☐	☐
Interest Rate Risk (6)	☐	☐	☐	☐
Managing Fair Lending Risk (7)	☐	☐	☐	☐
Mortgage Rules: Ability to Repay & Qualified Mortgages (10)	☐	☐	☐	☐
Mortgage Rules: Loan Originator Compensation Rule (11)	☐	☐	☐	☐
Mortgage Rules: Small Servicers (12)	☐	☐	☐	☐
Troubled Debt Restructuring (TDR) (8)	☐	☐	☐	☐

Answer If Which Technical Assistance video(s) did you watch in whole or in part? - Most or all of it Is Selected

Q66 Please indicate whether you found the following Virtual Technical Assistance Video(s) useful.

Answer If Please rate the usefulness of the Technical Assistance videos you watched in whole or in part. - Not Useful Is Selected

Q68 To help us better understand why you did not find the following Virtual Technical Assistance Video(s) useful, please provide feedback about the length and level of complexity.

Answer If To help us better understand why you did not find the following Virtual Technical Assistance Vide... - Length - Too Long Is Selected

Q71 In your response to the previous question, you indicated there were “Other Reasons” why you did not find the following Virtual Technical Assistance Video(s) useful.

[\\${q://QID29%233/ChoiceGroup/SelectedChoicesForAnswer/1}](#) To help us better understand, please describe the “Other Reasons” below.

Answer If Which Technical Assistance video(s) did you watch in whole or in part? - Less than half Is Selected

Q73 To help us better understand why you watched half or less of the following Virtual Technical Assistance Video(s), please provide feedback about the length and level of complexity.

Answer If To help us better understand why you watched less than half of the following Virtual Technical As... - Complexity - Too Detailed Is Selected

Q76 In your response to the previous question, you indicated there were "Other Reasons" why you watched half or less of the following Virtual Technical Assistance

Video(s). [\\${q://QID33%233/ChoiceGroup/SelectedChoicesForAnswer/1}](#) To help us better understand, please describe the "Other Reasons" below.

Answer If Which Technical Assistance video(s) did you watch in whole or in part? - Did not watch Is Selected

Q78 To help us better understand, please select the primary reason why you did not watch the following Virtual Technical Assistance Video(s).

Answer If To help us better understand, please select the primary reason why you did not watch the followin... - Other Reasons Is Selected

Q80 In your response to the previous question, you indicated there were "Other Reasons" why you did not watch the following Virtual Technical Assistance

Video(s). \${q://QID34/ChoiceGroup/SelectedChoicesForAnswer/4} To help us better understand, please describe the "Other Reasons" below.

Q82 Did you watch the Rulemaking Video?

	Most or all of it (1)	Half or less (2)	Did not watch (4)	Do not remember/Not sure (5)
Regulatory Capital Interim Final Rule (1)	☐	☐	☐	☐

Answer If Did you watch the Rulemaking videos in whole or in part? - Most or all of it Is
Selected

Q85 Was the Rulemaking Video useful?

- ☐ Yes (1)
- ☐ No (2)

Answer If Was the Rulemaking video useful? No Is Selected

Q87 To help us better understand why you did not find the Rulemaking Video useful, please provide feedback about the length and level of complexity.

[illegible]

Answer If To help us better understand why you did not find the Rulemaking Video useful, please provide fee... - Length - Too Long Is Selected

Q90 In your response to the previous question, you indicated there were "Other Reasons" why you did not find the Rulemaking Video useful. To help us better understand, please describe the "Other Reasons" below.

Answer If To help us better understand, please indicate why you watched half or less of the Rulemaking Video. - Length - Too Long Is Selected

Q95 In your response to the previous question, you indicated there were "Other Reasons" why you watched half or less of the Rulemaking Video. To help us better understand, please describe the "Other Reasons" below.

Answer If Did you watch the Rulemaking videos in whole or in part? - Did not watch Is Selected
Q97 To help us better understand, please select the primary reason why you did not watch the Rulemaking Video.

- ☐ No Time (1)
- ☐ Not my Area of Responsibility (2)
- ☐ Unaware of the Video (3)
- ☐ Sufficiently Knowledgeable (4)
- ☐ Other (5) _____

Q99 Below is a list of the videos currently offered in the FDIC's Technical Assistance Video Program.

	New Director Education Videos	Director Responsibilities
Fiduciary Duties	Acting in the Best Interest of the Bank	Overview of the FDIC
Examination Process	Risk Management Examinations	Compliance and Community
Reinvestment Act Examinations	Virtual Directors' College Videos	
Corporate Governance	Information Technology	Interest Rate Risk
The Bank Secrecy Act	The Community Reinvestment Act	Third-Party Risk
Virtual Technical Assistance Videos	Allowance for Loan and Lease Losses (ALLL)	
Appraisals and Evaluations	Cyber Challenge: A Community Bank Cyber Exercise	
Evaluation of Municipal Securities	Flood Insurance	Interest Rate Risk
Fair Lending Risk	Mortgage Rules: Ability to Repay & Qualified Mortgages	Managing
Rules: Loan Originator Compensation Rule	Mortgage Rules: Small Servicers Troubled	Mortgage
Debt Restructuring (TDR)	Rulemaking Videos	Regulatory Capital
Interim Final Rule	Please suggest additional video topics that would be particularly useful for you.	

Q100 What is the best method to alert you about the availability of future technical assistance videos?

- ☐ FDIC Press Releases (6)
- ☐ Financial Institution Letters (1)
- ☐ Banking Trade Publications (9)
- ☐ FDIC Regional Office Staff/Examiners (7)
- ☐ FDIC Website (8)
- ☐ Facebook (11)
- ☐ Twitter (12)
- ☐ Other (5) _____

Q102 Please provide any suggestions for the Technical Assistance Video Program.