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 website: 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):     Point of contact for survey responses:
Name of thrift:      Thrift Docket No.:
Contact Email:     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.
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________