

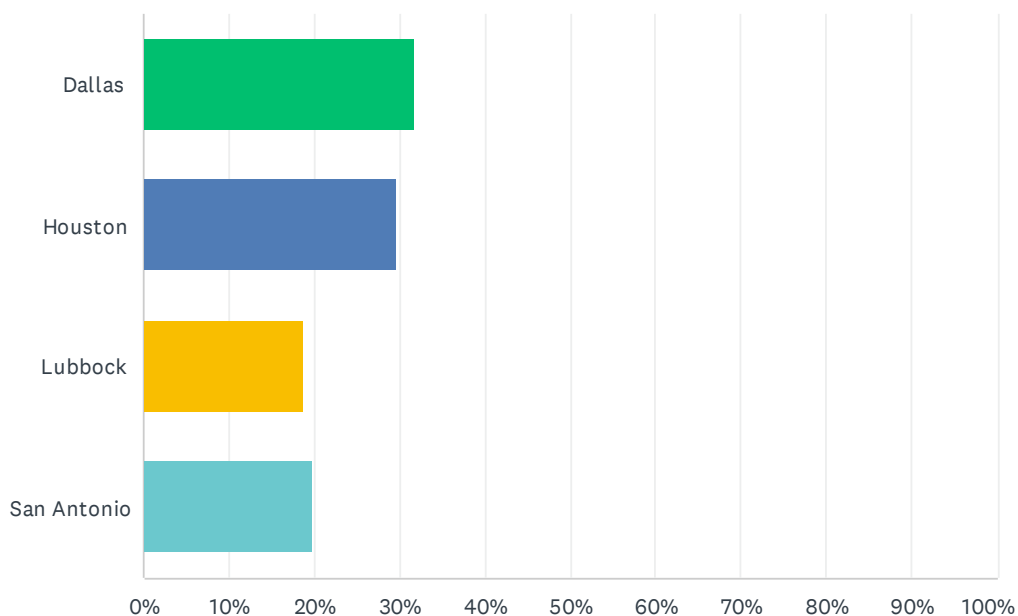
Q1 Person Completing the Survey?

Answered: 83 Skipped: 18

ANSWER CHOICES	RESPONSES	
Name (optional)	98.80%	82
Name of Entity (optional)	100.00%	83

Q2 The regional office that directly supervises your institution?

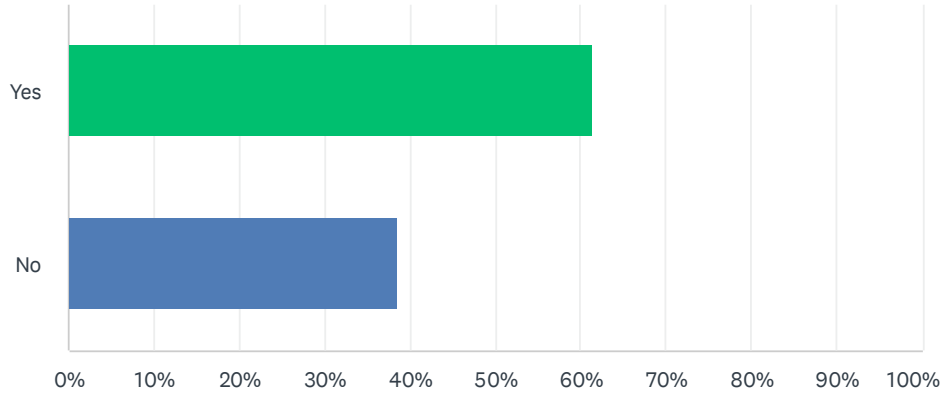
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Dallas	31.68%	32
Houston	29.70%	30
Lubbock	18.81%	19
San Antonio	19.80%	20
TOTAL		101

Q3 Did you receive a call or visit from the regional director of your region within the last 12 months in reference to the Department's offsite call monitoring program? If no, skip to question #6

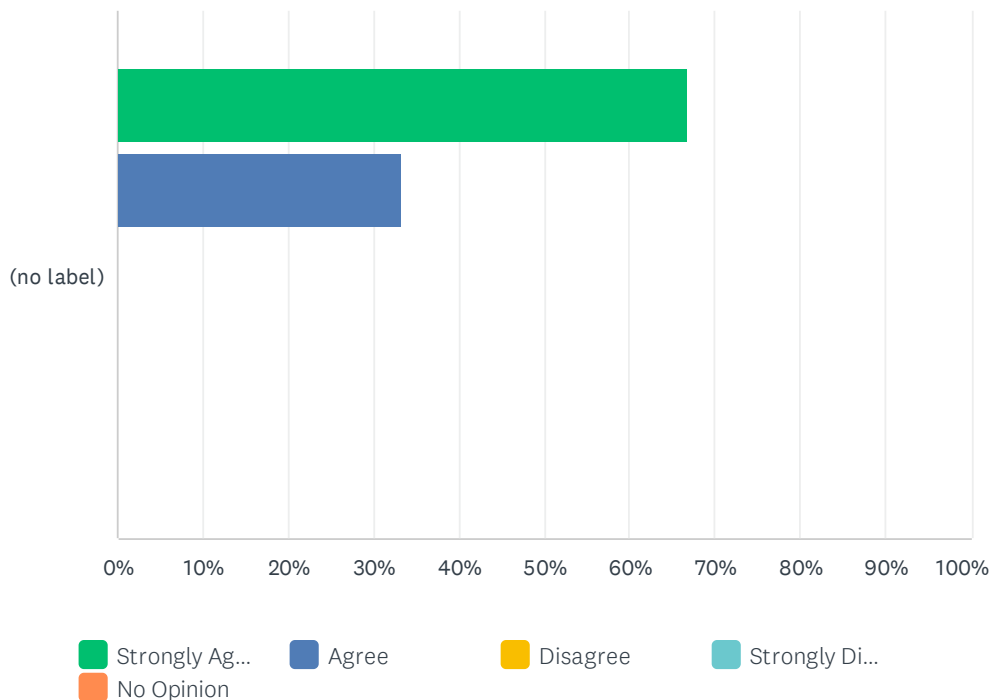
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.39%	62
No	38.61%	39
TOTAL		101

Q4 I appreciate the opportunity to discuss matters of interest in a non-exam setting.

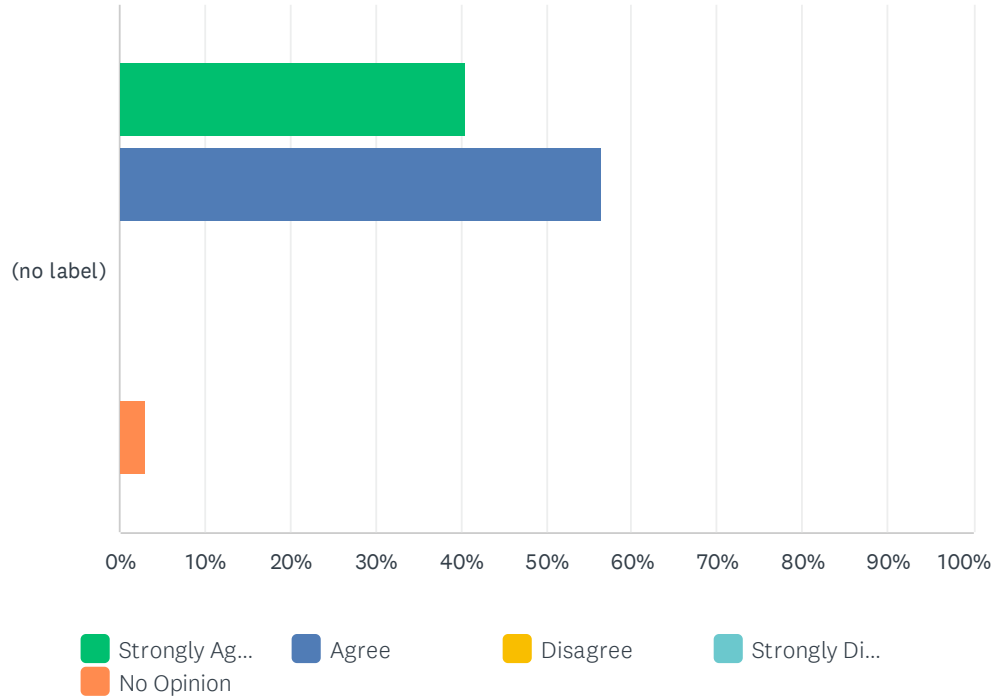
Answered: 63 Skipped: 38



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	66.67%	33.33%	0.00%	0.00%	0.00%	63	1.33
	42	21	0	0	0		

Q6 Material changes to the Department's rules, policies and procedures are communicated to us in a timely fashion.

