



Division of  
Depositor and  
Consumer Protection

National Center for Consumer & Depositor Assistance  
1100 Walnut Street, Box #11  
Kansas City, Missouri 64106  
Toll Free: (877) 275-3342; Option 2

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Re: Reference Number:

Closed Date:

Dear {Consumer Name}:

You recently asked for the Federal Deposit Insurance Corporation's (FDIC) assistance in resolving a problem with an FDIC-supervised bank {auto insert bank name?}.

We strive to provide effective and quality service. Therefore, we would like your feedback and suggestions. Please complete the attached survey. Your survey results will be treated confidentially and will only be used by the FDIC to improve its customer service process.

Requests for an additional case review and information should be forwarded to the FDIC at: <https://ask.fdic.gov/fdicinformationandsupportcenter/s/>.

We appreciate you taking time to provide feedback.

Sincerely,

Consumer Response Unit  
National Center for Consumer and Depositor Assistance

{Survey link?}

{At this point the survey would populate?}

{After survey is completed a message would pop up  
stating:}

Thank you for your feedback.

Here are some additional resources you may find helpful:

<https://banks.data.fdic.gov/bankfind-suite/>

[FDIC's Consumer News Articles](#)

<https://www.fdic.gov/consumers/consumer/moneysmart/>

{FDIC letterhead}

Investigation Survey

Bank Name:

Reference Number:

Closed Date:

1. The bank's response addressed my concerns?  
☐ Strongly Agree  
☐ Agree  
☐ Neither Agree nor Disagree  
☐ Disagree  
☐ Strongly Disagree  
☐ I did not receive a response from the bank.
2. I am satisfied with the bank's response?  
☐ Strongly Agree  
☐ Agree  
☐ Neither Agree nor Disagree  
☐ Disagree  
☐ Strongly Disagree  
☐ I did not receive a response from the bank.
3. I received my desired outcome?  
☐ Strongly Agree  
☐ Agree  
☐ Neither Agree nor Disagree  
☐ Disagree  
☐ Strongly Disagree  
☐ I did not have a desired outcome.
4. The FDIC's response contained helpful information?  
☐ Strongly Agree  
☐ Agree  
☐ Neither Agree nor Disagree  
☐ Disagree  
☐ Strongly Disagree  
☐ I did not receive the FDIC response.
5. The FDIC Consumer Response Unit employees I verbally interacted with were courteous?  
☐ Strongly Agree  
☐ Agree  
☐ Neither Agree nor Disagree  
☐ Disagree  
☐ Strongly Disagree  
☐ I did not verbally interact with FDIC Consumer Response Unit employees.

6. I would contact the FDIC again with banking concerns?
- ☐ Strongly Agree
  - ☐ Agree
  - ☐ Neither Agree nor Disagree
  - ☐ Disagree
  - ☐ Strongly Disagree
7. Please provide any additional comments related to your responses to this survey. These comments are to improve our process; if you have additional questions about your case, please submit a new complaint/inquiry using the link in the cover letter.  
{Space to add comments but limit comments up to 350 characters – if allowed?}