

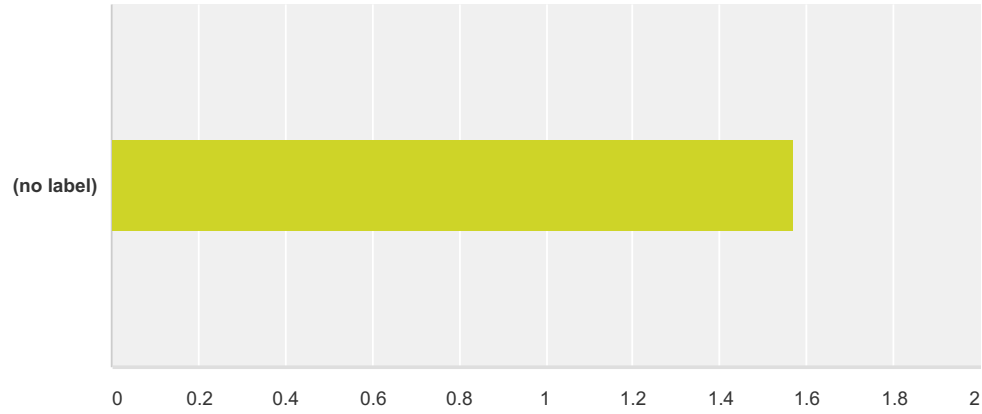
Q1 Person Completing the Survey?

Answered: 19 Skipped: 11

Answer Choices	Responses	
Name (optional)	94.74%	18
Name of Entity (optional)	94.74%	18

Q2 Material changes to the Department's rules, policies and procedures are communicated and explained to us in a timely fashion.

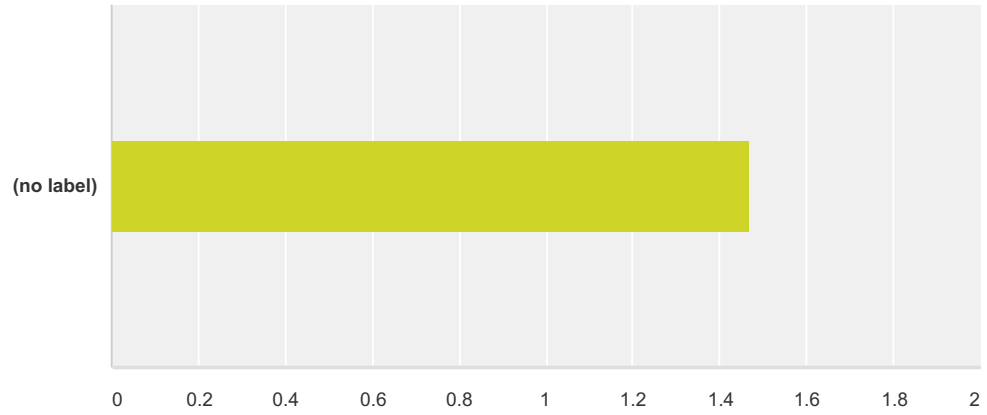
Answered: 30 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	46.67% 14	50.00% 15	3.33% 1	0.00% 0	0.00% 0	30	1.57

Q3 Headquarters staff is accessible.

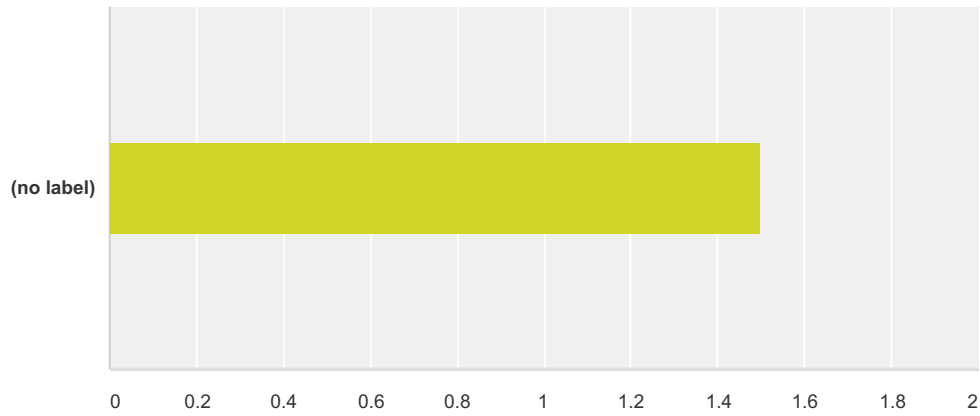
Answered: 30 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.33% 16	46.67% 14	0.00% 0	0.00% 0	0.00% 0	30	1.47

Q4 Headquarters office staff provide timely and accurate feedback/answers.

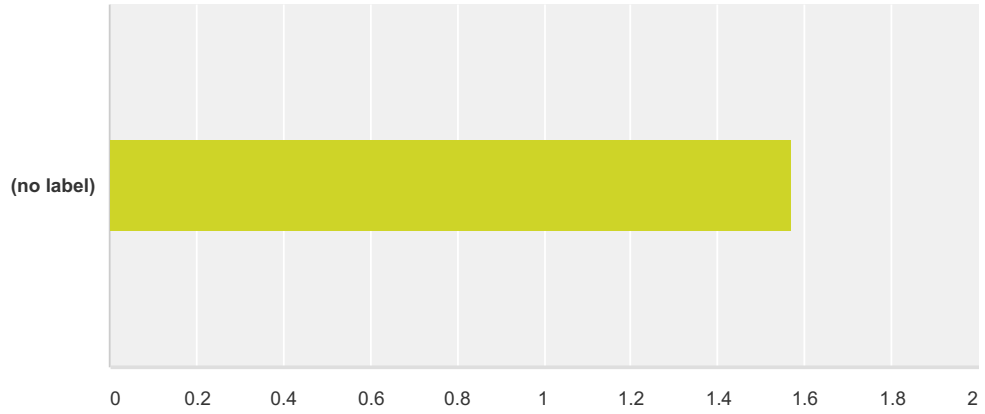
Answered: 30 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	50.00% 15	50.00% 15	0.00% 0	0.00% 0	0.00% 0	30	1.50

Q5 Correspondence regarding routine business matters are handled in a prompt and effective manner.

Answered: 30 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	46.67% 14	50.00% 15	3.33% 1	0.00% 0	0.00% 0	30	1.57

Special Audits Rate the Department Survey - 2017 MSB

Q6 What issues need to be addressed by the Department to improve the money services business industry in Texas?

Answered: 14 Skipped: 16

#	Responses	Date
1	More investigations of unlicensed money transfer operations	1/27/2017 4:31 PM
2	n/a	1/24/2017 1:05 PM
3	Banking access	1/24/2017 11:34 AM
4	NONE	1/24/2017 10:57 AM
5	None that I am aware of	1/24/2017 9:47 AM
6	n/a	1/24/2017 9:18 AM
7	n/a	1/24/2017 9:13 AM
8	Help licensees with broader access to banking services (either via recommendations and/or certificates of good standing, etc.).	1/16/2017 5:54 PM
9	walk in bill payment even non contracted payments should be exempt from MSB rules by Texas, by all states and by the Federal Government, as long as the " Biller " is fully vetted, and the payment provider accepts full liability for the Biller.	1/14/2017 12:38 PM
10	Banking - where to deposit the trust funds collected from the customers	1/12/2017 9:03 PM
11	You could provide additional trainings on TXDOB expectations on risk, regulatory requirements and emerging products such as traditional MSB's vs. online money transmitters.	1/10/2017 11:52 AM
12	n/a	1/10/2017 11:48 AM
13	Best it has ever been in my opinion	1/10/2017 10:43 AM
14	improve banking services to MSB	1/10/2017 10:04 AM

Special Audits Rate the Department Survey - 2017 MSB

Q7 What issues need to be addressed by the Department to reduce or minimize regulatory burden?

Answered: 13 Skipped: 17

#	Responses	Date
1	Continue to rely on other state's examination reports	1/27/2017 4:31 PM
2	n/a	1/24/2017 1:05 PM
3	NONE	1/24/2017 10:57 AM
4	None	1/24/2017 9:47 AM
5	n/a	1/24/2017 9:18 AM
6	n/a	1/24/2017 9:13 AM
7	Actually, I think Texas is one of the best states, if not the best, at looking at ways to reduce/minimize regulatory burden. I'm always impressed with the thoughtful approach by the TX DOB when implementing new requirements and procedures.	1/24/2017 9:05 AM
8	Define frequency of examinations based on risk assessment of each entity (i.e. less risk = lower frequency); reliance on multi-state exams when/where it makes sense; increased used of NMLS for standardization on licensing requirements.	1/16/2017 5:54 PM
9	Same as above	1/14/2017 12:38 PM
10	N/A	1/12/2017 9:03 PM
11	You could add Texas to the NMLS master Call Report group and remove the schedule B form as a requirement.	1/10/2017 11:52 AM
12	This isn't a Texas issue but NMLS continues to be a huge administrative burden on licensees due to items being submitted both in and outside of the system as well as conflicting requirements between state regs/requirements and requirements within NMLS.	1/10/2017 11:48 AM
13	Continue with multi-state exams	1/10/2017 10:43 AM

Special Audits Rate the Department Survey - 2017 MSB

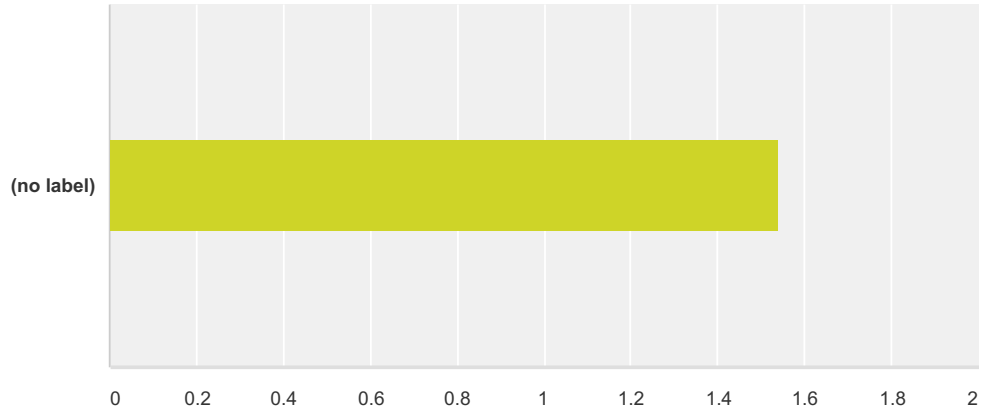
Q8 Other suggestions or comments regarding communication and correspondence.

