



December 12, 2017

Memorandum to: Shagufta Ahmed
Policy Analyst
Office of Information and Regulatory Affairs
Office of Management and Budget

From: Manuel E. Cabeza
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RE: FDIC 2018 Office of the Ombudsman Customer Satisfaction Survey

Under FDIC “fast-track” generic clearance entitled “Occasional Qualitative Surveys” (3064-0127), the FDIC hereby submits for OMB review the generic survey “FDIC 2018 Office of the Ombudsman Customer Satisfaction Survey.” This survey will be transmitted to each senior bank executive who is contacted by a Regional Ombudsman as part of the Office’s banker outreach initiative. The survey will be sent electronically the week after the outreach visit is conducted to gauge banker awareness of the Office of the Ombudsman and the effectiveness of the contact, as well as to solicit feedback for possible improvements. This survey will replace the “FDIC 2017 Office of the Ombudsman Customer Satisfaction Survey” which is currently approved under this generic clearance and will be discontinued once the 2018 survey is approved and implemented.

Bankers will be asked to identify if they were aware of the Office of the Ombudsman prior to being contacted, and if so, how they became aware; to rate the effectiveness of the Office of the Ombudsman representative in relation to various metrics; to indicate if they have used the services of the Office of the Ombudsman since being contacted by the representative and the effectiveness of that assistance; to indicate if the services of the Office of the Ombudsman would be used in the future if the need arose; and to provide any areas for improvement.

The FDIC estimates that there will be approximately 120 responses per quarter based on the Office of the Ombudsman’s outreach goals.

	<i>Annual Estimated Number of respondents:</i>	
480		
<i>minutes</i>	<i>Estimated Time per response:</i>	<u>10</u>
	<i>Total Estimated Annual Burden:</i>	80
<i>hours</i>		

Total estimated burden for the annual collection of this information is 80 hours. This survey is currently cleared under FDIC’s information collection entitled “Information Collection for

Qualitative Research” (Control Number 3064-0198). The IC for this survey under 3064-0198 will be discontinued upon approval of this request.

If you have any questions, please let me know. Thank you for your consideration.