

The following news release was issued today,
April 17, 1995.

NR 95-39

A copy of the survey form is on the OCC.Issuances
Bulletin Board as "Examination Survey"

COMPTROLLER'S OFFICE WILL ASK BANKERS
FOR FEEDBACK ON EXAMINATION PROCESS

The Office of the Comptroller of the Currency (OCC) will begin surveying bankers at the conclusion of each examination to get their immediate feedback on how well the agency is doing its job. The survey is designed to provide an assessment of the examination process and will help the OCC to rate and monitor:

- the effectiveness of its communications with banks;
- the reasonableness of agency requests for data and information;
- the quality of examiners' decision making during the exam process;
- the quality of written exam reports;
- the professionalism of OCC examining staff; and
- examiners' responsiveness to the bank's concerns throughout the examination process.

"During the two years that I've been in office, bankers have asked me over and over for a confidential, impartial way to give the OCC some feedback on the exam process and on our examiners," said Comptroller Eugene A. Ludwig. "This survey is the answer to those requests. I want bankers to know that they can respond honestly, without fear of reprisal," Ludwig added.

The examination survey will be attached to the final Report of Examination provided to the bank once the exam has been completed. Completing the survey is voluntary. Bankers will be asked to fill in their name in order to facilitate follow-up work by the OCC. Completed surveys will not be given to the examiner-in-charge. The Comptroller has designated the OCC Ombudsman, Samuel Golden, as survey administrator.

The survey forms will be sent directly to the Ombudsman, who will be responsible for analyzing and summarizing the surveys for the agency. If there are cases where the banker's response to the survey is extremely negative and where an individual examiner is named, Golden will follow-up directly with the OCC district office. In cases where specific agency policies or procedures are criticized, he will report confidentially to the appropriate headquarters personnel in Washington.

"We're going to carefully listen to individual bankers, and most importantly, to respond accordingly," said Golden. "Having the Ombudsman serve as the

administrator of the process is an indication of the OCC's desire to seek candid, meaningful feedback to enhance our bank supervision efforts."

The OCC will implement the examination survey in June 1995. A copy of the survey form is attached to this release.

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