



# RESCINDED

Office of Thrift Supervision  
Department of the Treasury

John E. Bowman  
Acting Director

1700 G Street, NW, Washington, DC 20552 • (202) 906-6372

Any attachments to this document are rescinded only as they relate to national banks and federal savings associations.

May 11, 2009

**MEMORANDUM FOR:** Chief Executive Officer

**FROM:** John E. Bowman 

**SUBJECT:** 2008 Annual Thrift Satisfaction Survey Results

I would like to thank each of you that participated in the 2008 Thrift Satisfaction Survey. The feedback we receive from our institutions is valuable, and OTS is committed to enhancing its examination and regulatory oversight. I am pleased by the positive comments we received, especially given the operational challenges the thrift industry is facing.

The ultimate reason OTS requests your comments is to address any areas that may require improvement. OTS received multiple comments encouraging continued expansion of communications and outreach with the thrift industry. The agency continues to expand its presence at seminars, conferences, and outreach meetings. OTS also encourages financial institutions to contact their OTS Regional office whenever they need to discuss any regulatory matter. OTS contact information is available on the OTS website at <http://www.ots.treas.gov/>.

OTS has industry outreach and educational forums scheduled throughout the United States in 2009. For example, OTS is sponsoring Directors' seminars; CEO outreach meetings; CFO financial management conferences; Chief Credit Officers' meetings; Compliance and Community Affairs meetings; and Accounting conferences, meetings, and forums. OTS representatives also attend many industry conferences. This provides an opportunity to meet directly with bankers across the country. I urge you to participate and to speak with our representatives at these forums to discuss any of your comments and concerns. The schedule of events is available on the OTS website under "News & Events".

To improve communication and provide valuable industry data to the public, OTS has developed several new reports, which are also available on the agency's website. In 2008, OTS began producing a quarterly Mortgage Metrics Report jointly with the Office of the Comptroller of the Currency (OCC). The report analyzes mortgage servicing data and also provides data on the affordability and sustainability of loan modifications. In 2008, OTS also began releasing its Monthly Market Monitor, which provides market commentary and includes information on economic conditions, inflation, and housing conditions. Both of these reports provide valuable information to the thrift industry.

Another area addressed by survey respondents is the demand for time and resources that examinations place on financial institutions. I encourage you to discuss resource concerns with your OTS Regional Director prior to your examination. OTS has taken steps in the past to alleviate some of the burden associated with examinations, including combining compliance and safety and soundness examinations into one comprehensive examination. The agency continuously looks for additional ways to minimize the burden while maintaining the integrity of the examination process. Additionally, the OTS Ombudsman continues to interview random samples of thrifts at the conclusion of examinations to discuss the process and solicit feedback. OTS encourages all institutions to use the Ombudsman program to communicate problems or concerns.

OTS appreciates your feedback and encourages you to provide additional comments or suggestions throughout the year. The agency is dedicated to improving its examination and regulatory oversight and relies on your feedback to identify concerns. Thank you again for your participation in the 2008 survey. Your thoughtful comments contribute to the success of the agency.

RESCINDED