

Federal Deposit Insurance Corporation
Occasional Qualitative Surveys (OMB Control No. 3064-0127)
Appeals and Dispute Resolutions Processes Listening Session Survey Instrument

The following questions/prompts will NOT be handed out as a survey, but rather, will be asked or issued orally by the focus group facilitator:

- *Opportunities for informally resolving disagreements between banks and FDIC Field and Regional management and staff*
- *General processes and timeframes for pursuing formal reviews at the Division Director and Supervisory Appeals Review Committee (SARC) levels*
- *Material supervisory determinations (MSDs) in the FDIC Appeals Guidelines*
- *The composition and functions of the SARC*
- *The role of the Office of the Ombudsman in resolving formal and informal disagreements*
- *Other observations, recommendations, or concerns relative to the FDIC's processes for resolving disagreements*
- *If your bank encountered a material disagreement with the preliminary findings of an examination, would you be comfortable in bringing the matter forward for further discussion and deliberation with the Field Supervisor or the Regional Office?*
- *Are you sufficiently informed regarding the timelines and procedures for requesting a Division Director level review of a material supervisory determination?*
- *Are there any specific barriers or concerns to pursuing a review or appeal, when you have a disagreement that cannot be resolved to your satisfaction at the Examiner or the Regional Office level?*
- *Are you comfortable in discussing areas of disagreement over examination findings with Office of the Ombudsman staff?*
- *Are there opportunities for additional transparency on agency operations by expanding information available on the FDIC website?*