



October 4, 2023

Memorandum to: William E. Bestani
Senior Policy Analyst
Office of Information and Regulatory Affairs
Office of Management and Budget (OMB)
Executive Office of the President of the United States

From: Manny Cabeza
Regulatory Counsel
Assessments and Legislation Group
Legal Division
Federal Deposit Insurance Corporation

RE: FDIC Consumer Response Unit (CRU) - Consumer Direct Response Survey

Under its “fast-track” generic clearance entitled “Occasional Qualitative Surveys” (3064-0127), the Federal Deposit Insurance Corporation (FDIC) hereby submits for OMB review the survey “CRU Survey – Direct Response Survey and Cover Letter.” This survey will replace the current survey. The survey is sent electronically, after the FDIC has responded to the consumer’s specific concerns.

The FDIC recognizes that public confidence in the banking system is strengthened through the FDIC responses to the public’s questions related to the FDIC, banking laws or their specific banking concerns. In these cases, consumers have contacted a banking regulator with a complaint or inquiry. The FDIC has responded directly to the consumer to answer their question or provide educational information.

This survey will help determine why the consumer contacted the FDIC and if the FDIC response was helpful through asking separate questions. After the consumer has received their response letter from the FDIC, the consumer will be asked to voluntarily take the attached survey consisting of six questions and room for comments at the end. The reference number/closed date will automatically populate from the closed complaint EPIC/Salesforce record.

Based on past experience collecting customer satisfaction metrics, the FDIC estimates that there will be approximately 200 responses in total. FDIC estimates it will take each respondent approximately 2 minutes to respond to the survey.

Estimated burden:

<i>Annual Estimated Number of respondents:</i>	200
<i>Estimated Time per response:</i>	<u>2 minutes</u>
<i>Total Estimated Annual Burden:</i>	7 hours

Total estimated annual burden for this collection of this information is 7 hours.

If you have any questions, please let me know. Thank you for your consideration..