Answered: 12 Skipped: 18

#	Responses	Date
1	n/a	1/24/2017 1:05 PM
2	NONE	1/24/2017 10:57 AM
3	None	1/24/2017 9:47 AM
4	n/a	1/24/2017 9:18 AM
5	n/a	1/24/2017 9:13 AM
6	Overall excellent response and very good experience in communication and coordination. Mary Ann is outstanding, always promoting an open communication environment (i.e. we're never afraid to ask). Good job!	1/16/2017 5:54 PM
7	None it is very good.	1/14/2017 12:38 PM
8	none	1/12/2017 9:03 PM
9	Aceptacion de una cuenta en los bancos	1/11/2017 10:14 AM
10	Please keep your systems up to date in regards to officer and corporate address changes because this has a direct impact on us receiving notifications in a timely fashion.	1/10/2017 11:52 AM
11	Texas is a leader in the MSB industry from a regulator perspective. Texas sets the tone and the other states typically follow due to the Department's in depth knowledge of the MSB industry and it's reasonable approach to applicable matters.	1/10/2017 11:48 AM
12	N/A	1/10/2017 10:43 AM

Q9 The scope and goals of examinations are clearly communicated to management prior to the start of the examination.

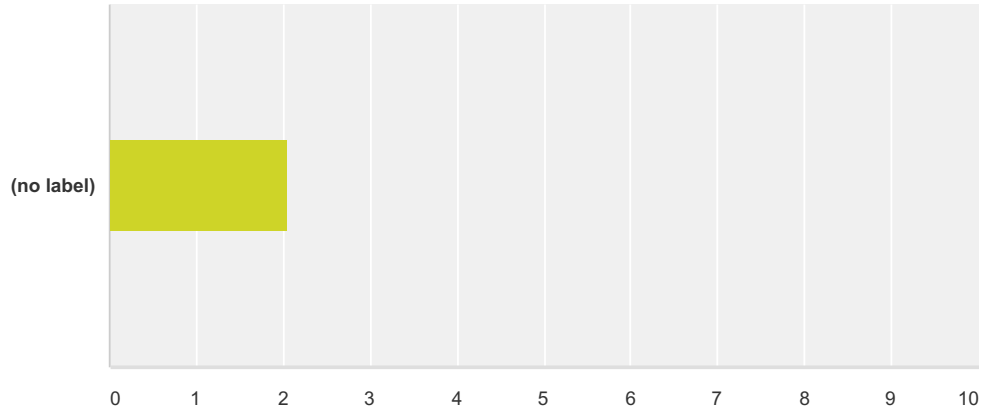
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.69% 15	38.46% 10	0.00% 0	0.00% 0	3.85% 1	26	1.54

Q10 Access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

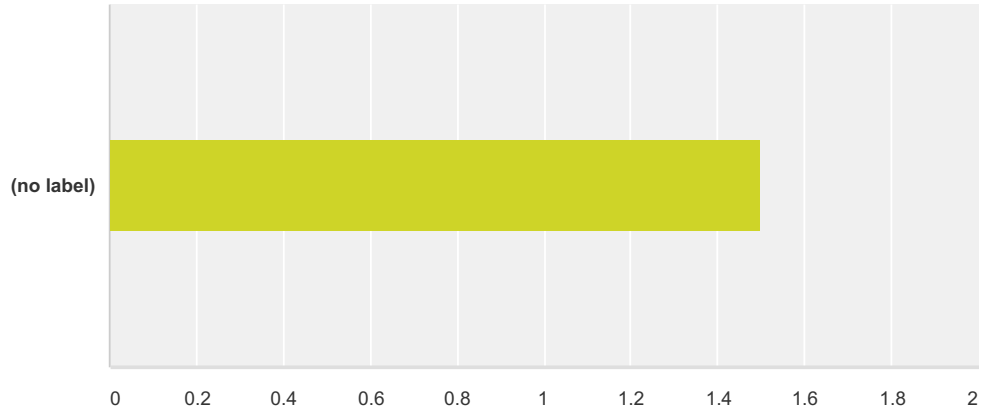
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	42.31% 11	42.31% 11	0.00% 0	0.00% 0	15.38% 4	26	2.04

Q11 Examiners' requests for information prior to and during the examinations are timely and reasonable.

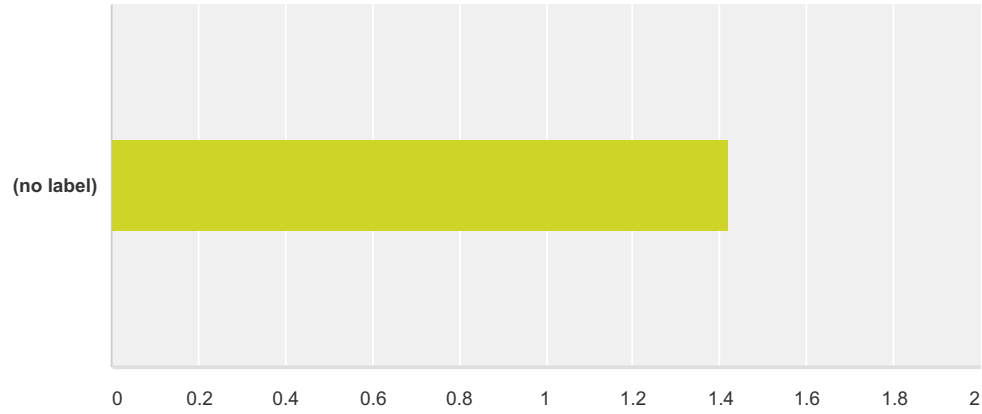
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	61.54% 16	34.62% 9	0.00% 0	0.00% 0	3.85% 1	26	1.50

Q12 The Examiner-in-Charge and the examination team acted in a professional and courteous manner during the examination.

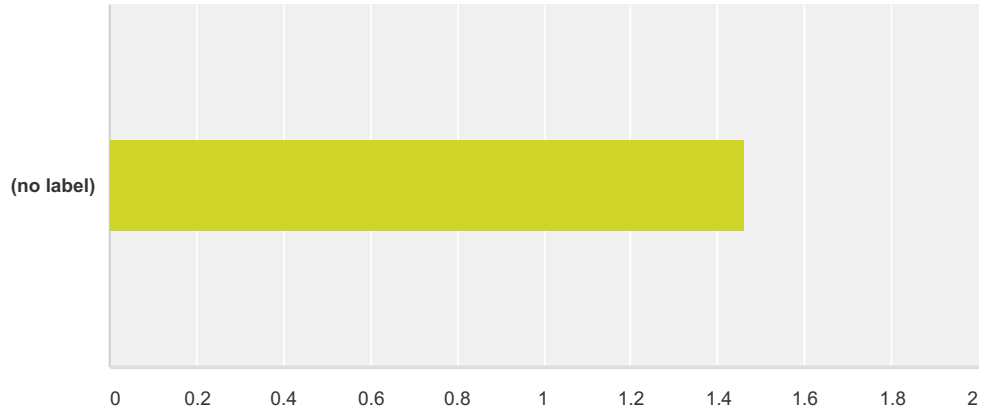
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	69.23% 18	26.92% 7	0.00% 0	0.00% 0	3.85% 1	26	1.42

Q13 Examiners adequately communicated with management throughout the examination.

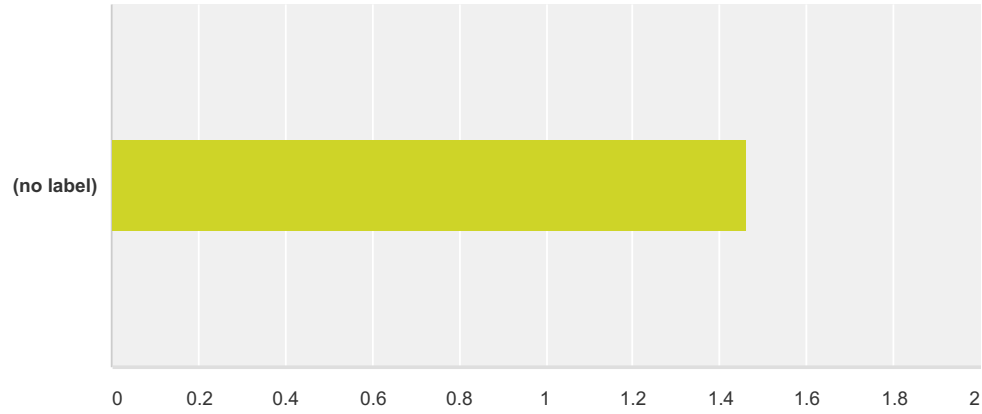
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	65.38% 17	30.77% 8	0.00% 0	0.00% 0	3.85% 1	26	1.46

Q14 Examiners appear to be informed of current industry issues and are adequately trained and qualified to examine the licensee.

Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	65.38% 17	30.77% 8	0.00% 0	0.00% 0	3.85% 1	26	1.46

Special Audits Rate the Department Survey - 2017 MSB

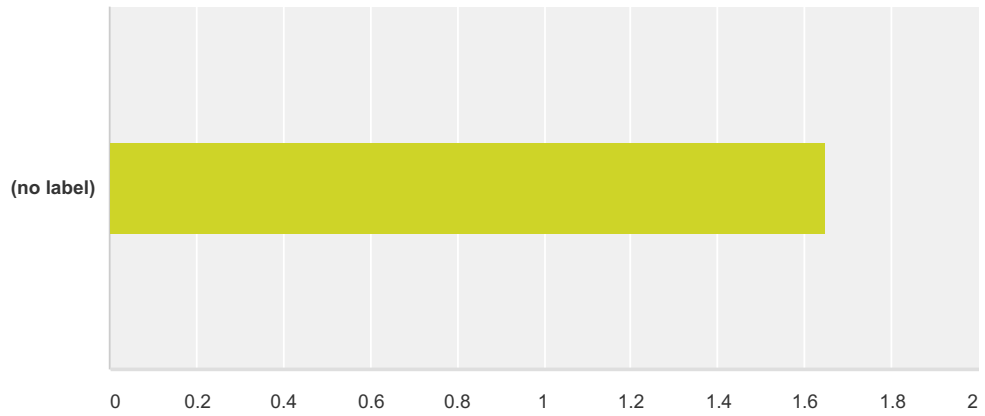
Q15 In what areas, if any, do you feel examiners need additional training or education?

