

FDIC Reference Number 01300084

Dear Teddy Bear Dyer,

You recently asked for the Federal Deposit Insurance Corporation's (FDIC) assistance in resolving a problem with an FDIC-supervised bank. We strive to provide effective and quality service. Therefore, we would like your feedback and suggestions. Please access our brief online survey once by accessing the secure link below

[Link](#)

Your FDIC reference number will only be collected in an effort to contact you again if you request additional assistance from our office. 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 additional case information/documentation should be forwarded to the FDIC at: <https://ask.fdic.gov/fdicinformationandsupportcenter/s/>. Once you have submitted a form, you will be able to upload applicable documents by clicking on the "Choose File" link, selecting the files you wish to upload, then clicking on the "upload" link.

We appreciate you taking time to provide feedback.

Sincerely

Consumer Response Center

CRC Investigation Survey

1: How did you learn of the FDIC's Consumer Response Center?(required)

- ☐ Referral from another federal/state agency
- ☐ Bank
- ☐ FDIC Website
- ☐ Internet or Social Media
- ☐ Brochure or consumer resource handbook
- ☐ Friend or relative

2: How satisfied are you with the ease of contacting the FDIC's Consumer Response Center?(required)

- ☐ 5 (Very Satisfied)
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 (Very Dissatisfied)

3: How satisfied are you with the initial contact to you explained the FDIC's authority, investigation process and time-frames?(required)

- ☐ 5 (Very Satisfied)
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 (Very Dissatisfied)

4: How satisfied are you with the courtesy of FDIC staff in their communication both written and by telephone?(required)

- ☐ 5 (Very Satisfied)
☐ 4
☐ 3
☐ 2
☐ 1 (Very Dissatisfied)

5: How satisfied are you with the FDIC's explanation of federal consumer protection laws and the FDIC's role in the matter?(required)

- ☐ 5 (Very Satisfied)
☐ 4
☐ 3
☐ 2
☐ 1 (Very Dissatisfied)

6: The information contained in FDIC's and/or the bank's response helped me understand my account or applicable bank regulation(s) better.(required)

- ☐ 5 (Very Satisfied)
☐ 4
☐ 3
☐ 2
☐ 1 (Very Dissatisfied)

7: The FDIC's response addressed all of the issues raised in my correspondence.(required)

- ☐ 5 (Very Satisfied)
☐ 4
☐ 3
☐ 2
☐ 1 (Very Dissatisfied)

8: I would contact the FDIC again if I had another problem involving a bank.(required)

- ☐ Yes
☐ No

9: COMMENTS: Please use the space below to share any comments you would like to make concerning the FDIC's investigation of your complaint.(required)

10: If you were dissatisfied with how the FDIC handled your original concerns and are requesting an additional review of your situation, please select the following option(s) to describe your situation. You may select multiple options.

- ☐ The bank did not address all of your concerns
☐ The FDIC did not address all of your concerns
☐ You have new information to provide about your case that you would like reviewed or investigated
☐ The bank did not follow through on a commitment or corrective action promised in its previous response
☐ You believe the bank's response to your concerns is not accurate, or contradicts their actions
☐ Other reason

11: If you answered "Other reason", please describe:

Submit Survey

9 of 24 - Clipboard
Item not Collapsed: Data