

Office of Thrift Supervision Contact Information

Headquarters mail: 1700 G Street, NW

Washington, DC 20552

Headquarters phone: 202-906-6000

General inquiries: ContactOTS@ots.treas.gov

Public Reading Room: 202-906-5922

News media inquiries: 202-906-6677

Congressional inquiries: 202-906-6288

Consumer inquiries or

complaints: 800-842-6929

800-877-8339 (TTY Users)

Ombudsman: 972-277-9610

For contact information for OTS regional offices, please refer to the regional sections in this report.

Office of Thrift Supervision Annual Report



The OTS Supervising Through the Economic Crisis

2008 has been a year of historic change and challenge for the financial services industry, the U.S. economy and financial markets around the world.

The theme for this year's Annual Report, "Supervising Through the Economic Crisis," reflects the scope of that challenge, as well as its impact on the thrift industry and the Office of Thrift Supervision.

The theme carries through this report, from the reflections and insights of OTS Director John Reich and Senior Deputy Director Scott Polakoff, to the views from the field in the five OTS Regions and the high points of the year from Supervision and other OTS Operations.

The report tells the story of a federal financial services regulator supervising savings associations and their holding companies during trying times to meet America's financial services needs ■

On the Inside

1 The OTS Supervising
Through the Economic Crisis
Year of change and challenge

Introduction
Message from the Director
In Focus
Year in Review
OTS Profile and History

10 OTS Regions

Regional impacts of economic crisis
Northeast Region
Southeast Region
Central Region
Midwest Region

23 OTS Operations

West Region

Highlights and accomplishments
Supervision
Consumers and Communities
Legal Affairs
Employees
Public Affairs
Information Technology
Financial Management