RESCINDED

Office of Thrift Supervision
Department of the Treasury

John E. Bowman
Acting Director

1700 G Street, N.W., Washington, DC 2

January 14, 2010

MEMORANDUM FOR: **CHIEF EXECUTIVE OFFICERS**

FROM: John E. Bowman

SUBJECT: 2010 Annual Thrift Satisfaction Survey

Because the Office of Thrift Supervision (OTS) strives to enhance communications, strengthen examinations, and improve performance, I am pleased to announce the 2010 Annual Thrift Satisfaction Survey. The Annual Survey is an opportunity for you to provide feedback regarding your experiences with current regulatory programs and to make recommendations to improve the regulatory process. While participation is voluntary, I encourage you to complete the survey.

OTS senior management commits to reviewing and considering your comments and suggestions for enhancing how our agency conducts business. For example, comments in previous surveys led to the implementation of an automated, risk-focused Preliminary Examination Response Kit (PERK) to improve examination efficiency. In 2009, OTS provided training seminars, hosted Regional Director outreach meetings, and spoke at trade association conferences to maintain strong industry communications.

Your feedback is particularly important given the challenging economic environment that persisted throughout 2009. The Annual Thrift Satisfaction Survey is on the OTS website. You may access the survey by using the following link: 2010 Thrift Satisfaction Survey. Once you complete the survey, click "submit". Once we receive your survey, we will send you an online confirmation of receipt. We request you complete and submit your survey by February 15, 2010. Upon reviewing the results, I will send you a summary of the survey responses, including enhancements OTS will enact based on the responses.

Thank you in advance for completing this survey. I appreciate your support of the thrift charter and OTS.