



Comptroller of the Currency
Administrator of National Banks

US Department of the Treasury

Biographies

Craig D. Stone **Deputy Ombudsman for Customer Assistance**

Craig D. Stone became deputy ombudsman for customer assistance for the Office of the Comptroller of the Currency (OCC) in 2006.

He heads the Customer Assistance Group which handled 73,000 consumer inquiries in 2005.

Since 1998, Mr. Stone has served as deputy ombudsman for the OCC.

Mr. Stone joined OCC's Office of the Ombudsman in 1997 and participated in the redesign of the OCC's consumer complaint function. The result was a state-of-the-art processing unit able to handle large volumes of consumer inquiries in a timely manner.

Mr. Stone joined the compliance team in the OCC's southwest district in 1991 and performed compliance examinations at some of the largest banks supervised by the OCC. He began his OCC career as a national trust examiner in 1981 and became a safety and soundness examiner in 1986.

In addition to his duties with the OCC's Customer Assistance Group, Mr. Stone is an instructor of training at OCC and industry forums.

Mr. Stone graduated in 1980 from Texas State University, San Marcos, Texas with a degree in Business-Finance.

