



Office of Thrift Supervision
Department of the Treasury

James E. Gilleran
Director

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August 19, 2004

MEMORANDUM FOR: CHIEF EXECUTIVE OFFICERS

FROM:

James E. Gilleran

SUBJECT:

Annual Thrift Satisfaction Survey

In 2003, we conducted our first **Annual Thrift Satisfaction Survey** to solicit feedback from the industry on OTS and our regulatory system. The responses were invaluable in helping us streamline and improve our supervisory processes. As part of our annual process, we would like to solicit your views once again on those issues most critical to you. The 2004 annual survey may be submitted through September 24th. Once we have reviewed the surveys and analyzed any comments and recommendations, we will share the results with each of you.

You are encouraged to complete the survey online through the OTS website located at www.ots.treas.gov/survey. The password required to access the Supervision page has been sent electronically, through secure e-mail, to your Thrift Financial Report preparer.

If you wish to mail a completed paper copy of the attached survey, please send it to:

Office of Thrift Supervision
ATTN: Annual Survey
1700 G Street, NW
Washington, DC 20552

Thank you in advance for taking the time to complete this survey and for helping to improve our service to you. Your continued support for OTS and the thrift charter is appreciated.

If you have any questions or comments, please contact me.

Attachment

Annual Thrift Satisfaction Survey

Region (required):

Name of thrift:

Contact Email:

Point of contact for survey responses:

Thrift Docket No.:

Contact Phone:

1. Reflecting on your most recent examination(s), please tell us if:

a) The examiners took time at the start of the examination to gain an understanding of your institution's business strategy and operating philosophy.

Agree Disagree

Please explain: _____

b) The examiners maintained adequate communications with management during the examination.

Agree Disagree

Please explain: _____

c) The tone and content of the Report of Examination was consistent with the board or management exit meetings.

Agree Disagree

Please explain: _____

d) You felt the examination was of value to your organization.

Agree Disagree

Please explain: _____

Annual Thrift Satisfaction Survey

2. If you had a reason to use or interact with OTS departments or offices other than during examinations, were you satisfied with the accuracy, timeliness, and manner in which your business was handled?

Agree

Disagree

Please explain:

3. Please tell us the things you feel OTS does well.

4. Please tell us the things you feel OTS needs to start doing or do better.

5. Please tell us the things you wish OTS would stop doing.

6. Other Comments.