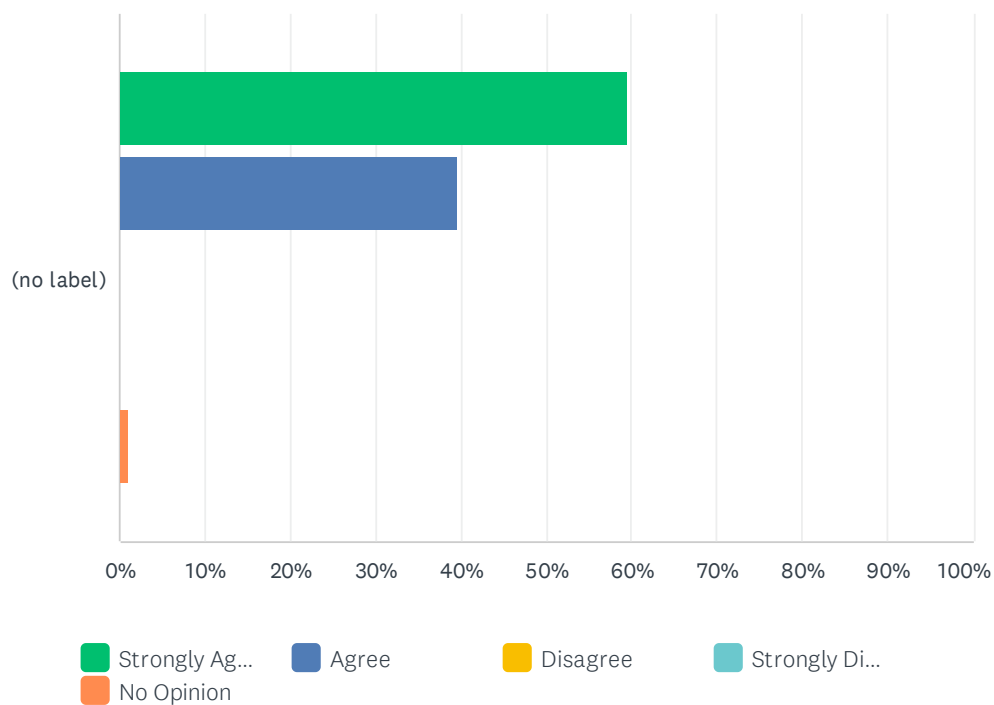
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	40.59% 41	56.44% 57	0.00% 0	0.00% 0	2.97% 3	101	1.68

Q7 Regional office staff is generally accessible.

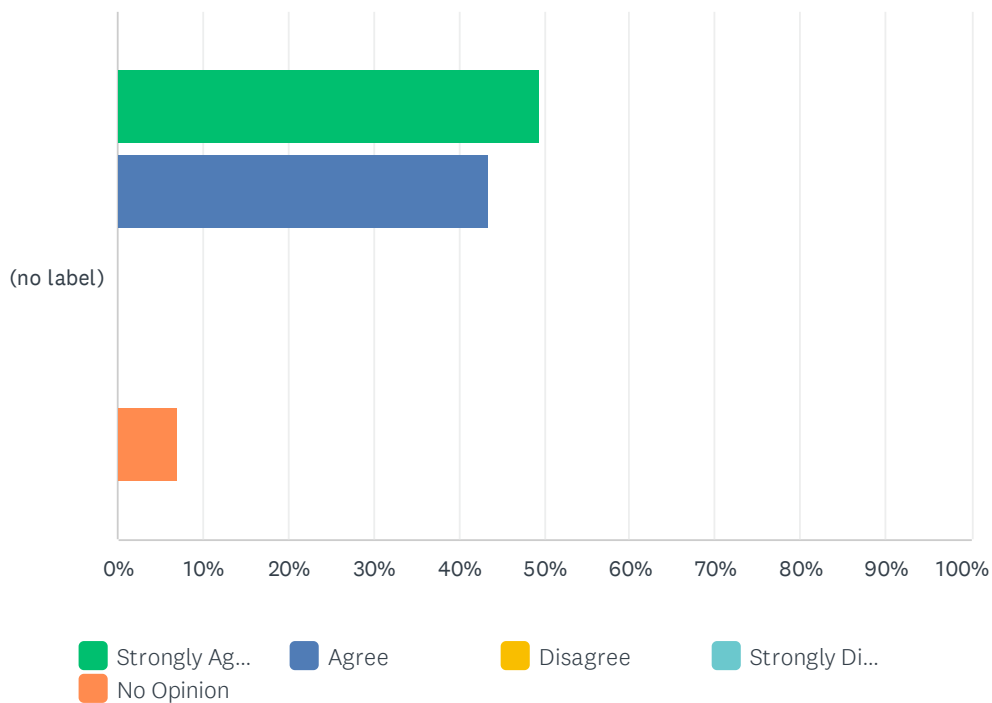
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	59.41% 60	39.60% 40	0.00% 0	0.00% 0	0.99% 1	101	1.44

Q8 Headquarters staff is generally accessible.

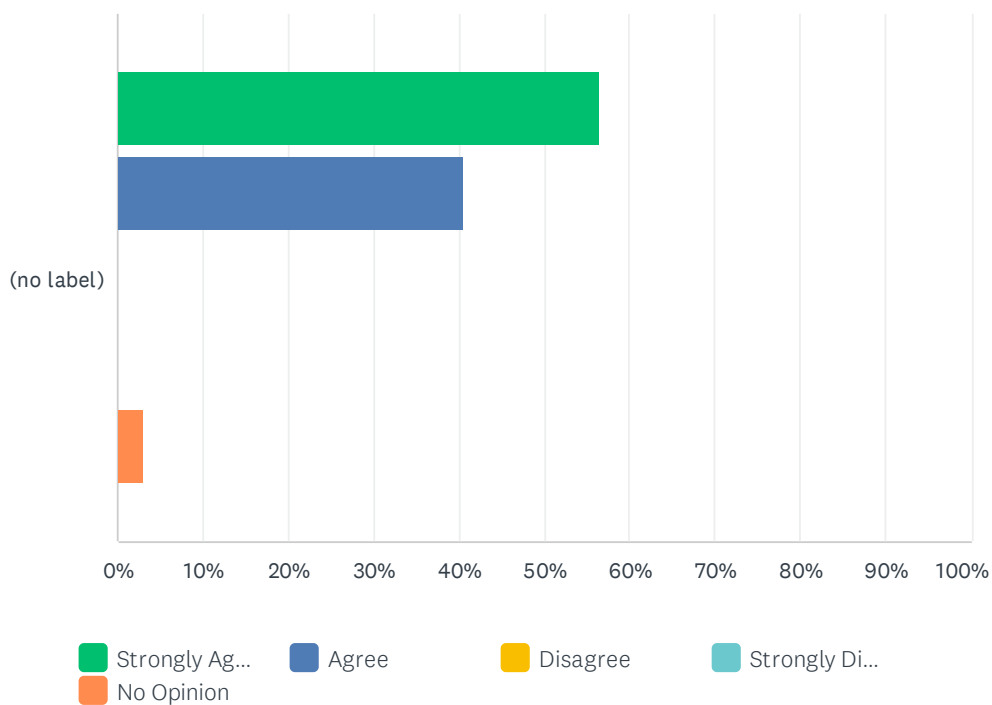
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	49.50% 50	43.56% 44	0.00% 0	0.00% 0	6.93% 7	101	1.71

Q9 Regional office staff provide timely and accurate feedback/answers.

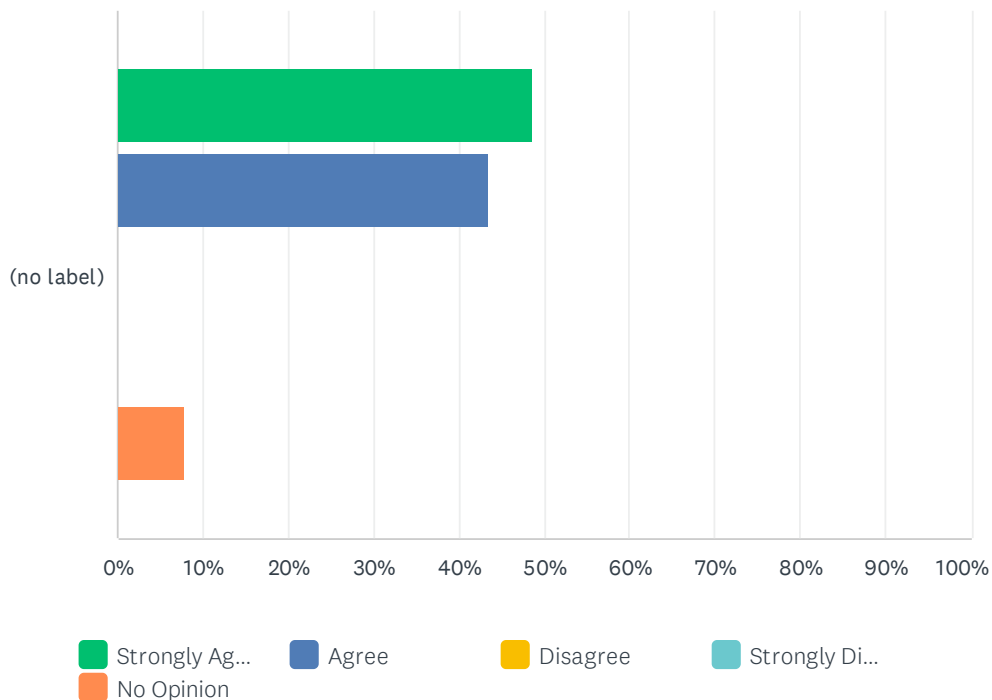
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.44%	40.59%	0.00%	0.00%	2.97%	101	1.52
	57	41	0	0	3		

Q10 Headquarters office staff provide timely and accurate feedback/answers.

