



Comptroller of the Currency  
Administrator of National Banks

US Department of the Treasury

# Office of the Comptroller of the Currency Report of the Ombudsman



*People serving people,  
one customer at a time*



A photograph of an office environment with several cubicles. In the foreground, a man in a striped shirt is seen from the back, wearing a headset. In the middle ground, a woman is smiling at a computer monitor. In the background, another woman is working at a desk. The cubicles are equipped with desks, computers, and various office supplies.

## Mission of the Office of the Ombudsman

The Office of the Ombudsman is organized around core principles of dispute resolution and customer service. The office seeks to ensure that national banks and customers of national banks receive fair and expeditious resolution of their complaints through two distinct processes within the office. The National Bank Appeals Process is designed to resolve disputes of national banks arising from the supervisory process. The Customer Assistance Group's focus is to ensure that customers of national banks receive fair treatment resolving their complaints with national banks.

### About the cover:

Across front and back: Snapshots of Ombudsman staff members.  
Bottom front: Customer Assistance Group call queue display.  
Bottom back: [www.HelpWithMyBank.gov](http://www.HelpWithMyBank.gov) home page.

# Report of the Ombudsman

2005–2006



Office of the Comptroller of the Currency

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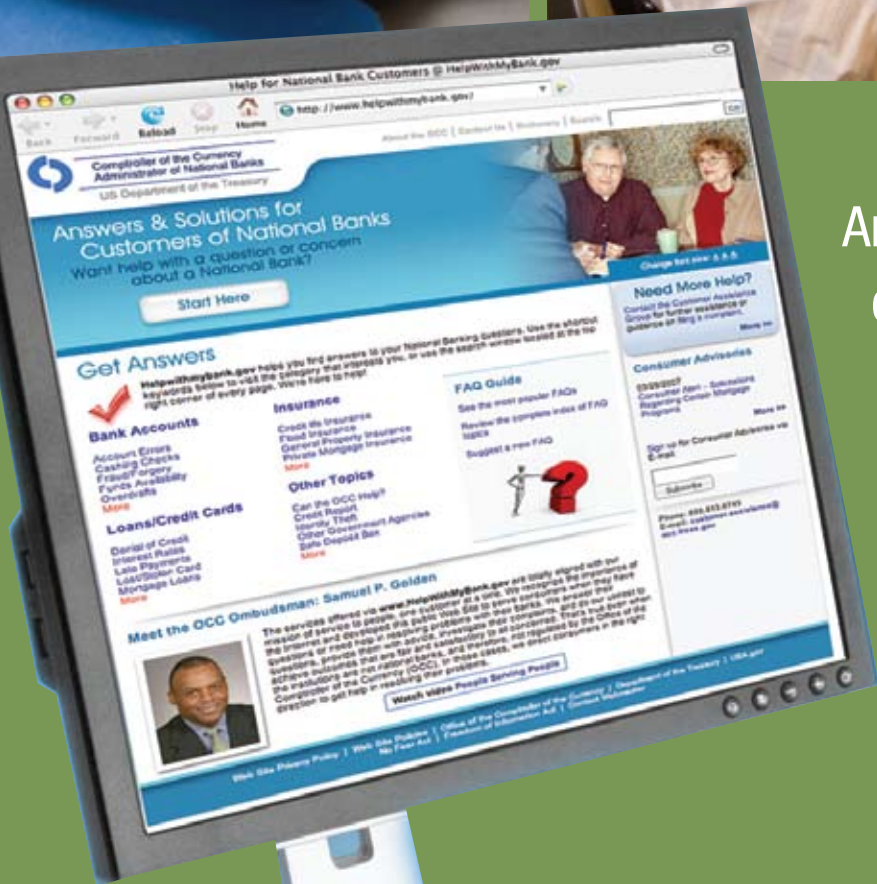


## The core values underlying the office's mission:

- Maintaining a professional staff
- Fostering an environment that disadvantages no one and embraces a sense of fairness
- Ensuring independence with no retribution
- Promoting convenience and accessibility for constituents
- Applying the effective use of technology
- Sustaining processes that are integrated with, and contribute to, the agency's regulatory responsibility
- Preserving confidentiality



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Answers for customers  
of national banks at  
**HelpWithMyBank.gov**