



January 28, 2020

Memorandum to: Samuel Wice
Policy Analyst
Office of Information and Regulatory Affairs
Office of Management and Budget

From: Manny Cabeza
Regulatory Counsel
Federal Deposit Insurance Corporation
Legal Division

RE: 2020 FDIC Office of the Ombudsman Customer Satisfaction Survey

Under the generic clearance entitled, “Information Collection for Qualitative Research” (3064-0127), the FDIC hereby submits for OMB review the generic survey “2020 FDIC 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 of the Ombudsman’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. The survey will be deployed quarterly throughout the year 2020.

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.

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

Total estimated burden for the annual collection of this information is 80 hours.

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