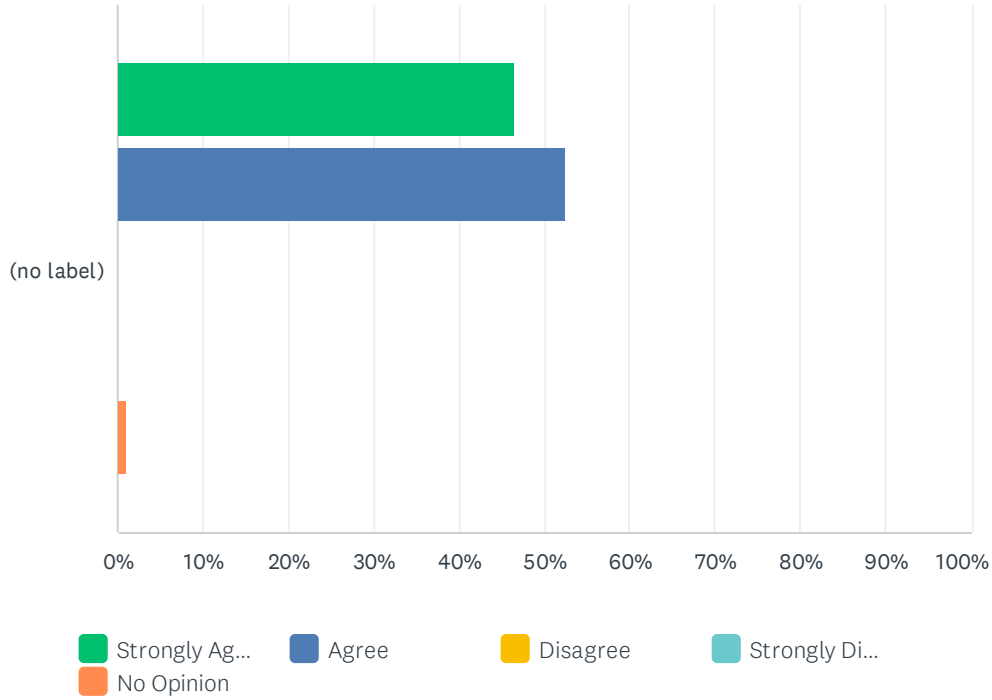
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	48.51% 49	43.56% 44	0.00% 0	0.00% 0	7.92% 8	101	1.75

Q11 Correspondence within the Department regarding routine business matters is handled in a prompt and effective manner.

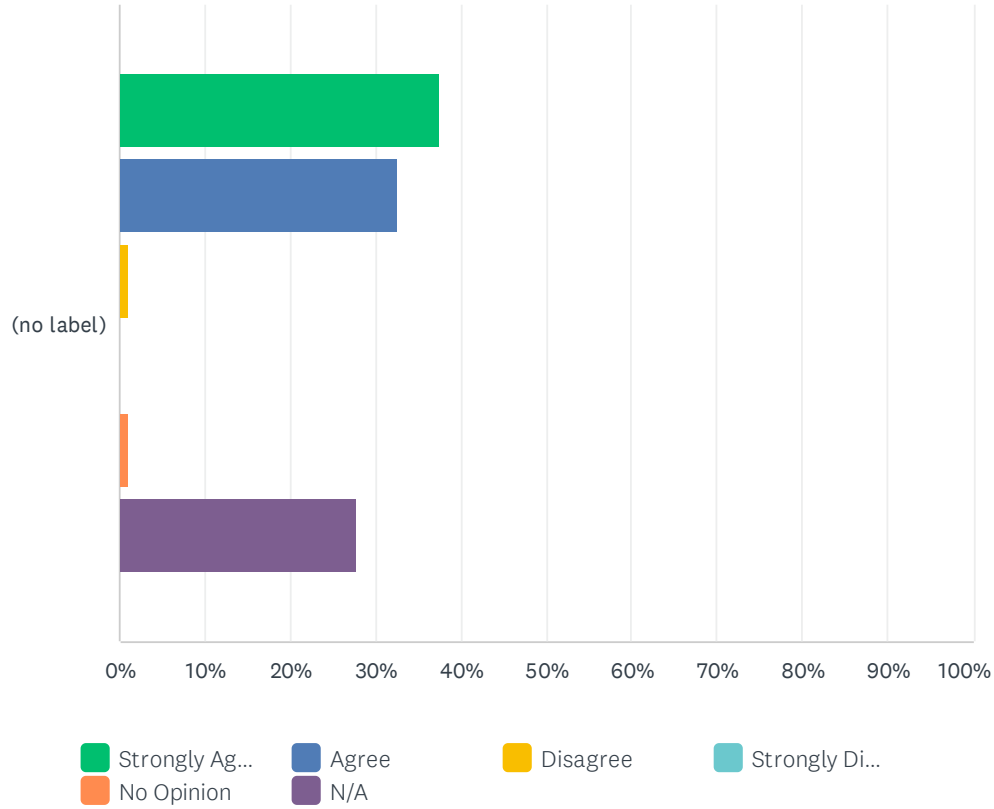
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.53% 47	52.48% 53	0.00% 0	0.00% 0	0.99% 1	101	1.56

Q12 Was your last examination completed using the Department’s off-site examination process? If yes, the examination by the Department was completed effectively.

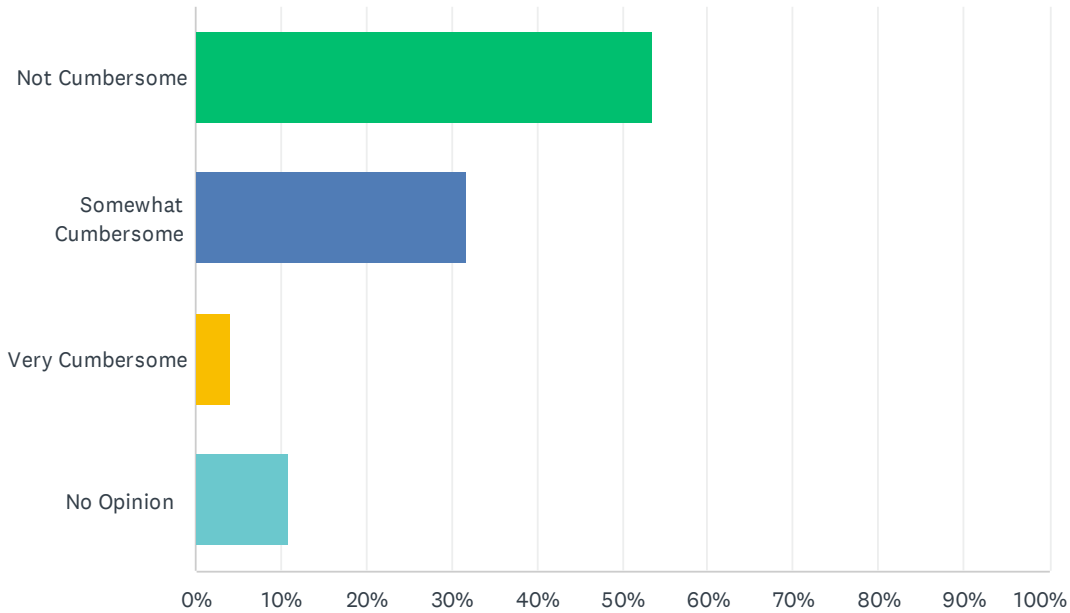
Answered: 101 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	37.62% 38	32.67% 33	0.99% 1	0.00% 0	0.99% 1	27.72% 28	101	1.53

Q13 How cumbersome is the Department's secure email system (ZIX) when used to communicate sensitive and confidential information.

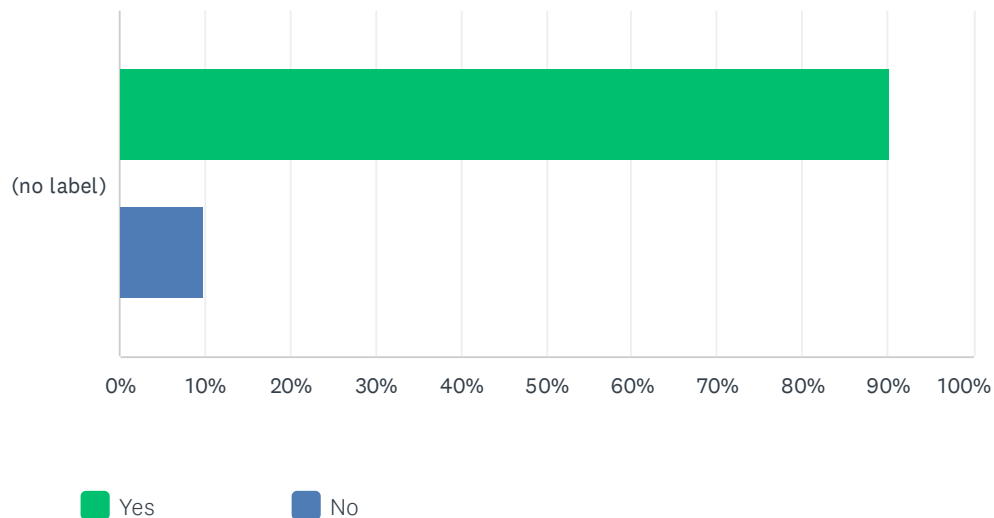
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not Cumbersome	53.47%	54
Somewhat Cumbersome	31.68%	32
Very Cumbersome	3.96%	4
No Opinion	10.89%	11
TOTAL		101

Q14 Do you use the Department's secure Data Exchange portal (DEX) to upload and download information with the agency?

