



July 19, 2017

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

From: Manuel E. Cabeza
Counsel
Federal Deposit Insurance Corporation

RE: Nonsubstantive Revisions to Customer Assistance Forms

FDIC is submitting for OMB review and approval minor, nonsubstantive revisions to the forms associated with its information collection entitled “Customer Assistance Forms” (OMB Control Number 3064-0134). The FDIC is separating two existing forms entitled “Customer Assistance Form” and “Business Assistance Form” into the three forms described below. The information being requested is exactly the same. It is being segregated into three separate forms for ease of use and processing. The forms will only be available electronically on the FDIC’s website (www.fdic.gov). FDIC will continue to accept freeform written customer inquiries and complaints as is currently the case.

- Customer Assistance and Business Assistance Forms: The information requested in the new electronic version is identical to what was requested in the currently approved paper forms.
 - The functionality of the electronic forms is such that some fields become available for input only when a logical response is entered by the respondent. For example, the sections requesting information about another interested party or a representative only become active if the respondent indicates that such other parties exist.
 - Where the paper form had various boxes throughout to select or indicate choices; the electronic version uses drop-down lists.
 - The new electronic version of the forms includes a link to a Spanish language version of each form that is identical to its English language counterpart.
- Deposit Insurance Form: Where the currently approved paper version of the Customer and Business Assistance forms served to document both complaints and deposit insurance questions, a separate Deposit Insurance electronic form has been created to handle deposit insurance inquiries. The new form collects the same information about the respondent and any related interested persons and representatives and has the same

field where a respondent can enter the deposit insurance inquiry. The new electronic version of the form includes a link to a Spanish language version of that is identical to the English language counterpart.

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