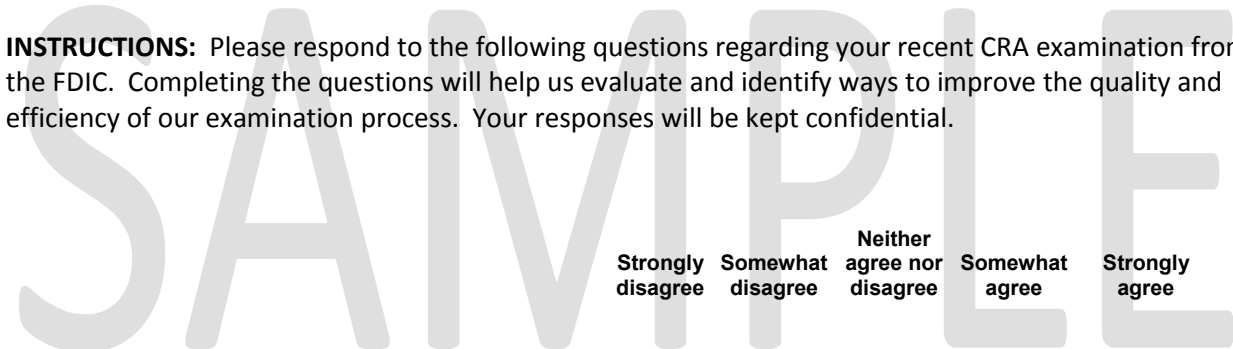




BURDEN STATEMENT

Public reporting burden for this collection of information is estimated to average 45 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to, the Paper Reduction Act Clearance Officer, Legal Division, Federal Deposit Insurance Corporation, 550 17th St. NW, Washington, D.C. 20429; and to the Office of Management and Budget, Paperwork Reduction Project (3064-0127), Washington, D.C. 20503. An agency may not conduct or sponsor, and a person is not required to respond to, a collection unless it displays a currently valid OMB control.

INSTRUCTIONS: Please respond to the following questions regarding your recent CRA examination from the FDIC. Completing the questions will help us evaluate and identify ways to improve the quality and efficiency of our examination process. Your responses will be kept confidential.



Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

1. Pre-examination Process

- a. The lead-time was sufficient to gather the information requested prior to the onsite examination.
- b. The pre-examination requests were reasonable in scope.
- c. Materials requested in the pre-examination were used during the examination.
- d. The pre-examination request made the examination run more efficiently.
- e. Recommendations to improve the pre-examination process:

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

2. Examiners

- a. The examiners described the examination's scope and objectives effectively.
- b. The examiners were knowledgeable about your institution.
- c. The examiners demonstrated a thorough understanding of the laws and regulations.

- d. The examiners were responsive to your questions and concerns.
- e. The examiners communicated effectively with your management throughout the examination.
- f. The examiners treated you professionally.
- g. Recommendations regarding the examiners:

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

3. Examination Process

- a. All major findings of the examination were discussed with you prior to the examiners leaving your institution.
- b. Senior management officials were given the opportunity to react to the examination findings.
- c. The examination was completed in a reasonable timeframe.
- d. Recommendations to improve the examination process:

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

4. Examination Report

- a. The report accurately reflected the examination findings as conveyed to you during the examination.
- b. The report was easy to understand.
- c. The report accurately portrayed your institution's practices and compliance posture.
- d. The transmittal letter and other written communications concerning the examination report were clear and concise.
- e. The report contained useful recommendations for improving your compliance practices and/or CRA program.
- f. Recommendations to improve the examination report:

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree Strongly agree

5. Overall

- a. The examination findings will assist you in enhancing your compliance and/or CRA program.
- b. The examination was conducted in a fair and objective manner.
- c. Other comments or recommendations:

6. Optional: Would you like the FDIC Office of the Ombudsman to confidentially contact you about your institution's recent examination or any other matter?

| Yes | No |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

If yes, complete the information below and your survey will be forwarded to the FDIC Office of the Ombudsman.

Your name: _____
Telephone number: _____

The Office of the Ombudsman (1-877-ASK-FDIC (877-275-3342), Option 3) is available to confidentially discuss problems with, or concerns about, your examination. The Office of the Ombudsman's mission is: to be an effective, neutral, and confidential resource and liaison for the banking industry and the general public; to facilitate the resolution of problems and complaints in a fair, impartial and timely manner; to provide prompt, meaningful feedback; and to influence positive change at the FDIC.

SAMPLE