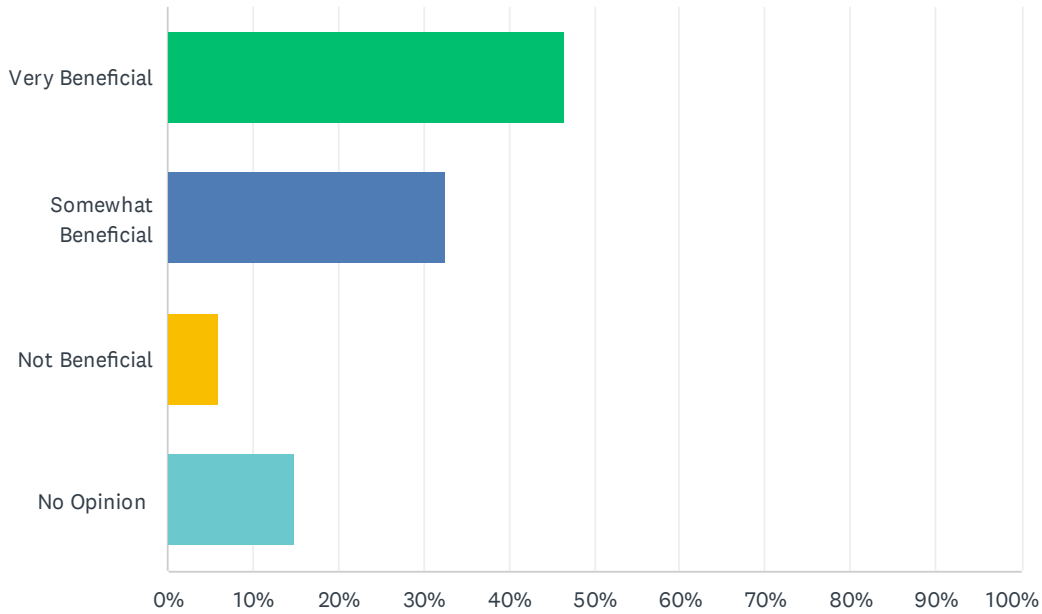
Answered: 101 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	90.10% 91	9.90% 10	101	1.10

Q15 What is your opinion regarding the usefulness of the DEX portal?

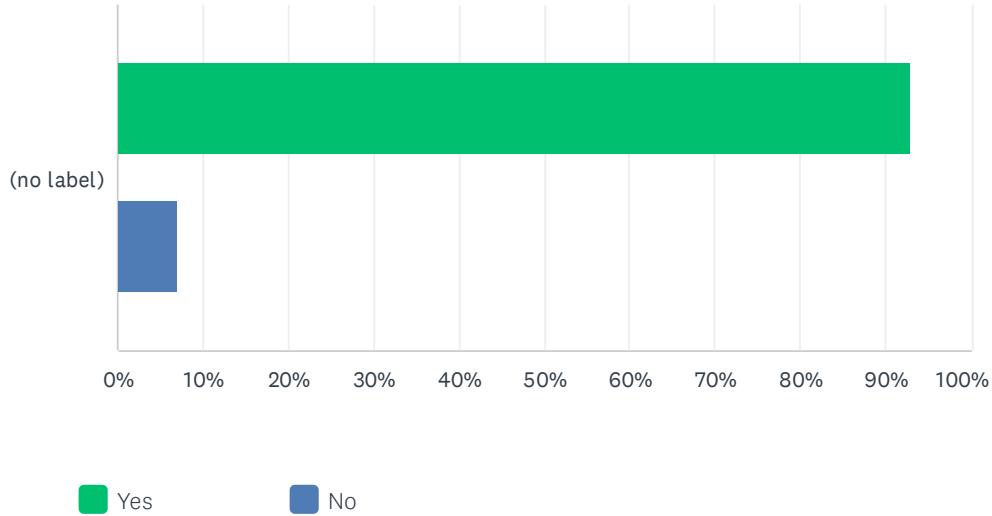
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Beneficial	46.53%	47
Somewhat Beneficial	32.67%	33
Not Beneficial	5.94%	6
No Opinion	14.85%	15
TOTAL		101

Q16 The Department's Authorized Contact and Email System portal (ACES) is effective in allowing our bank to provide current contact information on file with the Department?

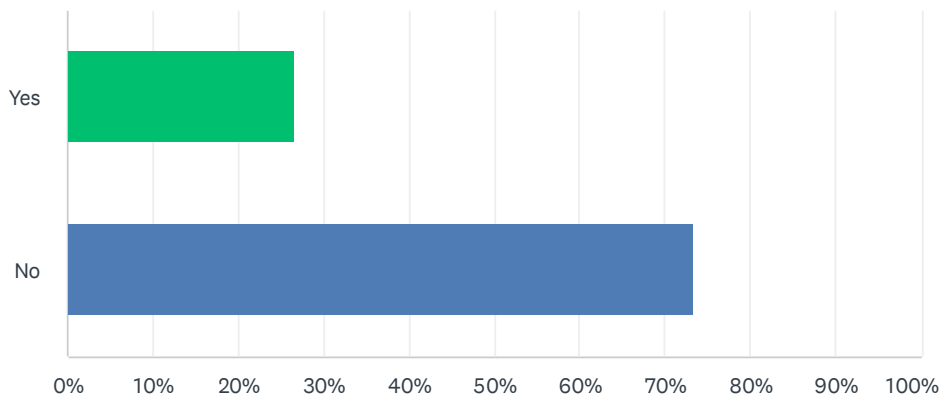
Answered: 101 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	93.07% 94	6.93% 7	101	1.07

Q20 Have you used the services of our Corporate Division within the last 12 months? If no, skip to the next section

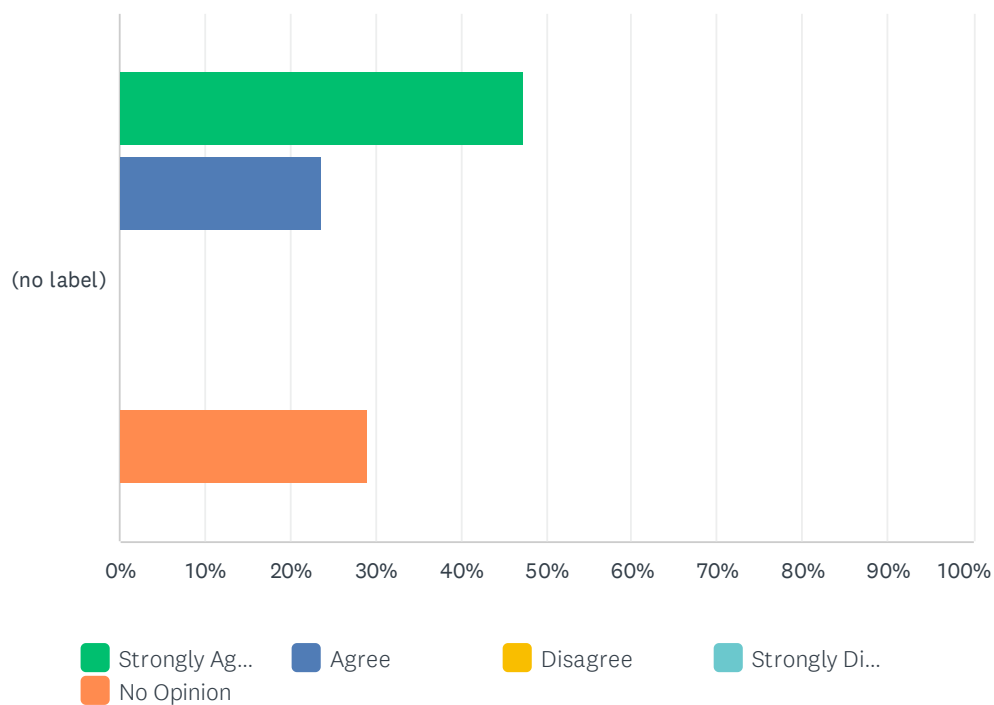
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	26.73%	27
No	73.27%	74
TOTAL		101

Q21 The Corporate Division is generally accessible.

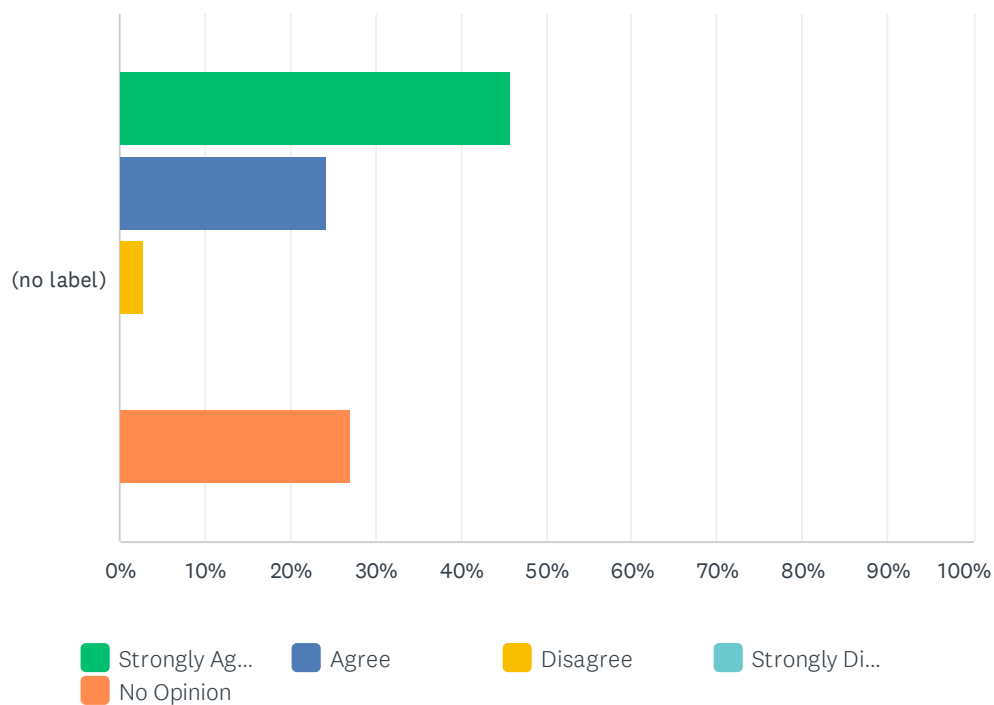
Answered: 38 Skipped: 63



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.37% 18	23.68% 9	0.00% 0	0.00% 0	28.95% 11	38	2.39

Q22 Responses are generally timely.

