

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback”
OMB Control No. 1557-0248**

TITLE OF INFORMATION COLLECTION: Licensing Survey

PURPOSE:

The purpose of the data collection is to assess the effectiveness and efficiency in which Licensing processes an application or notice filed pursuant to laws or regulations. This collection of information will seek routine applicant feedback about the Licensing application review process. Surveys are sent to the applicant at the time of Licensing’s decision.

DESCRIPTION OF RESPONDENTS:

National banks, federal savings association or federal branches and agencies (collectively, “bank”) filing an application or notice to establish, change the structure of, or change the activities performed by the bank.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| ☐ Customer Comment Card/Complaint Form | ☒ 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 not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential 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.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ 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	Participation Time	Burden
Private Sector – national banks, federal savings associations, federal branches and agencies	97	.1	9.7

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?

We will send surveys to all national banks, federal savings association or federal branches and agencies (collectively, “bank”) filing an application or notice to establish, change the structure of, or change the activities performed by the bank.

Administration of the Instrument

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