

## BURDEN STATEMENT

An agency may not conduct or sponsor and respondents are not required to respond to a collection of information unless it displays a valid OMB Control Number. This collection of information has been reviewed and approved by the Office of Management and Budget (OMB) under Control Number 3064-0218. 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 (3064-0218), Washington, D.C., 20503.

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**INSTRUCTIONS:** Please respond to the following questions regarding your recent Compliance and/or 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.

## 1. Pre-Examination Process

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
a. The lead-time provided to gather information for the examination was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The pre-examination requests were reasonable in scope.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Examiners used materials requested in the pre-examination process during the examination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The pre-examination request made the overall examination process more efficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Recommendations to improve the pre-examination process or best practices employed by examiners as part of the examination.					

## 2. Examiners

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
a. The examiners effectively described the examination's scope and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The examiners were knowledgeable about your institution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The examiners demonstrated a thorough understanding of the applicable consumer compliance laws and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The examiners were responsive to your questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The examiners treated you professionally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The examiners communicated effectively with senior management throughout the examination, clearly and concisely discussing areas of concern, preliminary findings, and recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The examiners provided management an opportunity to consider preliminary findings and provide additional information or clarification that may mitigate identified areas of concern.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Recommendations regarding the examiners or best practices observed during the examination:					

## 3. Virtual Process

*(These questions pertain to portions of the examination completed offsite/remotely.)*

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
a. The blend of on-site and off-site activities seemed reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Were technical issues encountered during the examination? Technical issues were resolved in a timely manner with minimal disruption.	( Yes / No )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Virtual interactions and communications with examiners were effective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Recommendations to improve the virtual process of the examination or best practices employed by examiners as part of the examination:					

#### 4. Examination Process

- |  | Strongly disagree        | Somewhat disagree        | Neither agree nor disagree | Somewhat agree           | Strongly agree           |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. FDIC staff discussed all major findings of the examination with management prior to receipt of the Report of Examination.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Were there material changes in the Report of Examination compared to preliminary findings and conclusions disclosed during the examination or at the exit meeting?<br>Material changes in the Report of Examination were discussed with management prior to the receipt of the Report of Examination. | ( Yes / No )             |                          |                            |                          |                          |
|  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The examination was completed in a reasonable timeframe.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Recommendations to improve the examination process or best practices employed by examiners as part of the examination:  |                          |                          |                            |                          |                          |
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#### 5. Report of Examination (Report)

- |  | Strongly disagree        | Somewhat disagree        | Neither agree nor disagree | Somewhat agree           | Strongly agree           |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. The Report accurately reflected the examination findings and recommendations conveyed during the examination.           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The Report was easy to understand.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The Report accurately portrayed your institution's practices and condition.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| d. The transmittal letter and other written communication concerning the Report were clear and concise.                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The Report contained useful recommendations for improving your compliance management system and/or CRA program.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Recommendations to improve the Report of Examination or best practices employed by examiner as part of the examination: |                          |                          |                            |                          |                          |
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#### 6. Overall

- |  | Strongly disagree        | Somewhat disagree        | Neither agree nor disagree | Somewhat agree           | Strongly agree           |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| a. The examination findings will assist you in enhancing your compliance management system and/or CRA program. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Examiners conducted the examination in a fair and objective manner.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Other comments or recommendations:  |                          |                          |                            |                          |                          |
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## 7. Optional

Yes

No

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

Complete the information below and your survey will be forwarded to the Office of the Ombudsman.

First Name:

Last Name:

Telephone Number:

The Office of the Ombudsman (1-877-ASK-FDIC (877-275-3342)) 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 a the FDIC.