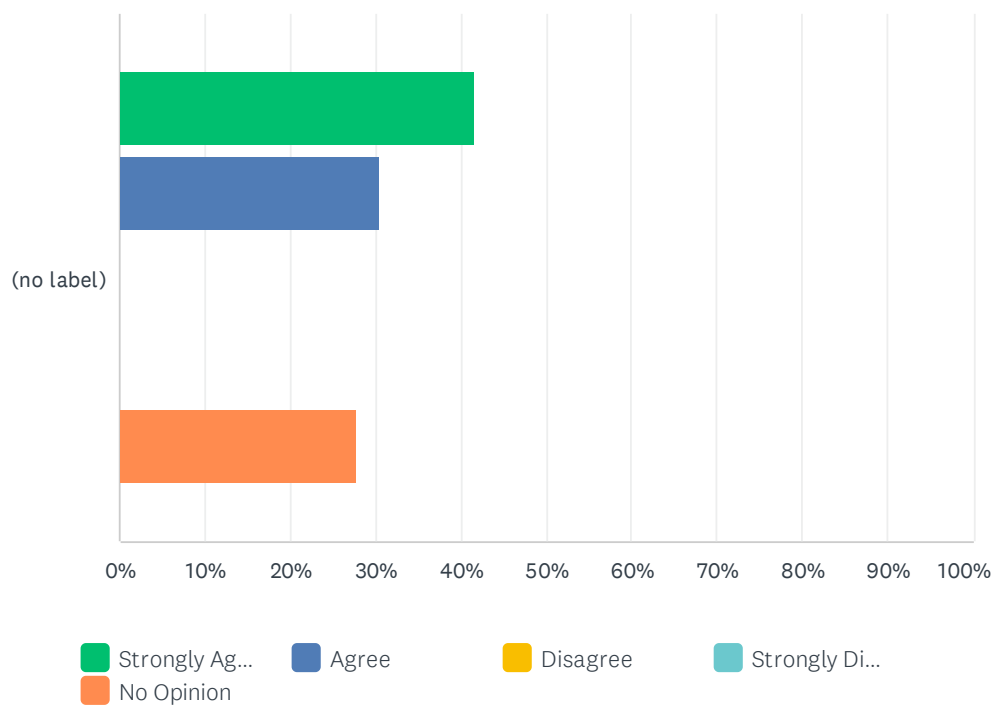
Answered: 37 Skipped: 64



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	45.95% 17	24.32% 9	2.70% 1	0.00% 0	27.03% 10	37	2.38

Q23 The content and substance of responses are appropriate.

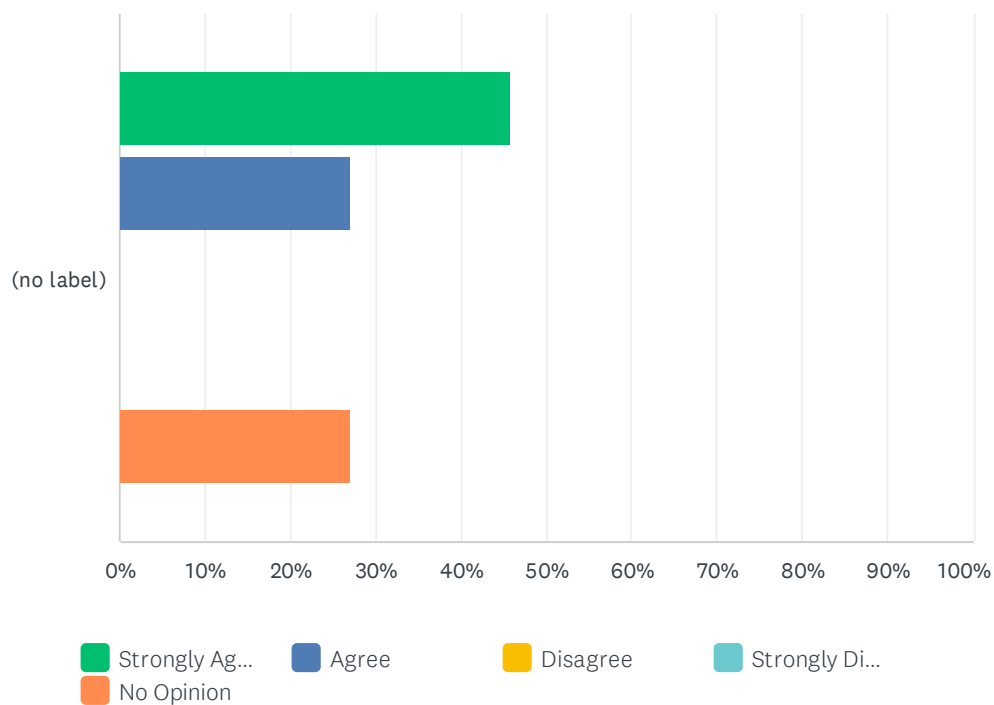
Answered: 36 Skipped: 65



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.67% 15	30.56% 11	0.00% 0	0.00% 0	27.78% 10	36	2.42

Q24 The Corporate staff handles my affairs professionally.

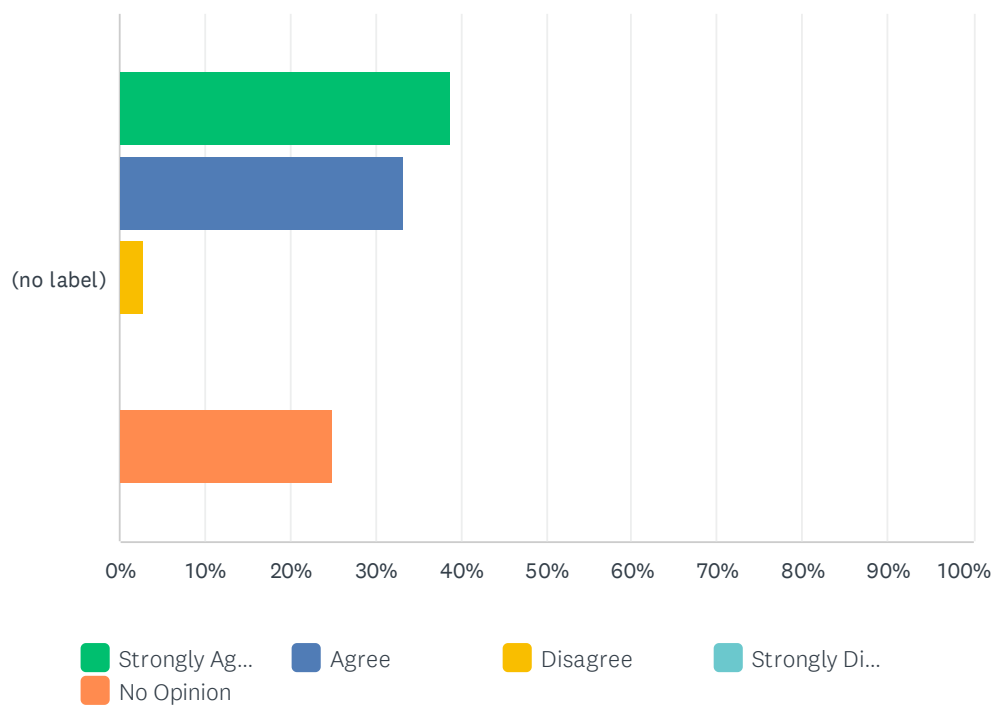
Answered: 37 Skipped: 64



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	45.95% 17	27.03% 10	0.00% 0	0.00% 0	27.03% 10	37	2.35

Q25 The process of handling requests is efficient.

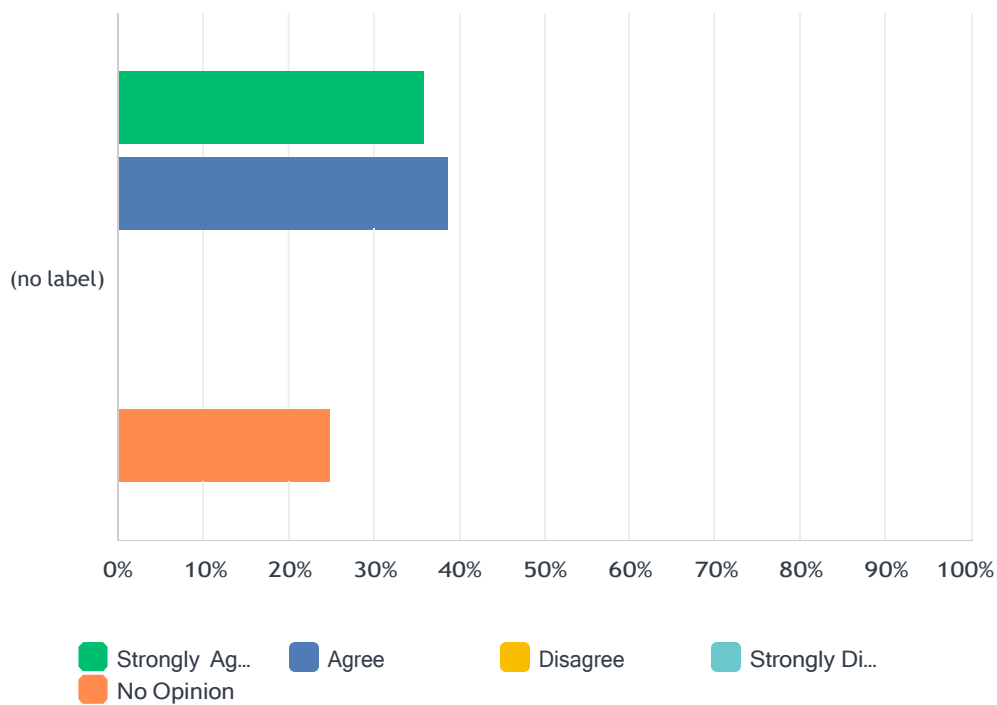
Answered: 36 Skipped: 65



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	38.89% 14	33.33% 12	2.78% 1	0.00% 0	25.00% 9	36	2.39

Q26 Requests for information are reasonable.