Answered: 12 Skipped: 18

#	Responses	Date
1	n/a	1/24/2017 1:06 PM
2	NONE	1/24/2017 11:04 AM
3	None	1/24/2017 9:53 AM
4	none	1/24/2017 9:21 AM
5	None. The TX examiners have always been well-versed in all the relevant areas and have taken the time to truly understand our business and how it functions.	1/24/2017 9:15 AM
6	No, overall very well trained.	1/16/2017 6:00 PM
7	Texas auditors are exceptional, I wish all states were.	1/14/2017 12:40 PM
8	N/A	1/12/2017 9:07 PM
9	none	1/11/2017 10:16 AM
10	N/A - Texas has the strongest exam team out there.	1/10/2017 11:59 AM
11	N/A	1/10/2017 10:53 AM
12	Digital	1/10/2017 10:00 AM

Q16 Examiners remained focused on the key issues confronting your company.

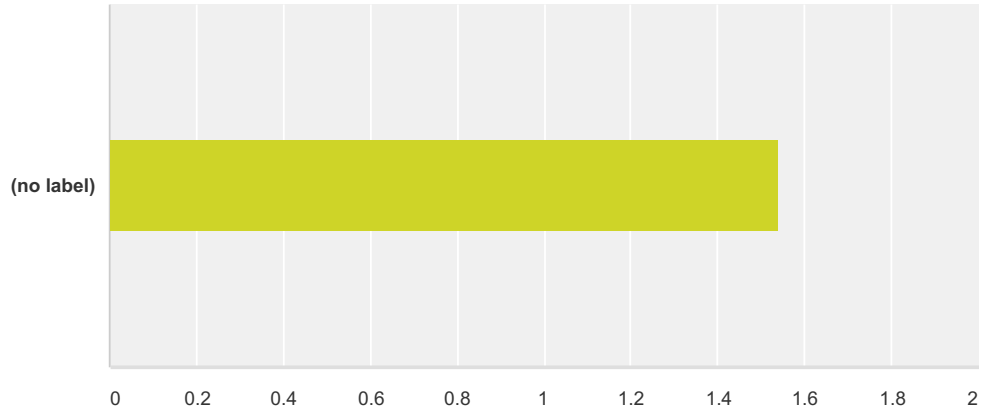
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	50.00% 13	42.31% 11	3.85% 1	0.00% 0	3.85% 1	26	1.65

Q17 The examiners clearly and effectively communicated their findings and concerns at the exit meeting.

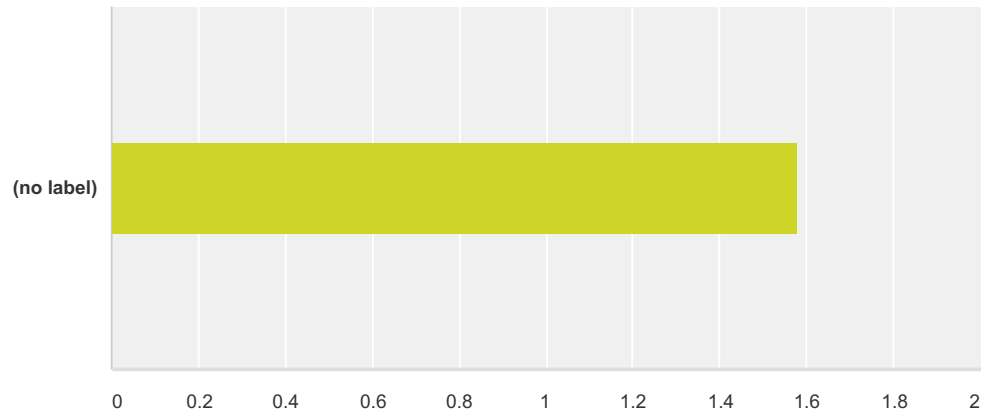
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.69% 15	38.46% 10	0.00% 0	0.00% 0	3.85% 1	26	1.54

Q18 Conclusions regarding the company's condition were well supported.

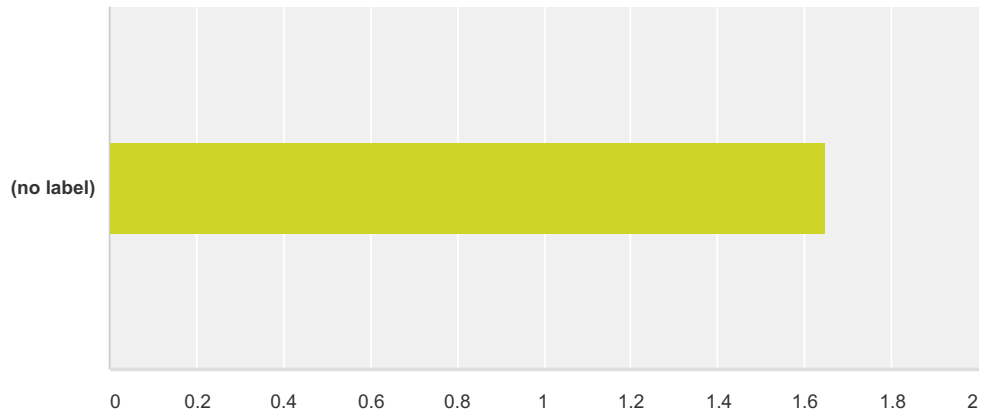
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.69% 15	34.62% 9	3.85% 1	0.00% 0	3.85% 1	26	1.58

Q19 Recommendations for corrective actions were reasonable.

Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	50.00% 13	42.31% 11	3.85% 1	0.00% 0	3.85% 1	26	1.65

Special Audits Rate the Department Survey - 2017 MSB

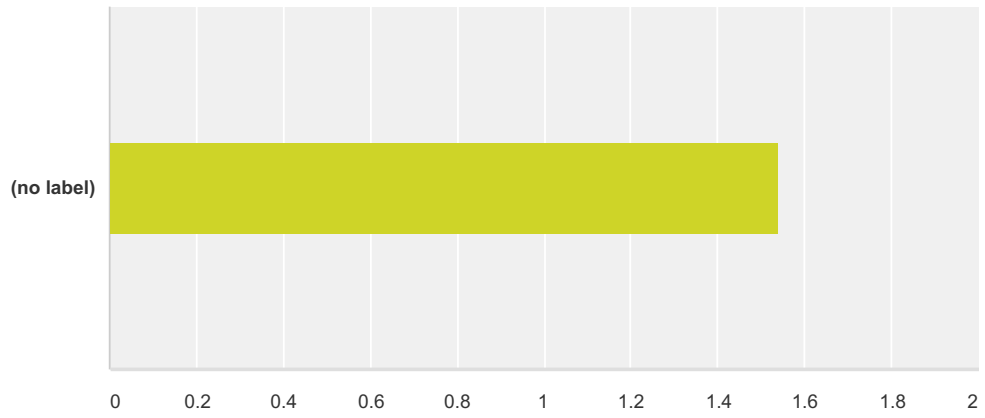
Q20 Did any events or comments take place during the examination that you felt were surprising, unfair, unreasonable or not in conformance with examination policy?

Answered: 15 Skipped: 15

#	Responses	Date
1	No	1/27/2017 4:32 PM
2	My company does not participate in examination. no opinion	1/24/2017 2:54 PM
3	n/a	1/24/2017 1:06 PM
4	Grading.	1/24/2017 11:38 AM
5	NONE	1/24/2017 11:04 AM
6	I was surprised that full foreign counterparty due diligence was required for our banks in Africa even though they do not pay out to the designated recipients. The money flows directly into the mobile phone wallet of the recipients. Our model is very different from traditional models.	1/24/2017 9:53 AM
7	n/a	1/24/2017 9:21 AM
8	No. The examiners always behave in a professional and courteous manner. Even if we don't agree on every point, they are open to hearing our position and are willing to engage in discussion.	1/24/2017 9:15 AM
9	Not that I can think of.	1/16/2017 6:00 PM
10	none	1/14/2017 12:40 PM
11	N/A	1/12/2017 9:07 PM
12	We have always had very open conversations with the examiners regarding observations, violations, etc. When we don't agree, we talk about it and many times agree not to agree. Texas examiners are transparent, reasonable and ask very thoughtful questions. A Texas exam is extremely thorough and we take Texas's findings/observations very seriously.	1/10/2017 11:59 AM
13	Yes, as a compliance officer of a subsidiary money transmitter my exam rating was based on what the parent company may or may not be doing and this isn't fair.	1/10/2017 11:55 AM
14	N/A	1/10/2017 10:53 AM
15	no	1/10/2017 10:10 AM

Q21 The report of examination was received in a timely fashion.

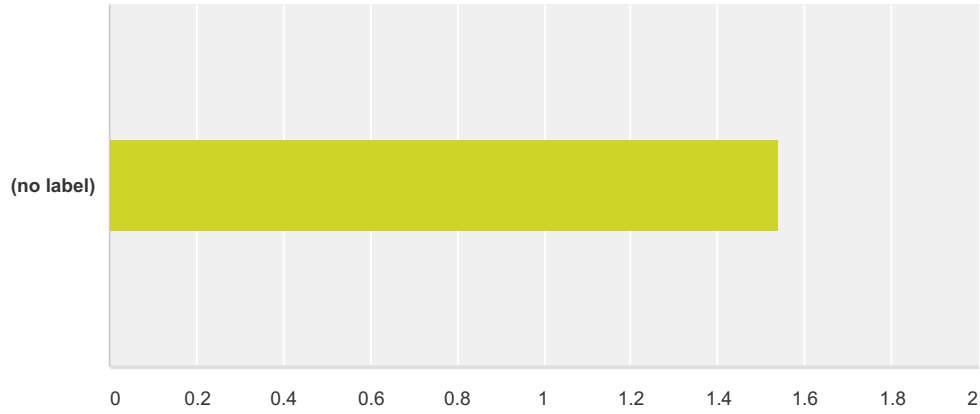
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.69% 15	38.46% 10	0.00% 0	0.00% 0	3.85% 1	26	1.54

Q22 The report of examination clearly communicated examination findings, and corrective actions management needs to take.

