Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1557- 0248)

TITLE OF INFORMATION COLLECTION:

Office of the Comptroller of the Currency - webinars evaluations/surveys – CECL Webinar Series

PURPOSE:

The purpose of the data collection is to assess the effectiveness of the OCC's industry outreach webinars on implementing the current expected credit loss (CECL) accounting framework. Federal law (12 U.S.C. 1831n) requires that banks use U.S. GAAP accounting standards, and the OCC's Office of the Chief Accountant developed this webinar series to assist banks with implementing those standards. This collection of information will seek routine customer feedback about the content and effectiveness of the webinars for different types of participants.

The customer feedback surveys will be solicited immediately following the completion of each webinar.

DESCRIPTION OF RESPONDENTS:

Respondents from the OCC webinars may include representatives from financial institutions, trade associations, third-party service providers, and banking consultants.

For each webinar event, we anticipate approximately 1200 representatives from financial institutions, trade associations, third-party providers, and consultants will participate and receive optional feedback surveys. The OCC plans to conduct four webinars annually.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [**x**] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[] Focus Group   [ ] Other:_____

CERTIFICATION:

I certify the following to be true:
1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name:

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [**X**] No
2. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [**X**] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Burden Per Response	Frequency	Total
User Webinar Survey (Industry)	1200	0.10 hours	4	480
Total				**480**

FEDERAL COST: The estimated annual cost to the Federal government is zero.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents
1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
                                                            [ ] Yes [X] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?   If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The potential respondents will be all participants who register for the each webinar, using the e-mail addresses provided at registration.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [X] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail

[ ] Other, Explain (e-mail)

2.   Will interviewers or facilitators be used? [ ] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Attached: CECL Webinar Feedback Template