FDIC
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Memorandum to: William E. Bestani
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RE: Banker Engagement Site Feedback

Under its "fast-track" generic clearance entitled "Occasional Qualitative Surveys" (3064-0127), the Federal Deposit Insurance Corporation (the "FDIC") hereby submits for OMB review the generic "Feedback" feature. This feedback feature will be a persistent opportunity for external users (stakeholders) to provide feedback on their user experience with the Banker Engagement Site (BES) or Banker Engagement Site - External Regulator Access (BES ERA). The feedback will be used to identify potential enhancements to BES and BES ERA.

BES is a site used to facilitate the pre-examination planning process with supervised institutions for DCP consumer compliance and Community Reinvestment Act activities. The external stakeholders for BES are authorized bank users. BES ERA facilitates the coordination of the pre-examination planning process between FDIC staff and applicable state examiners. The external stakeholders for BES ERA are applicable state examiners.

The FDIC recognizes that stakeholder satisfaction with the application is important to ensure an effective partnership. The feedback will be used to identify enhancement opportunities and address any defects.

The attached Survey Summary provides descriptions of access to the feedback feature, burden statement, and content of the feedback feature. Currently, there are approximately 2,700 active users. FDIC anticipates there will be 5,000 unique users each year. BES users will cycle in and out of the application based on their examination activities. Generally, banks have an examination activity every two to three years. It is expected that feedback will be received from approximately 10 percent of the unique users each year. Therefore, FDIC estimates there will be 500 respondents. The estimated time per response is two (2) minutes. The total estimated annual burden is approximately 17 hours.

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