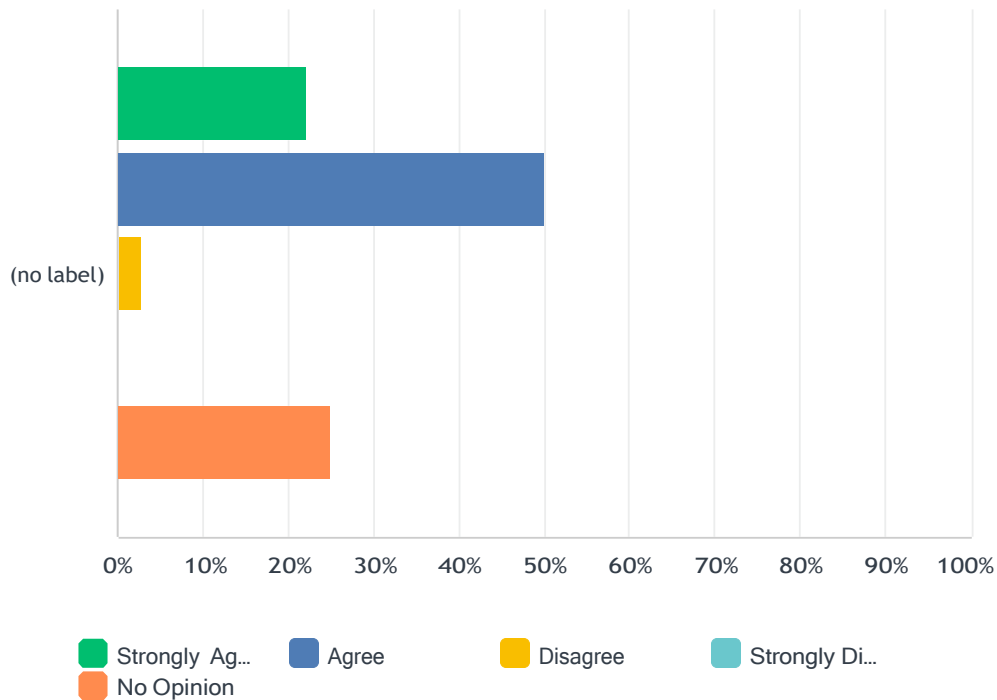
Answered: 36 Skipped: 65



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	
(no label)	36.11%	38.89%	0.00%	0.00%	25.00%	36	2.39
	13	14	0	0	9		

Q27 The Department's web site for corporate application forms and related information is informative and easy to use.

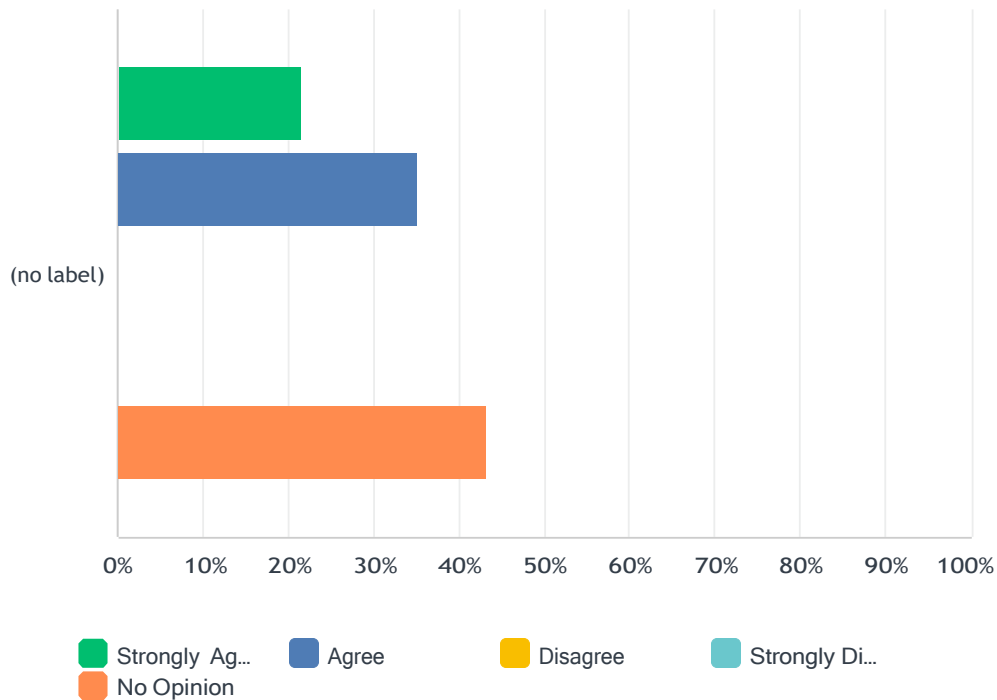
Answered: 36 Skipped: 65



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	22.22% 8	50.00% 18	2.78% 1	0.00% 0	25.00% 9	36	2.56

Q28 The Corporate Division's electronic filing system (CAFE) is useful and easy to use.

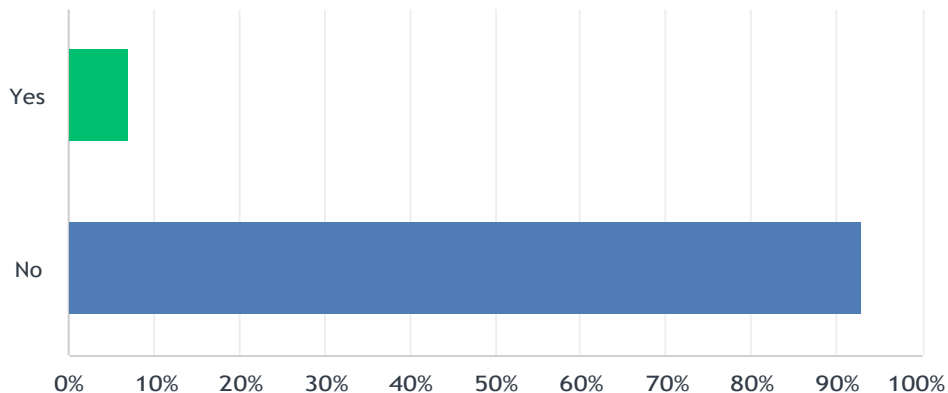
Answered: 37 Skipped: 64



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	21.62% 8	35.14% 13	0.00% 0	0.00% 0	43.24% 16	37	3.08

Q30 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

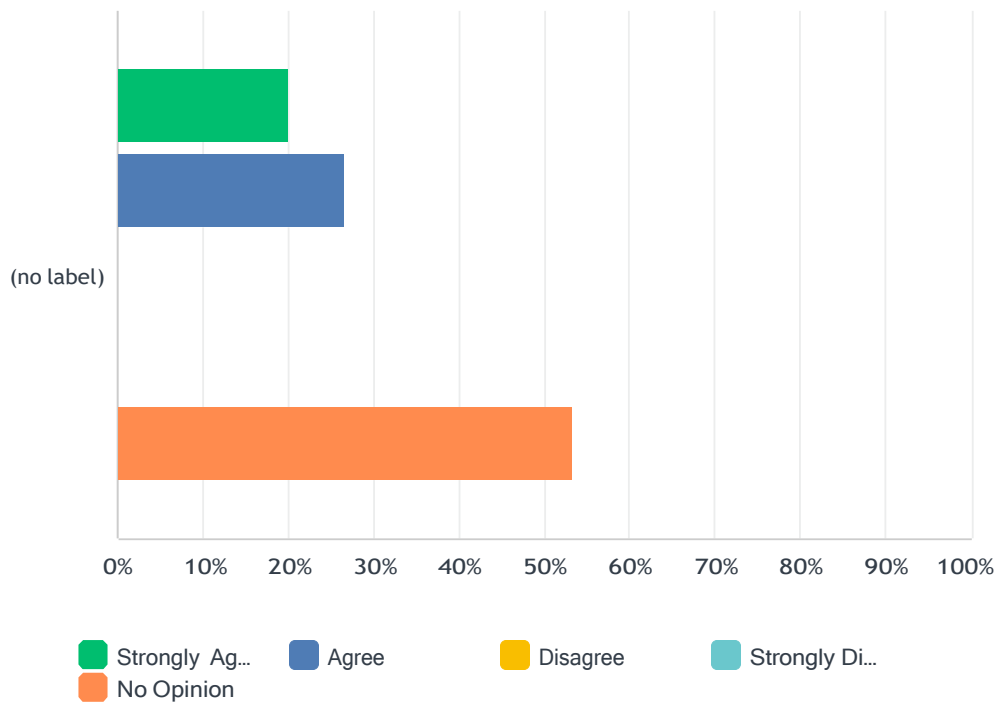
Answered: 100 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	7.00%	7
No	93.00%	93
		100

Q31 The Legal Division is accessible.