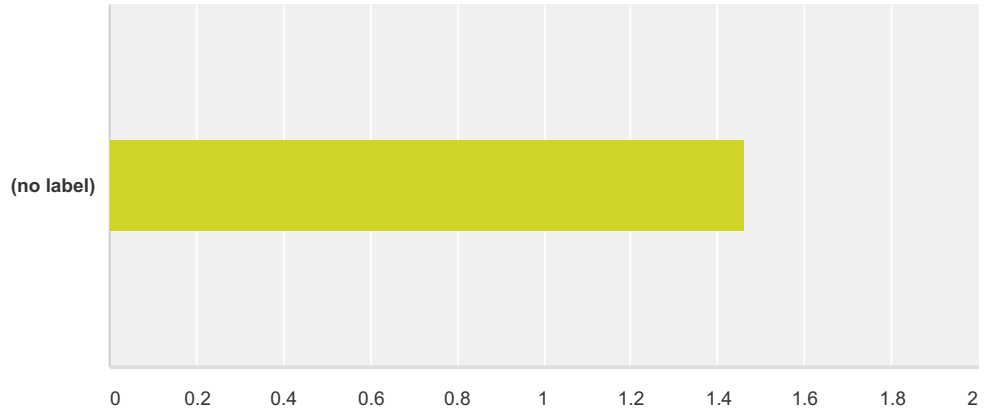
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.69% 15	38.46% 10	0.00% 0	0.00% 0	3.85% 1	26	1.54

Q23 The tone and content of the report of examination were consistent with the exit meeting.

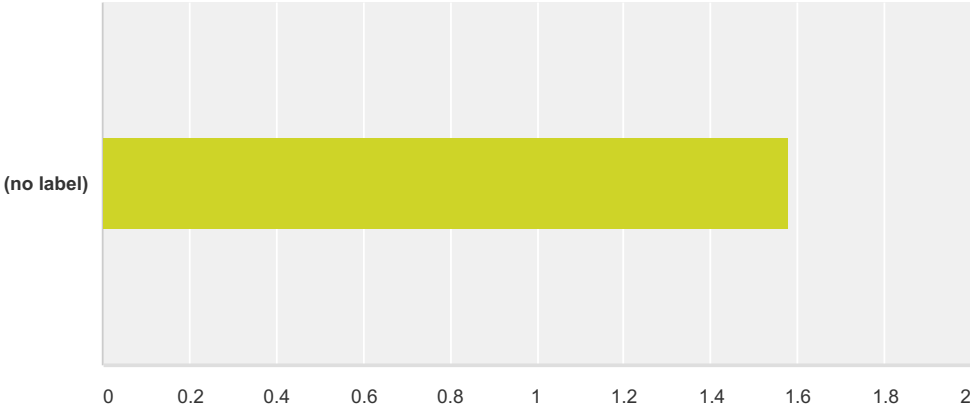
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	65.38% 17	30.77% 8	0.00% 0	0.00% 0	3.85% 1	26	1.46

Q24 The examination was conducted without placing undue burden on the company.

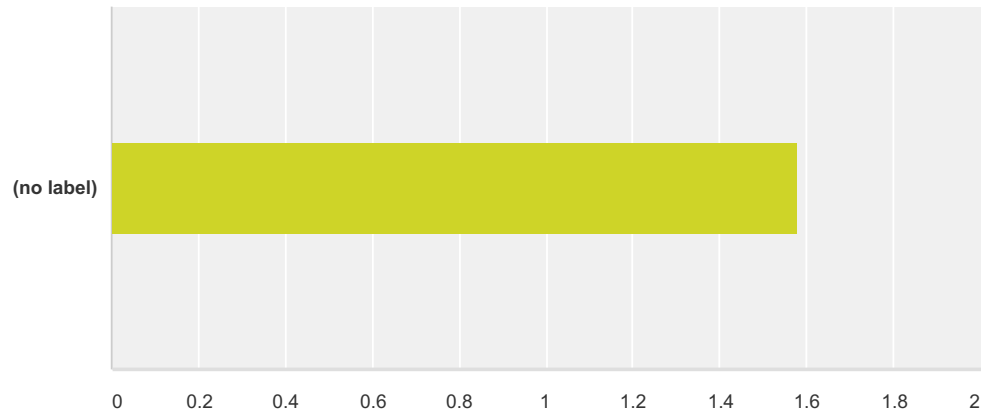
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.85% 14	42.31% 11	0.00% 0	0.00% 0	3.85% 1	26	1.58

Q25 The on-site time-frame for the examination was reasonable.

Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.85% 14	42.31% 11	0.00% 0	0.00% 0	3.85% 1	26	1.58

Special Audits Rate the Department Survey - 2017 MSB

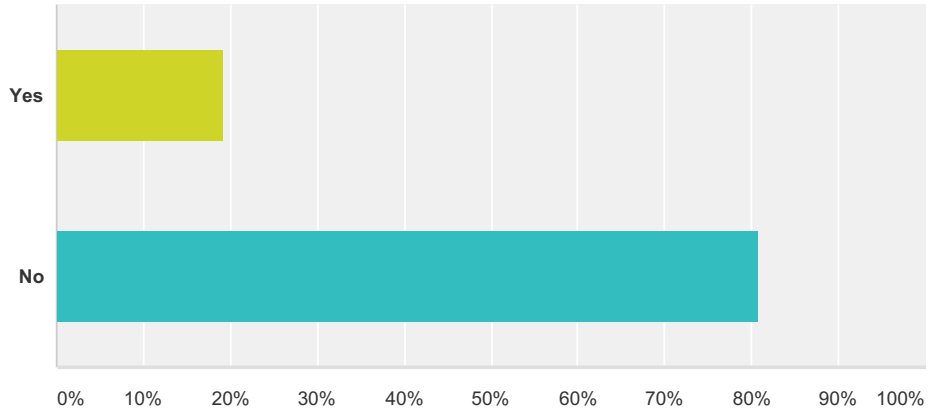
Q26 Other suggestions or comments regarding examination communication.

Answered: 9 Skipped: 21

#	Responses	Date
1	SINCE I WORKED IN THIS COMPANY (E.MEX) IN THE PAST SIX YEARS ALL THE AUDITORS (TDOB) HAVE BEEN WELL EDUCATED AND POLITE TO ME .	1/24/2017 11:04 AM
2	None	1/24/2017 9:53 AM
3	no	1/24/2017 9:21 AM
4	It is always a pleasure to have Texas onsite for an examination. The examiners are courteous, knowledgeable, and professional. We appreciate the fact that they take the time to understand our business and we welcome their input regarding how we can continue to improve our program.	1/24/2017 9:15 AM
5	Congratulations on an excellent service and open communication.	1/16/2017 6:00 PM
6	none	1/14/2017 12:40 PM
7	N/A	1/12/2017 9:07 PM
8	very expensive the examination	1/11/2017 10:16 AM
9	N/A	1/10/2017 10:53 AM

Q27 Have you used the services of our Corporate Division within the last 12 months? If no, skip to the next section

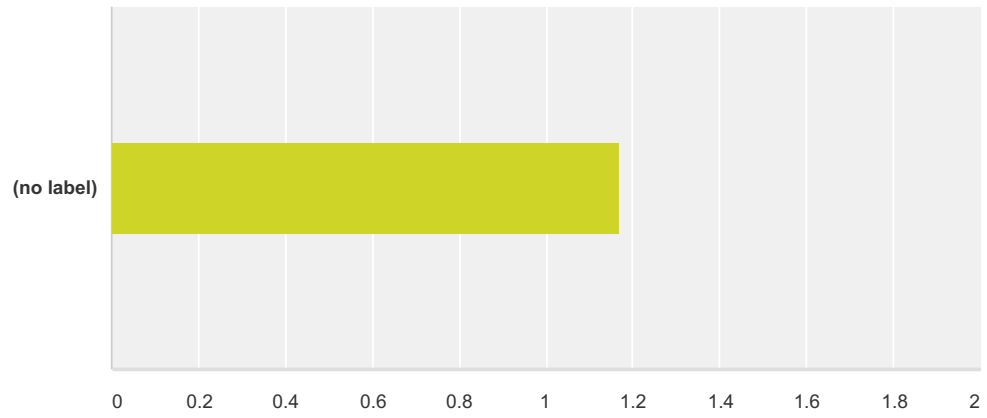
Answered: 26 Skipped: 4



Answer Choices	Responses	
Yes	19.23%	5
No	80.77%	21
Total		26

Q28 The Corporate Division is accessible in meeting my needs.

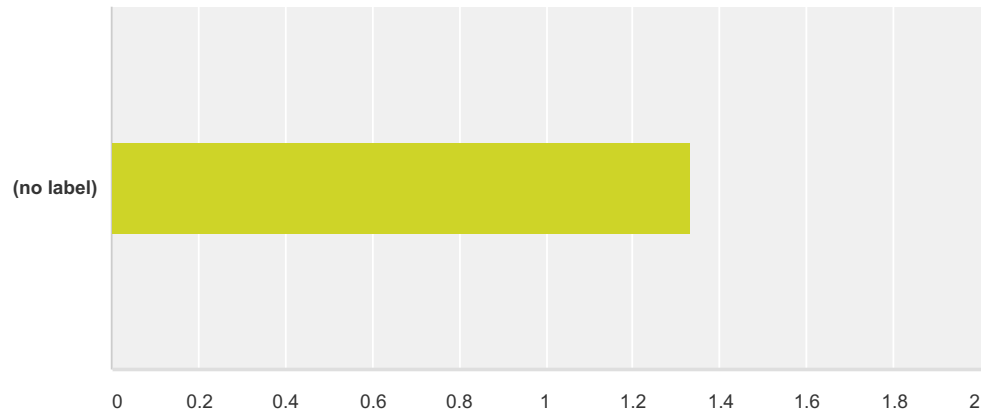
Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17

Q29 Responses are generally timely.

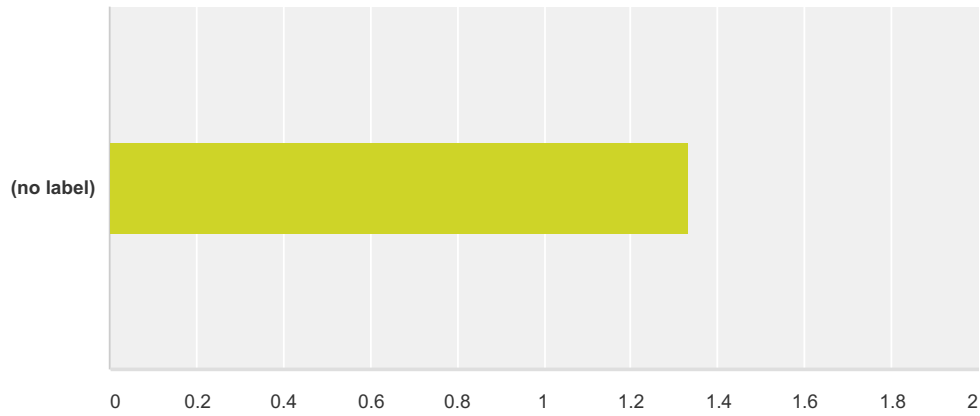
Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67% 4	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	1.33

Q30 The content and substance of responses are appropriate.

