



**RESCINDED**

Office of Thrift Supervision  
Department of the Treasury

James E. Gilleran  
Director

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Any attachments to this document are rescinded only as they relate to national banks and federal savings associations.

September 2, 2003

**MEMORANDUM FOR: CHIEF EXECUTIVE OFFICERS**

**FROM:**

James E. Gilleran

**SUBJECT:**

Annual Thrift Satisfaction Survey

To ensure that OTS provides the highest possible level of service and oversight to the industry, we invite you to complete the **Annual Thrift Satisfaction Survey**, either electronically through the OTS website or by mailing the attached paper form. The feedback will help us refine our processes in order to maintain the strength and health of both OTS and the industry. This voluntary survey replaces the survey previously sent to you at the completion of each examination cycle. The new survey will be sent to you annually and includes all examinations that were performed during the year. The 2003 annual survey may be submitted through September 26.

You are encouraged to complete the survey online through the Supervision page on the OTS web site: [www.ots.treas.gov](http://www.ots.treas.gov). Access is secure and restricted through the use of a password that has been securely sent electronically to your Thrift Financial Report preparer. Please contact your preparer for the password.

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

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

Thank you for your continued support of the OTS and the thrift charter. If you have questions, 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:

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

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

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

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6. Other Comments.

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