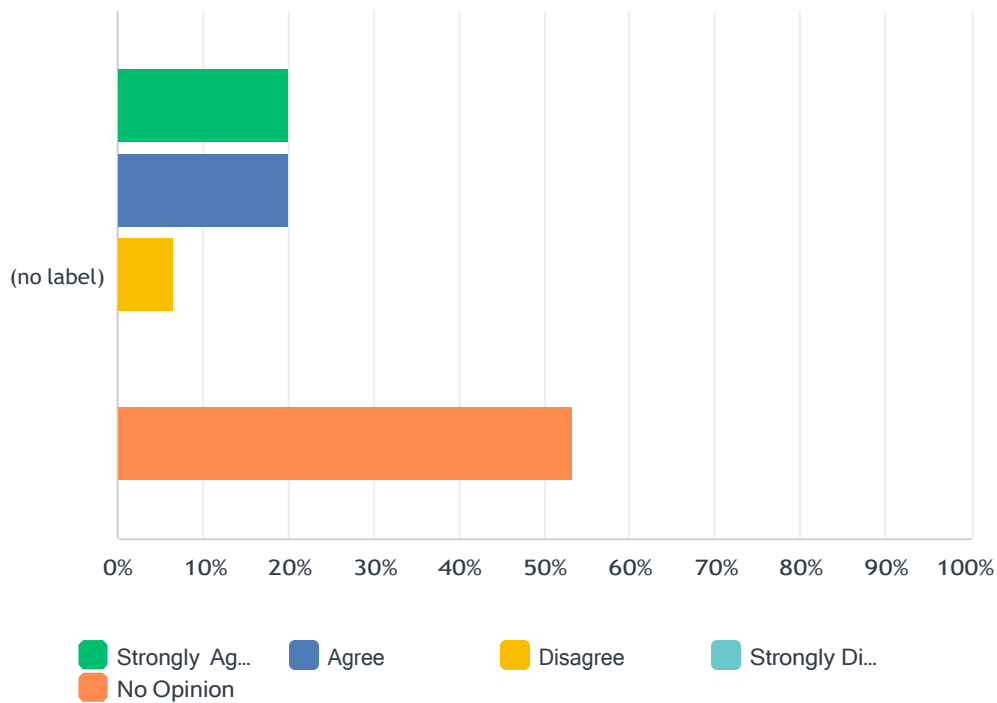
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00%	26.67%	0.00%	0.00%	53.33%	15	3.40
	3	4	0	0	8		

Q32 Responses are generally timely.

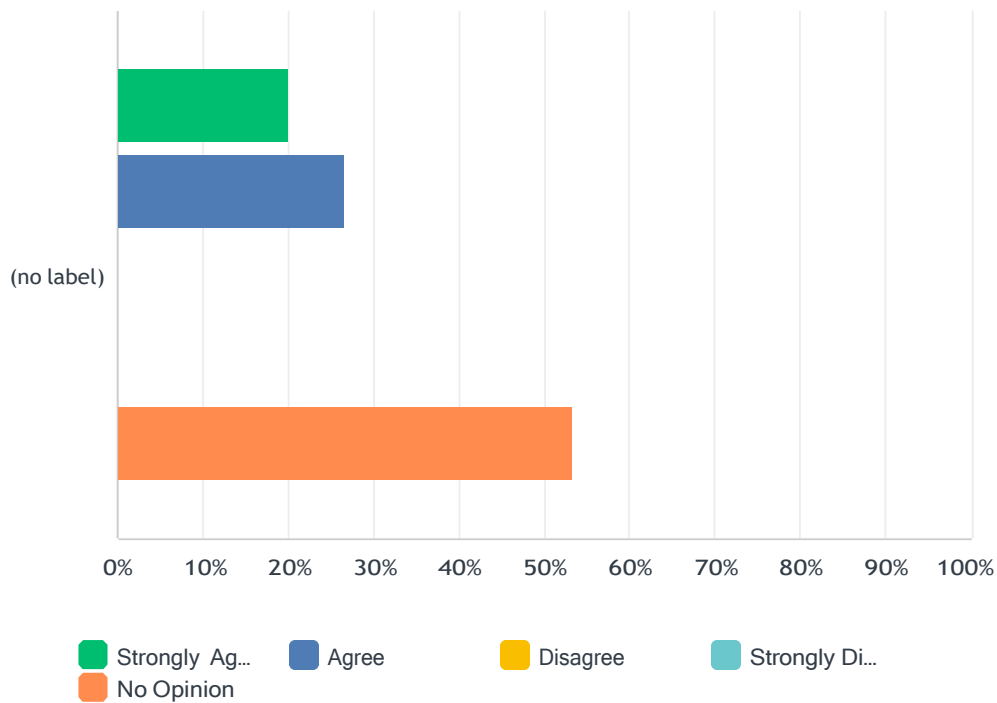
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	20.00% 3	6.67% 1	0.00% 0	53.33% 8	15	3.47

Q33 The content and substance of responses are appropriate.

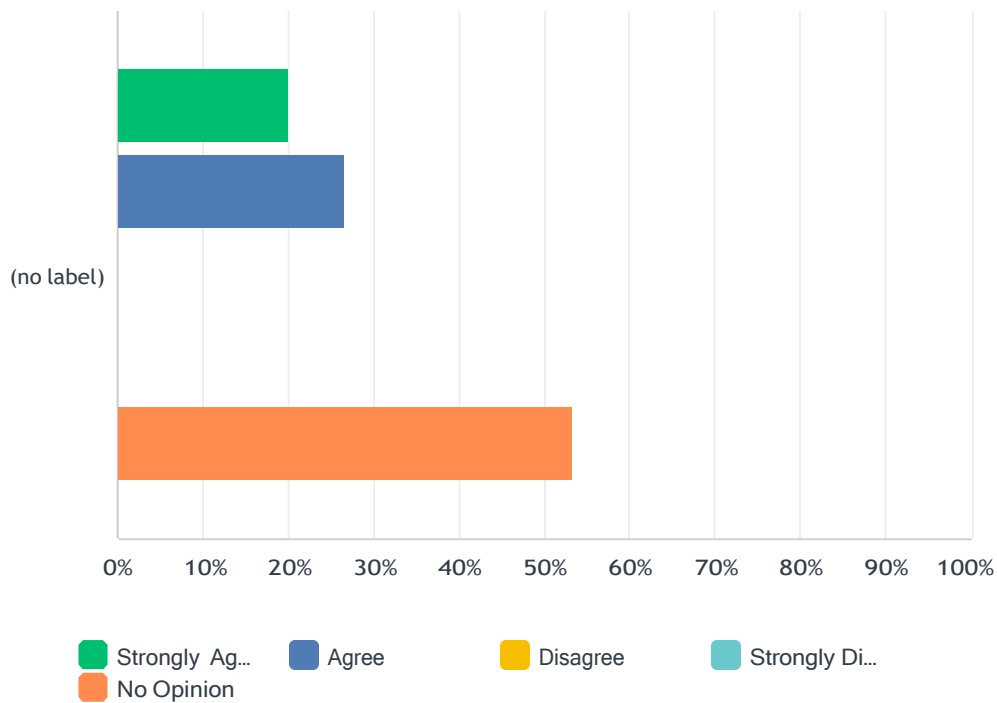
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	26.67% 4	0.00% 0	0.00% 0	53.33% 8	15	3.40

Q34 The Legal staff handles my affairs professionally.

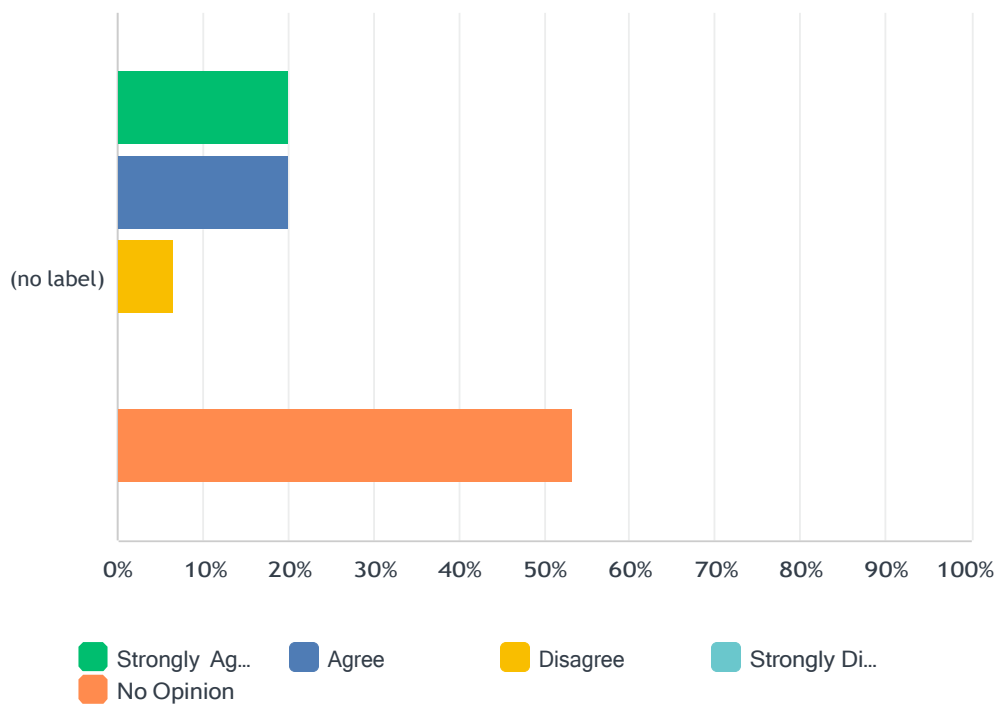
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	26.67% 4	0.00% 0	0.00% 0	53.33% 8	15	3.40

Q35 The process of handling requests is efficient.