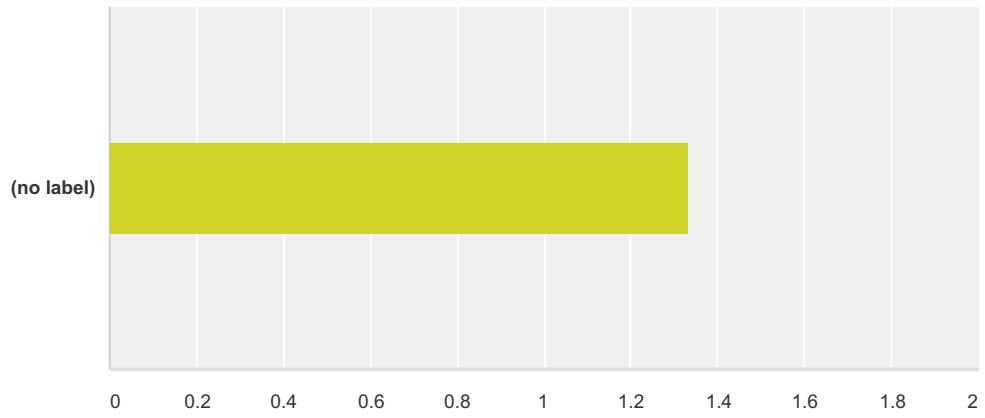
Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67% 4	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	1.33

Q31 The Corporate staff handles my affairs professionally.

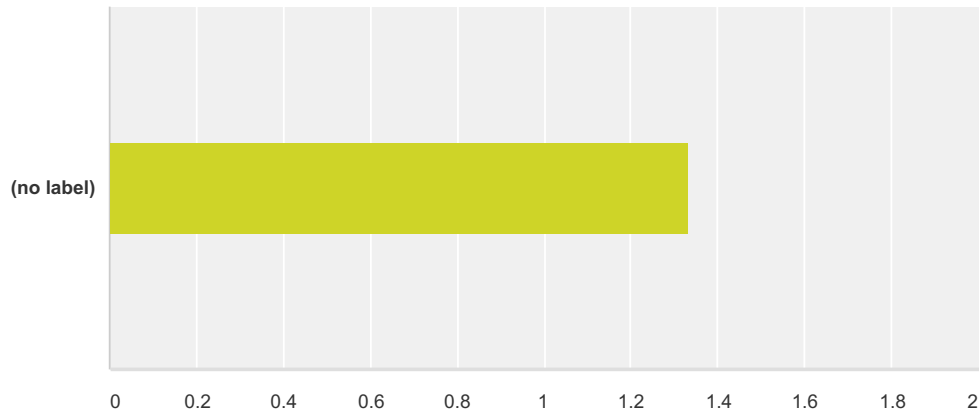
Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67% 4	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	1.33

Q32 The process of handling requests is efficient.

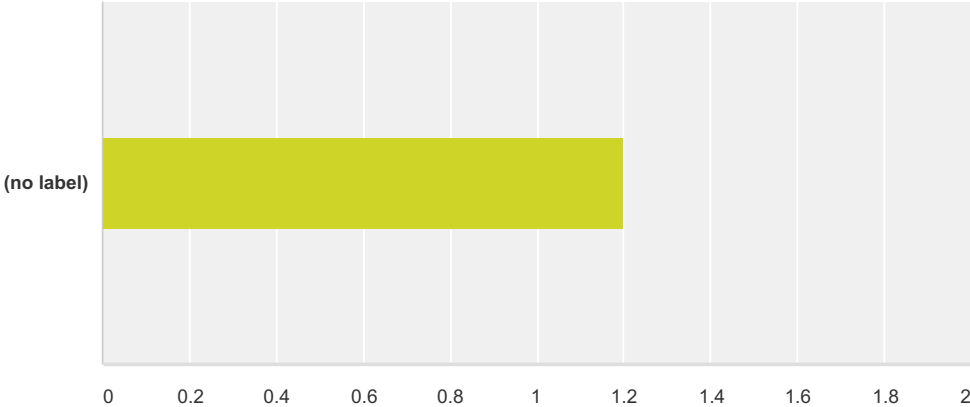
Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67% 4	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	1.33

Q33 Requests for information are reasonable.

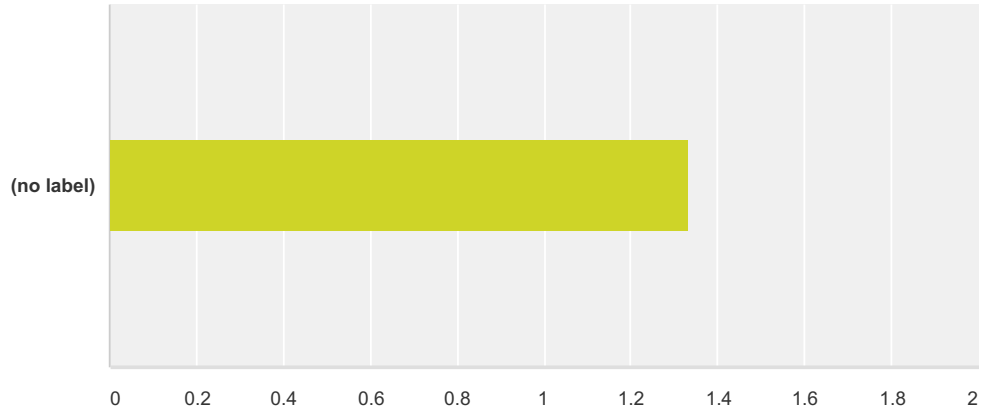
Answered: 5 Skipped: 25



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	1.20

Q34 The Department's website for corporate application forms and related information is informative and easy to use.

Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	33.33%	0.00%	0.00%	0.00%	6	1.33
	4	2	0	0	0		

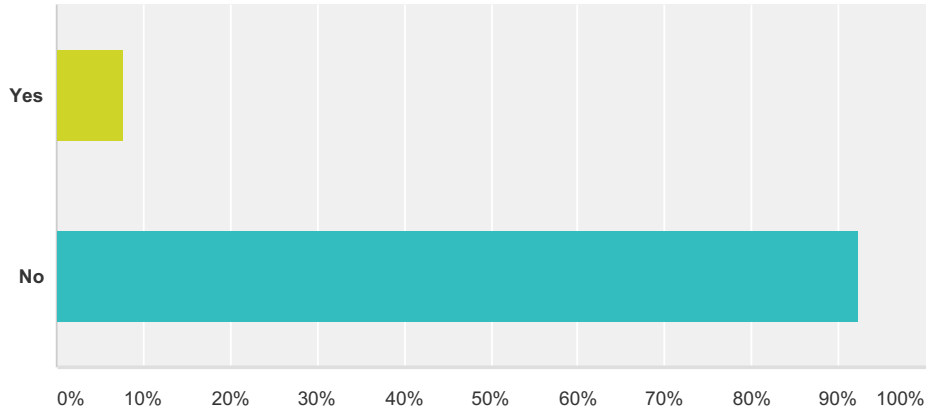
Q35 Other suggestions or comments regarding the corporate division.

Answered: 4 Skipped: 26

#	Responses	Date
1	NONE	1/24/2017 11:05 AM
2	Mary Ann Gonzales is wonderful!	1/24/2017 9:54 AM
3	N/A	1/16/2017 6:01 PM
4	none	1/14/2017 12:41 PM

Q36 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

Answered: 26 Skipped: 4



Answer Choices

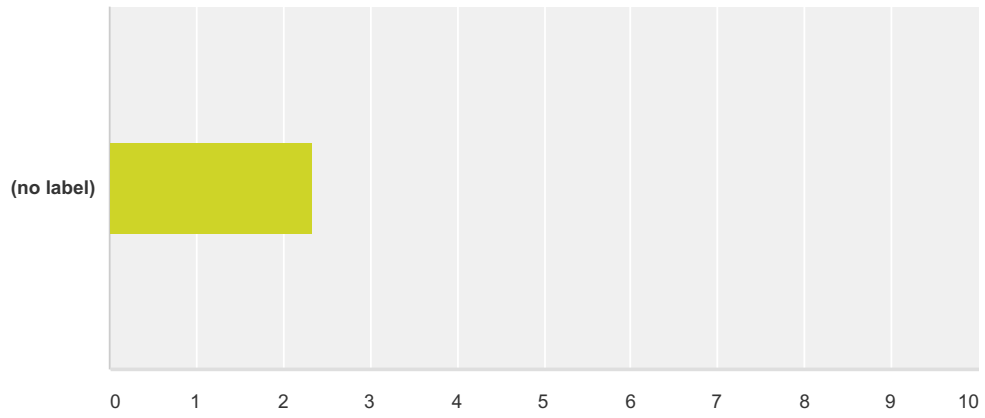
Responses

Yes
No
Total

7.69% 2
92.31% 24
26

Q37 The Legal Division is accessible in meeting my needs.

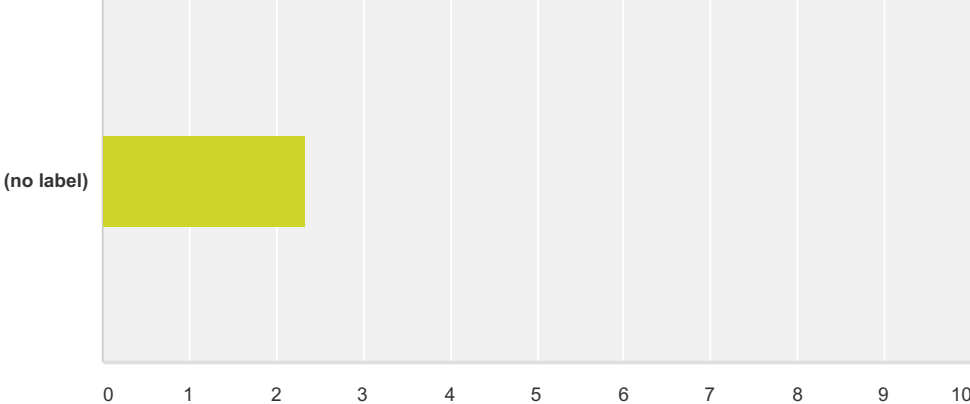
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q38 Responses are generally timely.

