



- 1) Was the appeal process and supervisory standards relating to your appeal adequately explained during the introductory call?
 Yes
 No
- 2) Were you provided with an acceptance letter within seven days of submitting your written appeal?
 Yes
 No
- 3) If you responded “No” to Q. 2, were you informed that the acceptance decision would be delayed?
 Yes
 No
- 4) Was the appeal processed in compliance with the Bank Appeals Process Bulletin ([OCC 2013-15](#)) and consistent with information provided during the introductory call?
 Yes
 No
- 5) Was the Ombudsman’s decision based on the supervisory standards conveyed during the introductory call and acceptance letter?
 Yes
 No
- 6) Was the appeal finalized within 45 days?
 Yes
 No
- 7) If you responded “No” to Q. 6, were you informed that the appeal decision would be delayed?
 Yes
 No
- 8) Were you contacted 60 days after the Ombudsman rendered a decision for a follow-up?
 Yes
 No
- 9) Has the bank encountered any actions or behavior by the supervisory office that may appear to be retaliatory or a repercussion of filing an appeal with the Ombudsman’s Office?
 Yes
 No

If so, please provide details.

- 10) Please indicate the extent to which you agree or disagree with the following statement. Your actual experience with the appeals process was consistent with the process outlined by the Ombudsman’s Office or the Bank Appeals Process Bulletin ([OCC 2013-15](#)).
 1. Completely Agree
 2. Agree
 3. Somewhat Agree / Somewhat Disagree
 4. Disagree
 5. Complete Disagree
- 11) Please provide any additional comments regarding timeliness, process consistency, or follow-up.