

Regional Bulletin: 06-02

Annual Thrift Satisfaction Survey



Dear Chief Executive Officer:

Enclosed is Director John M. Reich's CEO Memorandum dated April 27, 2006, encouraging you to complete the Annual Thrift Satisfaction Survey by May 31, 2006.

This survey is part of OTS's continuing effort to improve the quality and efficiency of our regulatory processes, especially the examination process. As your Regional Director, I am very pleased with most of your comments regarding the recent improvements in our examination process and the professionalism of our staff. I also know there's still room for improvement and your input in this area, if any, is very valuable to me and the agency.

Submitting this survey is voluntary. I truly appreciate your taking the time to share your views and comments regarding how we carry out our responsibilities as your primary regulator. We are committed to maintaining open communication channels to allow you to express your views and ideas to us. As Director Reich indicated, we will provide a summary of the comments received and agency expectations.

Thank you in advance for sharing your comments with OTS. As always, please also feel free to contact me directly at (650) 746-7010 to offer ideas on how we can improve our regional supervisory processes.

Sincerely,

Michael E. Finn
Regional Director

Enclosure

<http://www.ots.treas.gov/docs/2/25238.pdf>



Online Survey.htm