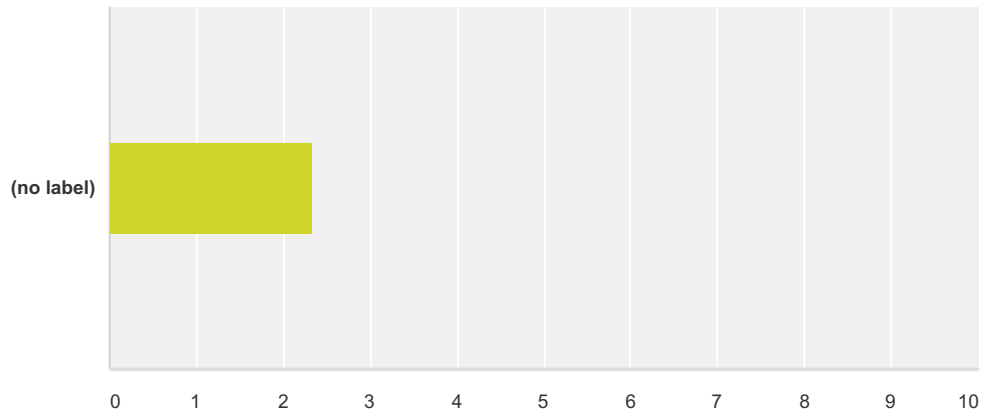
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q39 The content and substance of responses are appropriate.

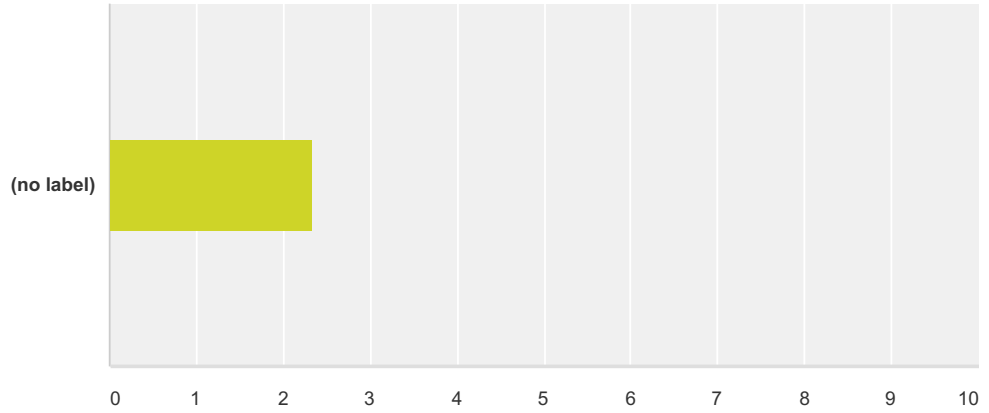
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q40 The Legal staff handles my affairs professionally.

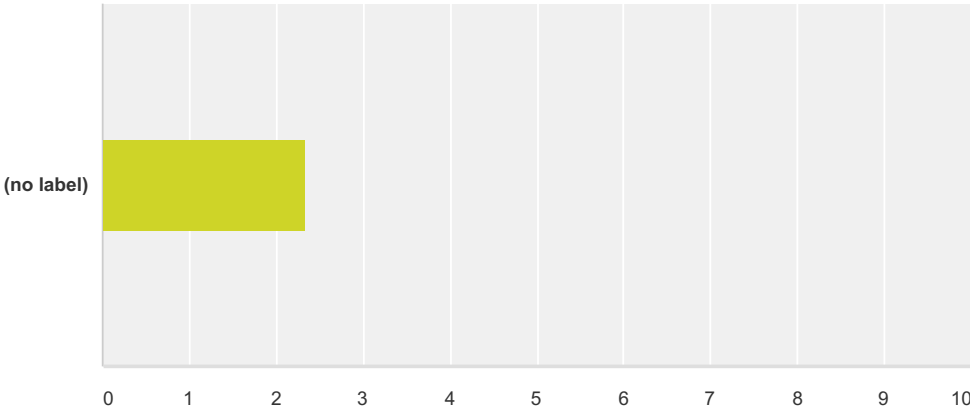
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q41 The process of handling requests is efficient.

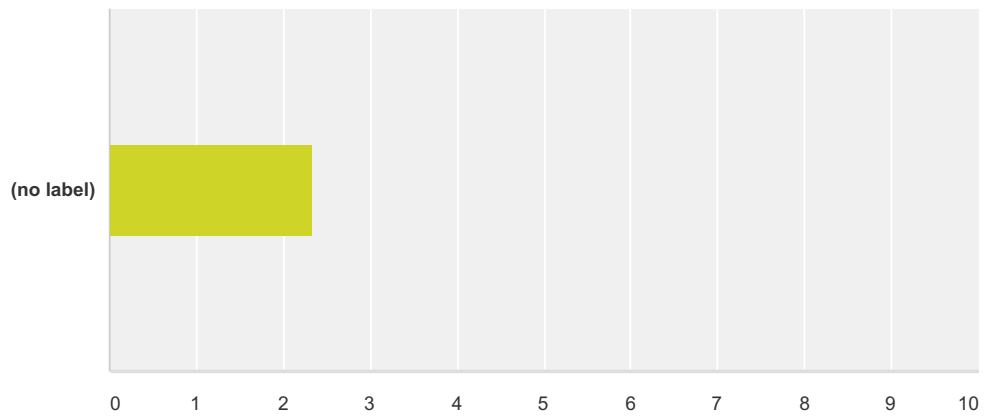
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q42 Requests for information are reasonable.

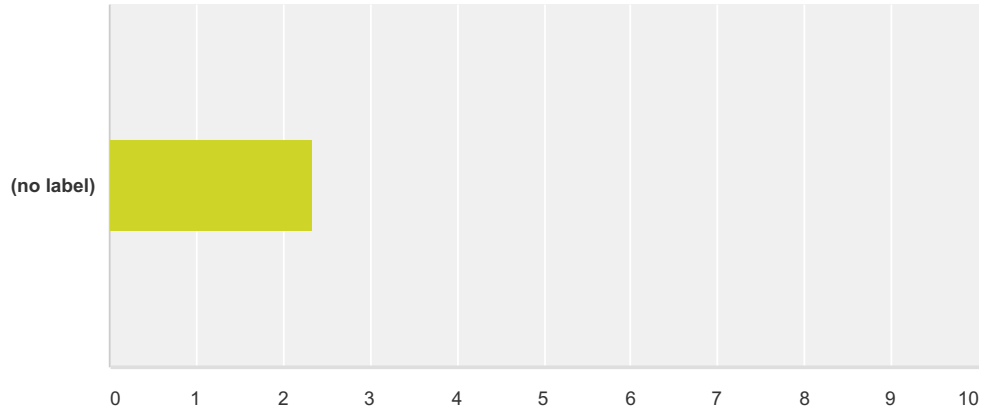
Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

Q43 The Department's web site for legal statutes, rules, and legal opinions is informative and easy to use.

Answered: 3 Skipped: 27



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	66.67%	0.00%	0.00%	0.00%	33.33%	3	2.33
	2	0	0	0	1		

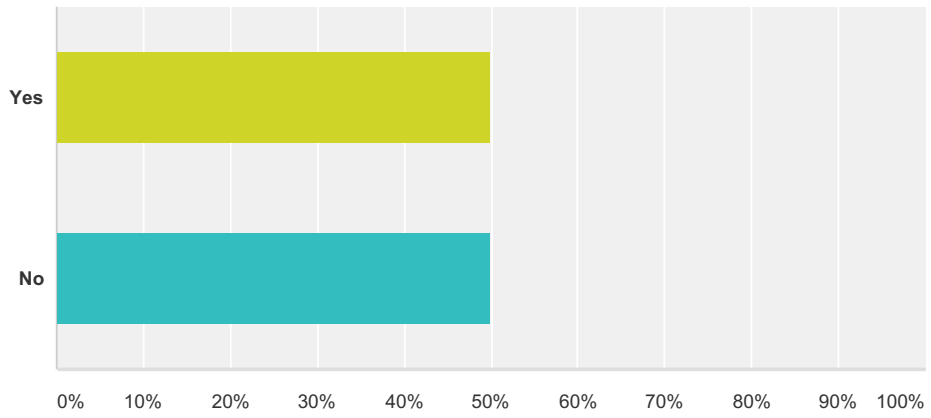
Q44 Other suggestions or comments regarding the legal division.

Answered: 1 Skipped: 29

#	Responses	Date
1	none	1/14/2017 12:46 PM

Q45 Has your company been examined by a multi-state joint examination?

Answered: 26 Skipped: 4



Answer Choices

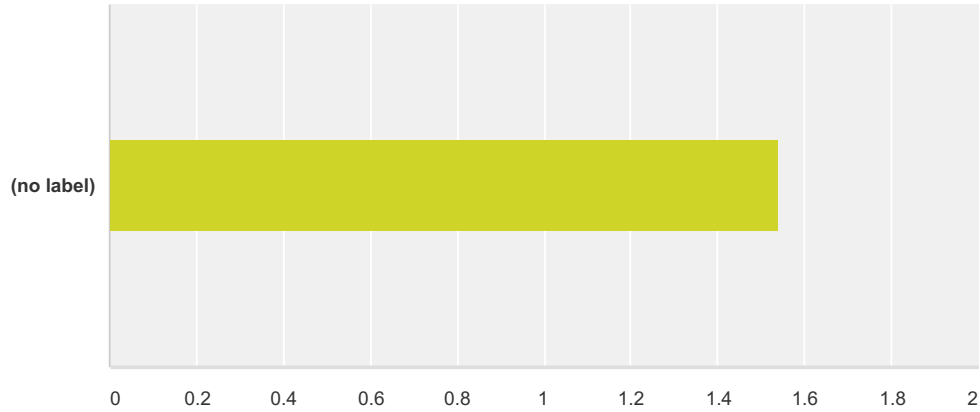
Responses

Yes
No
Total

50.00% 13
50.00% 13
26

Q46 Multi-state requests for information prior to and during the multi-state examination were timely and reasonable.

