



Office of Thrift Supervision
Department of the Treasury

John M. Reich
Director

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April 27, 2006

MEMORANDUM FOR: CHIEF EXECUTIVE OFFICERS
FROM: John M. Reich 
SUBJECT: Annual Thrift Satisfaction Survey

As OTS Director, I am committed to improving the examination process. Your comments and suggestions are important to me so that we can work towards this goal. The “Annual Thrift Satisfaction Survey” is a way for you to confidentially submit your perspectives on the exam process and other areas within our agency. We have used this survey in the past and found your comments to be thoughtful and informative. The surveys will be compiled so that we can understand what is important to you and how we may be able to improve upon our current procedures and processes. I strongly encourage you to complete the survey. At the end of this process, I will share with each of you a summary of the comments received and my expectations to deliver on these recommendations.

All you have to do is click on www.ots.treas.gov/survey to access the survey and click “submit” at the end of the document to send it back to us. We will send you an online confirmation of receipt. We are requesting all completed surveys to be submitted by May 31, 2006. Although we prefer online submissions, you may also send the survey back to OTS at: Office of Thrift Supervision; attn: Annual Survey Results; 1700 G Street, NW; Washington, DC 20552.

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