

**OFFICE OF THRIFT SUPERVISION
MEASUREMENT SURVEY: EXAMINATION STANDARDS**

Institution Name: _____

City/State, OTS Dkt # _____

Type of Examination: S&S [] Compliance/CRA [] IS/EDP []

Yes No

- ___ ___ 1. Is communication between OTS and your institution adequate?
Please rate your level of satisfaction with this communication.
1 (very satisfied) 2 (somewhat satisfied) 3 (somewhat dissatisfied) 4 (very dissatisfied)

Comments regarding off-site communication:

- ___ ___ 2. Did you receive the Preliminary Examination Response Kit (PERK) approximately four weeks prior to the start of the examination? If not, when did you receive it? _____
- ___ ___ 3. Did the PERK Package convey a reasonably accurate exam start date?
If not, were you advised of any change to the start date in a timely fashion?
- ___ ___ 4. Were you advised of the estimated staffing level and time requirements four weeks prior to the examination?
- ___ ___ 5. Were there any examiners participating in the most recent exam that had participated in the previous one (continuity)?
Please rate your level of satisfaction with the examination's focus regarding material issues of operational and regulatory concern.
1 (very satisfied) 2 (somewhat satisfied) 3 (somewhat dissatisfied) 4 (very dissatisfied)
- ___ ___ 6. If you previously indicated a preference on concurrent exams, did we honor that request?
Based upon your most recent experience, please indicate your preference for concurrent exams.
1 (strong preference for) 2 (strong preference against) 3 (no strong preference)

Comment on any issues relevant to your responses to questions 2-6:

- ___ ___ 7. Did the Examiner-in-Charge (EIC) meet with you or a member of management upon commencement of the exam?
If so, were examination objectives conveyed?
- ___ ___ 8. Did the EIC or key assistants meet with you or senior staff at least weekly to discuss issues, concerns and findings?
- ___ ___ 9. Did the EIC or Field Manager conduct an exit meeting upon completion of field work?
Please rate your level of satisfaction with these various onsite meetings (addressed in #7, 8, 9).
1 (very satisfied) 2 (somewhat satisfied) 3 (somewhat dissatisfied) 4 (very dissatisfied)

Comments regarding on-site communication:

OVER

Yes No

_____ 10. Were all significant findings and recommendations contained in the Report of Examination (ROE) discussed with management during the examination?

Please rate your satisfaction with the timeliness, substance and tone of the ROE, as well as the new Report format and any graphics presentation (comments can be provided below)..

1 (very satisfied) 2 (somewhat satisfied) 3 (somewhat dissatisfied) 4 (very dissatisfied)

_____ 11. Did OTS staff meet with your Board of Directors?

_____ If not, did the board concur with this decision?

If so, please rate your satisfaction with the agenda, substance, tone and other aspects of this meeting.

1 (very satisfied) 2 (somewhat satisfied) 3 (somewhat dissatisfied) 4 (very dissatisfied)

Comments concerning the ROE and/or board presentation:

Are there specific issues or concerns you would like addressed or other services rendered between examinations?

Other than by carrying out the appropriate standards set forth in the Customer Service Plan, are there ways we can assist you in preparing for an examination?

Please provide comments with regard to the staff's professionalism and efficiency in conducting the examination and/or in handling other matters *between* examinations.

Please provide suggestions on how to improve communications and/or the regulatory process.

Name (Optional)

Title (Optional)

Phone (Optional)