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 – Bank Supervision Policy - CRA Webinar Series on the new OCC's CRA Rule

PURPOSE:

The OCC is conducting a series of three webinars to clarify and explain the provisions of the new OCC's CRA rule, which will be effective on October 1, 2020. The three webinars will be conducted prior to that date. We are collecting feedback from the webinars' external participants in order to assess their perception of the organization, content, time allotted, and overall benefit of these webinars. The webinar surveys will be sent by email after the conclusion of each webinar, along with a thank-you note, to all webinar participants.

DESCRIPTION OF RESPONDENTS:

Employees of OCC-supervised financial institutions. Most likely, employees working in Compliance, Community Reinvestment Act, Community Development, Foundations, and senior management would have the most interest in these webinars. We have over 600 registrants for the first webinar and we expect the level of interest in the rest of the webinars to be the same.

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   [**X**] Other: Webinar Evaluation Survey

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: **Ammar Askari**

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	Participation Time	Burden
Private Sector – OCC-Supervised Financial Institutions	600	.02	12
Totals			**12**

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?
                                        [**X**] Yes   [ ] 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 sample will be all the e-mail addresses which were provided when the participants registered for the webinar. The percent of respondents will comprise the sample.

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
        [ ] Mail
        [**X**] 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