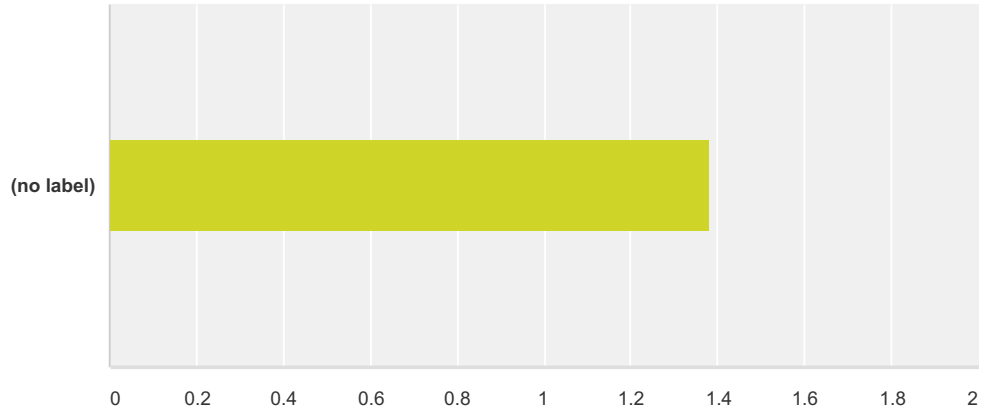
Answered: 13 Skipped: 17



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.85%	38.46%	7.69%	0.00%	0.00%	13	1.54
	7	5	1	0	0		

Q47 The lead state adequately managed communication between examining states and the company.

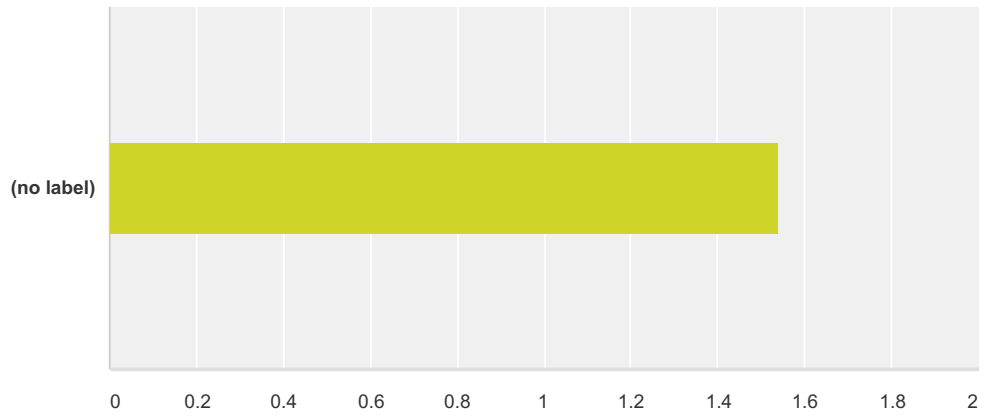
Answered: 13 Skipped: 17



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	61.54%	38.46%	0.00%	0.00%	0.00%	13	1.38
	8	5	0	0	0		

Q48 The multi-state examination was managed in an efficient manner.

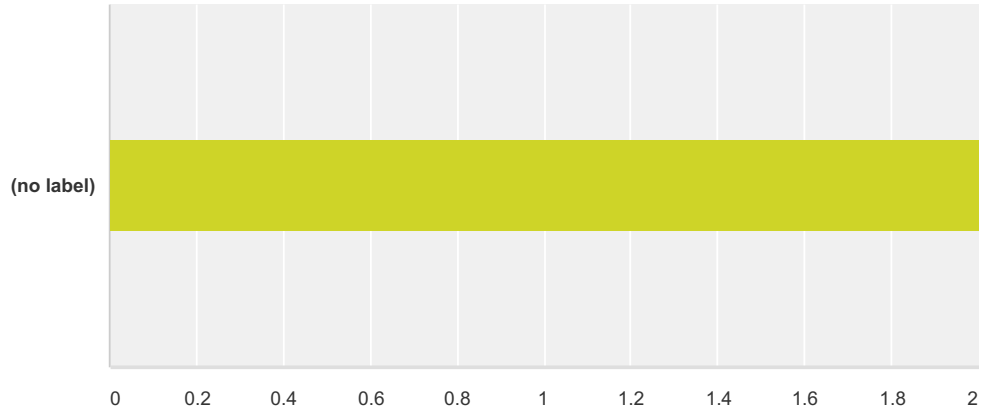
Answered: 13 Skipped: 17



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.85%	38.46%	7.69%	0.00%	0.00%	13	1.54
	7	5	1	0	0		

Q49 The multi-state examination was conducted without placing undue burden on the company.

Answered: 12 Skipped: 18



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	41.67%	33.33%	8.33%	16.67%	0.00%	12	2.00
	5	4	1	2	0		

Q50 The number of participating states in the most recent multi-state examination of your company.

Answered: 12 Skipped: 18

#	Responses	Date
1	3	1/27/2017 4:35 PM
2	5	1/24/2017 1:20 PM
3	Two	1/24/2017 11:42 AM
4	5	1/24/2017 11:40 AM
5	Four	1/24/2017 9:56 AM
6	3	1/24/2017 9:18 AM
7	7	1/14/2017 12:46 PM
8	3	1/12/2017 9:09 PM
9	7	1/10/2017 12:08 PM
10	3	1/10/2017 12:00 PM
11	6	1/10/2017 10:55 AM
12	3	1/10/2017 10:12 AM

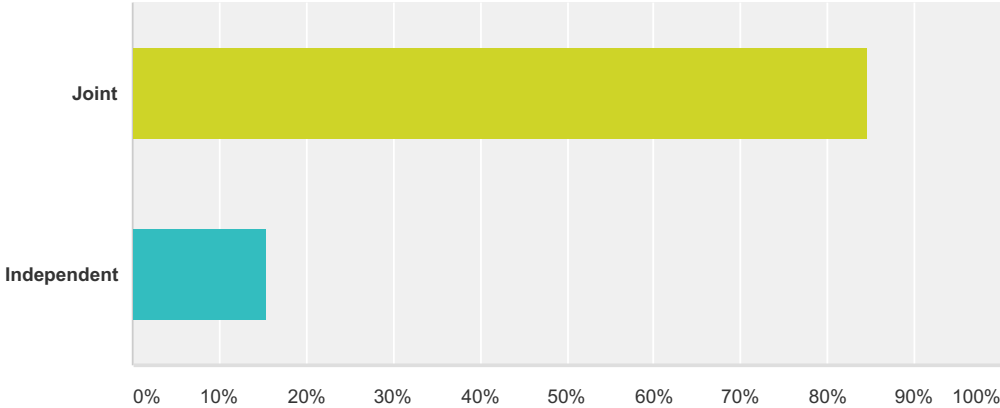
Q51 The maximum number of states that should participate in a multi-state examination.

Answered: 10 Skipped: 20

#	Responses	Date
1	There should not be multi-state exams. Instead, states should rely on other state's reports	1/27/2017 4:35 PM
2	5	1/24/2017 11:40 AM
3	????	1/24/2017 9:56 AM
4	3-5	1/24/2017 9:18 AM
5	7 was plenty but could manage 8 to 10	1/14/2017 12:46 PM
6	2	1/12/2017 9:09 PM
7	5	1/10/2017 12:08 PM
8	3	1/10/2017 12:00 PM
9	6	1/10/2017 10:55 AM
10	3	1/10/2017 10:12 AM

Q52 Do you prefer one multi-state examination versus multiple independent examinations?

Answered: 13 Skipped: 17



Answer Choices

Responses

Joint

84.62%

11

Independent

15.38%

2

Total

13

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Q53 Please list the benefits of a multi-state examination, if any.

Answered: 10 Skipped: 20

#	Responses	Date
1	No duplication in areas to be covered	1/24/2017 11:42 AM
2	this is difficult to answer. When a multi-state is run well and all states align it is very beneficial - I answered in view of the most positive experience; but a poorly led multi-state is an extremely negative experience, and I would answer completely differently.	1/24/2017 11:40 AM
3	Satisfying multiple States	1/24/2017 9:56 AM
4	Reduces burden on licensee Allows more experienced states to work with less experienced states which makes the exam experience easier for everyone!	1/24/2017 9:18 AM
5	Dramatically reduces the time our company is removed from daily operations.	1/14/2017 12:46 PM
6	Rating is one for all state	1/12/2017 9:09 PM
7	When a good lead state runs the multistate exam (Texas, Washington, Wyoming) a multistate exam works well. One single point of contact, one person to escalate issues to, limited duplicate requests, etc.	1/10/2017 12:08 PM
8	We can coordinate our time better and leverage documentation in a more efficient matter versus answering the same questions for the next 6 months once per month with independent exams.	1/10/2017 12:00 PM
9	Huge supporter for efficiency reasons	1/10/2017 10:55 AM
10	There is significant synergy in the scope of examination between States which help save time and cost in preparing for the examination as well as during the examination process.	1/10/2017 10:03 AM

Q54 Please list the areas in need of improvement regarding multi-state examinations, if any.

Answered: 7 Skipped: 23

#	Responses	Date
1	true lead state and strong cooperation among the participating states.	1/24/2017 11:40 AM
2	None	1/24/2017 9:56 AM
3	It would be helpful if all states could agree on policy.	1/14/2017 12:46 PM
4	number of multi state should not be more than 2	1/12/2017 9:09 PM
5	When the lead state is not as strong or manages the exam independently it is like many independent exams all going on at the exact same time with lots of duplicative information being requested over the exam period.	1/10/2017 12:08 PM
6	States need to keep up with their calendars and e-mail communications. We had one state say they were going to participate in a joint exam and had us gather all of the supporting documentation for their state only to end up not showing up with no prior notice. Highly unprofessional.	1/10/2017 12:00 PM
7	Please be sure they are not "concurrent" exams	1/10/2017 10:55 AM

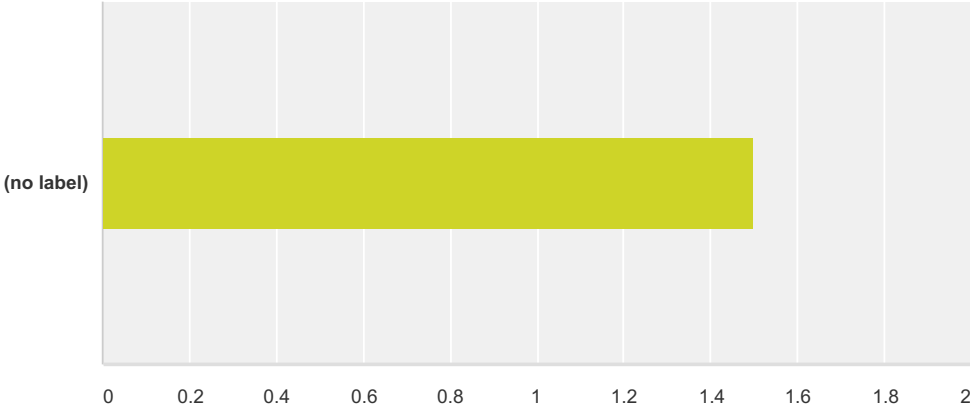
**Q55 Other suggestions or comments
regarding multi-state examinations.**

Answered: 4 Skipped: 26

#	Responses	Date
1	Instead of multi-state exams, states should rely on other state's exams	1/27/2017 4:35 PM
2	None	1/24/2017 9:56 AM
3	They are more welcome than multiple independent exams.	1/14/2017 12:46 PM
4	More training to less experienced states would be helpful. While there will always be individual state requirements that must be managed independently for the core components of an exam the participating states should trust the other states to adequately test the sections they are assigned to and not request duplicative information from the licensee.	1/10/2017 12:08 PM

Q56 Overall, Department personnel are responding satisfactorily to my needs.

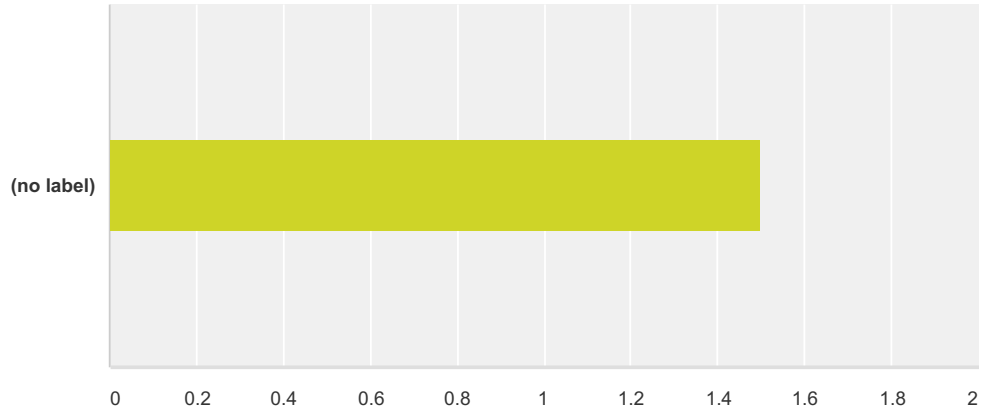
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	61.54%	34.62%	0.00%	0.00%	3.85%	26	1.50
	16	9	0	0	1		

Q57 Overall, my institution's communication with the Department is satisfactory.

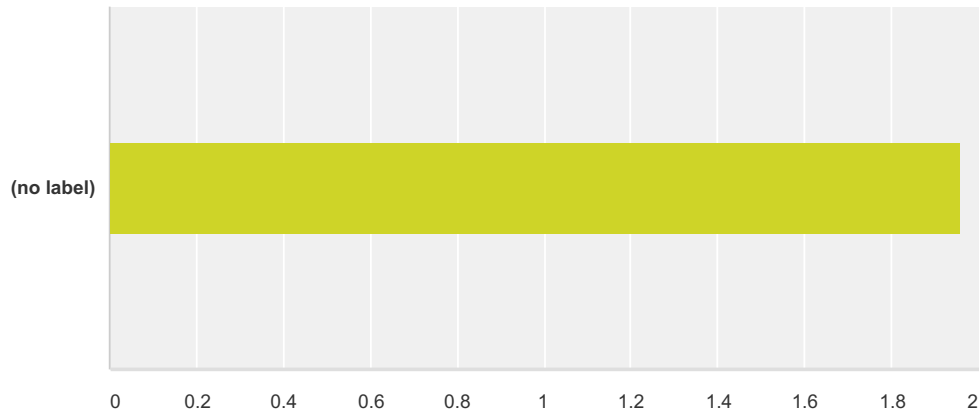
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	61.54% 16	34.62% 9	0.00% 0	0.00% 0	3.85% 1	26	1.50

Q58 I find the Department's web site easy to navigate.

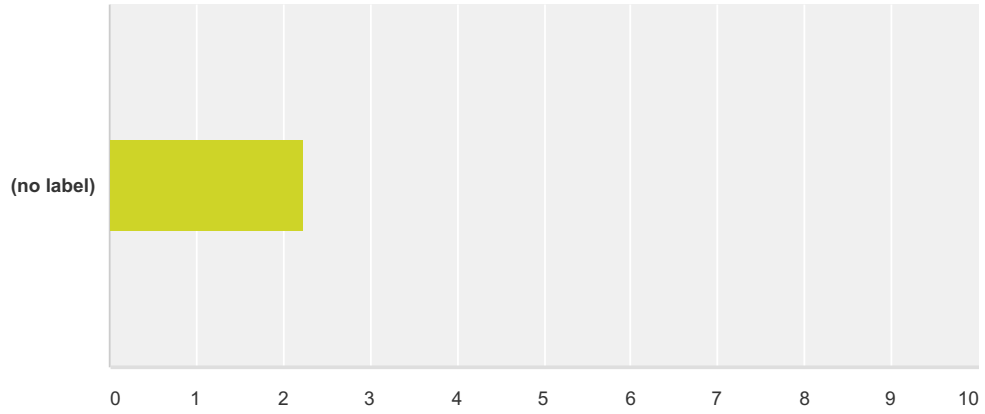
Answered: 26 Skipped: 4



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	38.46%	50.00%	0.00%	0.00%	11.54%	26	1.96
	10	13	0	0	3		

Q59 I or my staff have visited the Department's website approximately XX times during the last 12 months.

Answered: 26 Skipped: 4



	None	1 to 10	11 to 20	21 to 50	51+	Total	Weighted Average
(no label)	0.00% 0	76.92% 20	23.08% 6	0.00% 0	0.00% 0	26	2.23

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Q60 What information is the most useful on the Department's web site?

Answered: 7 Skipped: 23

#	Responses	Date
1	EVERYTHING	1/24/2017 11:15 AM
2	memorandums	1/24/2017 9:58 AM
3	Nothing in particular	1/16/2017 6:04 PM
4	contact information and regulatory issues.	1/14/2017 12:48 PM
5	uploading of files	1/12/2017 9:11 PM
6	The DEX platform.	1/10/2017 12:01 PM
7	research	1/10/2017 10:56 AM

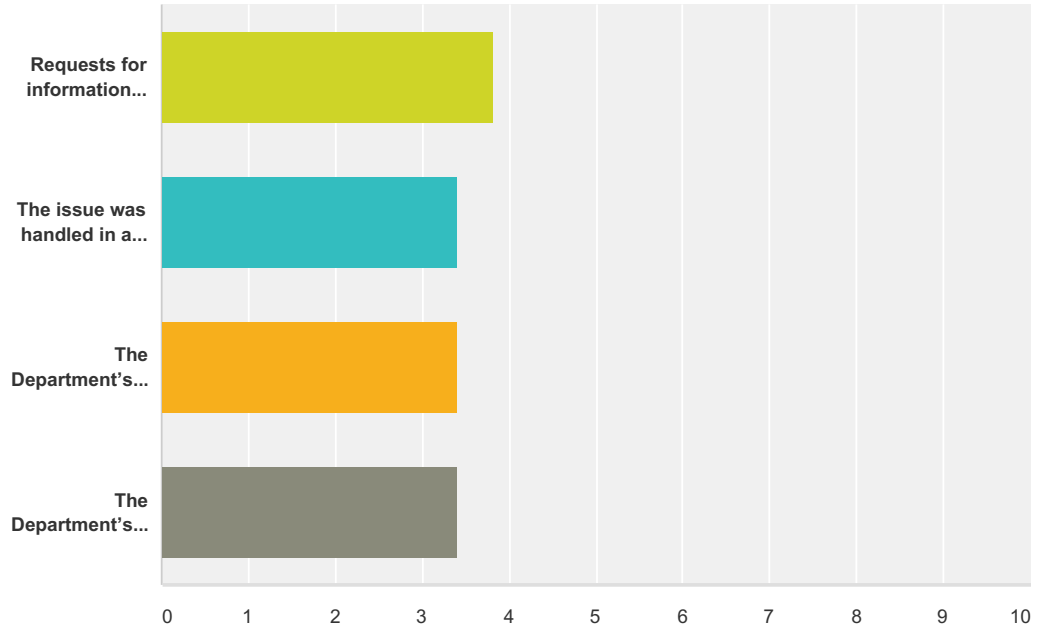
Q61 What other type of information would you like to see on the Department's web site?

Answered: 5 Skipped: 25

#	Responses	Date
1	NONE	1/24/2017 11:15 AM
2	Nothing	1/24/2017 9:58 AM
3	All good	1/16/2017 6:04 PM
4	filing of quarterly report	1/12/2017 9:11 PM
5	N/A	1/10/2017 10:56 AM

Q62 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 6 Skipped: 24



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
Requests for information were reasonable.	16.67%	16.67%	0.00%	0.00%	66.67%	6	3.83
The issue was handled in a professional manner.	40.00%	0.00%	0.00%	0.00%	60.00%	5	3.40
The Department's findings were based on a logical interpretation of applicable law.	40.00%	0.00%	0.00%	0.00%	60.00%	5	3.40
The Department's suggestion for resolving the matter was reasonable.	40.00%	0.00%	0.00%	0.00%	60.00%	5	3.40

Special Audits Rate the Department Survey - 2017 MSB

Q63 Other suggestions or comments regarding overall Department effectiveness.

Answered: 3 Skipped: 27

#	Responses	Date
1	None	1/24/2017 9:58 AM
2	All good	1/16/2017 6:04 PM
3	In my opinion, 62 questions is way too long of a survey.	1/12/2017 7:57 PM

Q64 If there is any feedback that you would like to provide or other areas on which you would like to comment, please take this opportunity to let us know. Also, if you would like the Commissioner or one of the Deputy Commissioners to call you on a specific question or comment, please indicate below. Note that you must provide your name if you want a call back.

Answered: 3 Skipped: 27

#	Responses	Date
1	NONE	1/24/2017 11:16 AM
2	None	1/24/2017 9:58 AM
3	N/A	1/10/2017 11:01 AM

Q65 Contact information, if you desire a call back.

Answered: 0 Skipped: 30

Answer Choices	Responses	
Name:	0.00%	0
Licensee:	0.00%	0
City:	0.00%	0
Phone #:	0.00%	0

#	Name:	Date
	There are no responses.	
#	Licensee:	Date
	There are no responses.	
#	City:	Date
	There are no responses.	
#	Phone #:	Date
	There are no responses.	