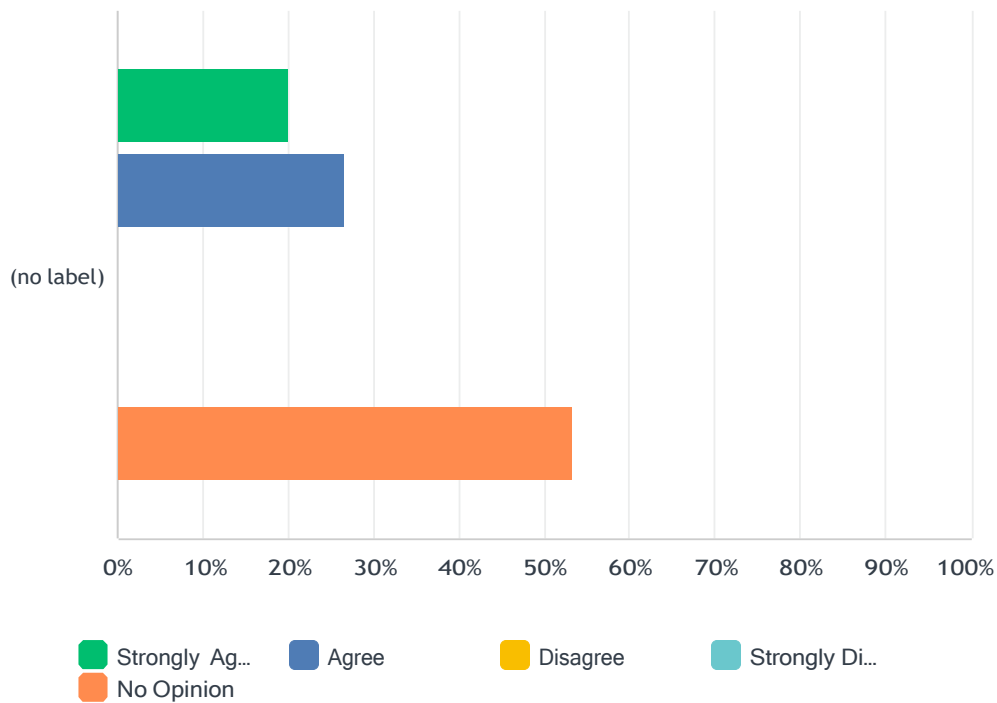
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	20.00% 3	6.67% 1	0.00% 0	53.33% 8	15	3.47

Q36 Requests for information are reasonable.

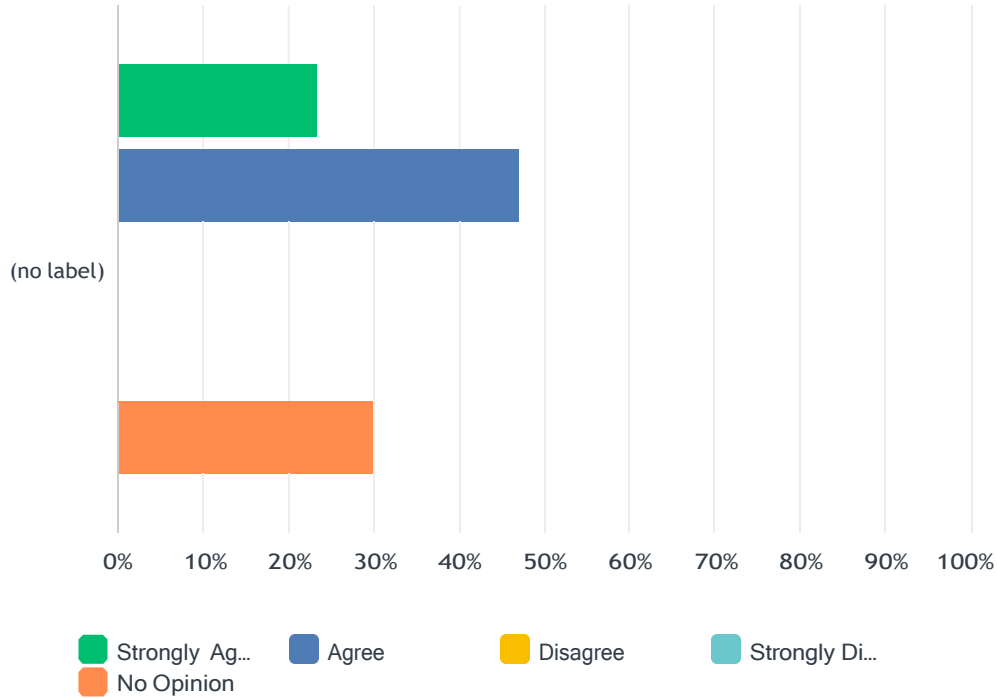
Answered: 15 Skipped: 86



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	26.67% 4	0.00% 0	0.00% 0	53.33% 8	15	3.40

Q37 The Department's web site for legal statutes, rules, and legal opinions is informative and easy to use.

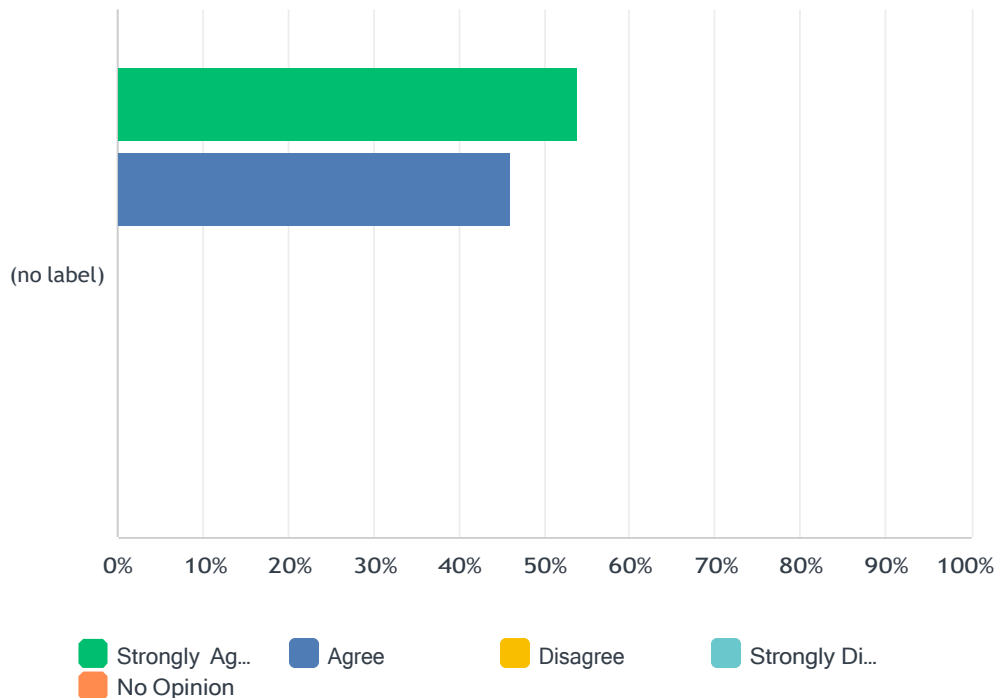
Answered: 17 Skipped: 84



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.53%	47.06%	0.00%	0.00%	29.41%	17	2.65
	4	8	0	0	5		

Q39 Overall, Department personnel are responding satisfactorily to my needs.

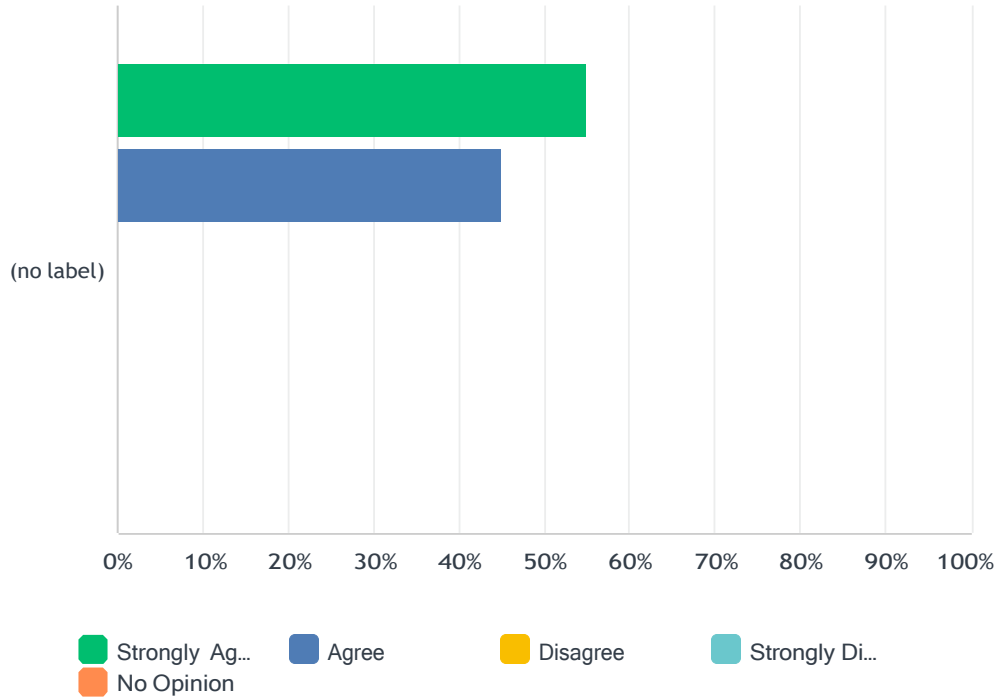
Answered: 100 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.00% 54	46.00% 46	0.00% 0	0.00% 0	0.00% 0	100	1.46

Q40 Overall, my institution's communication with the Department is generally satisfactory.

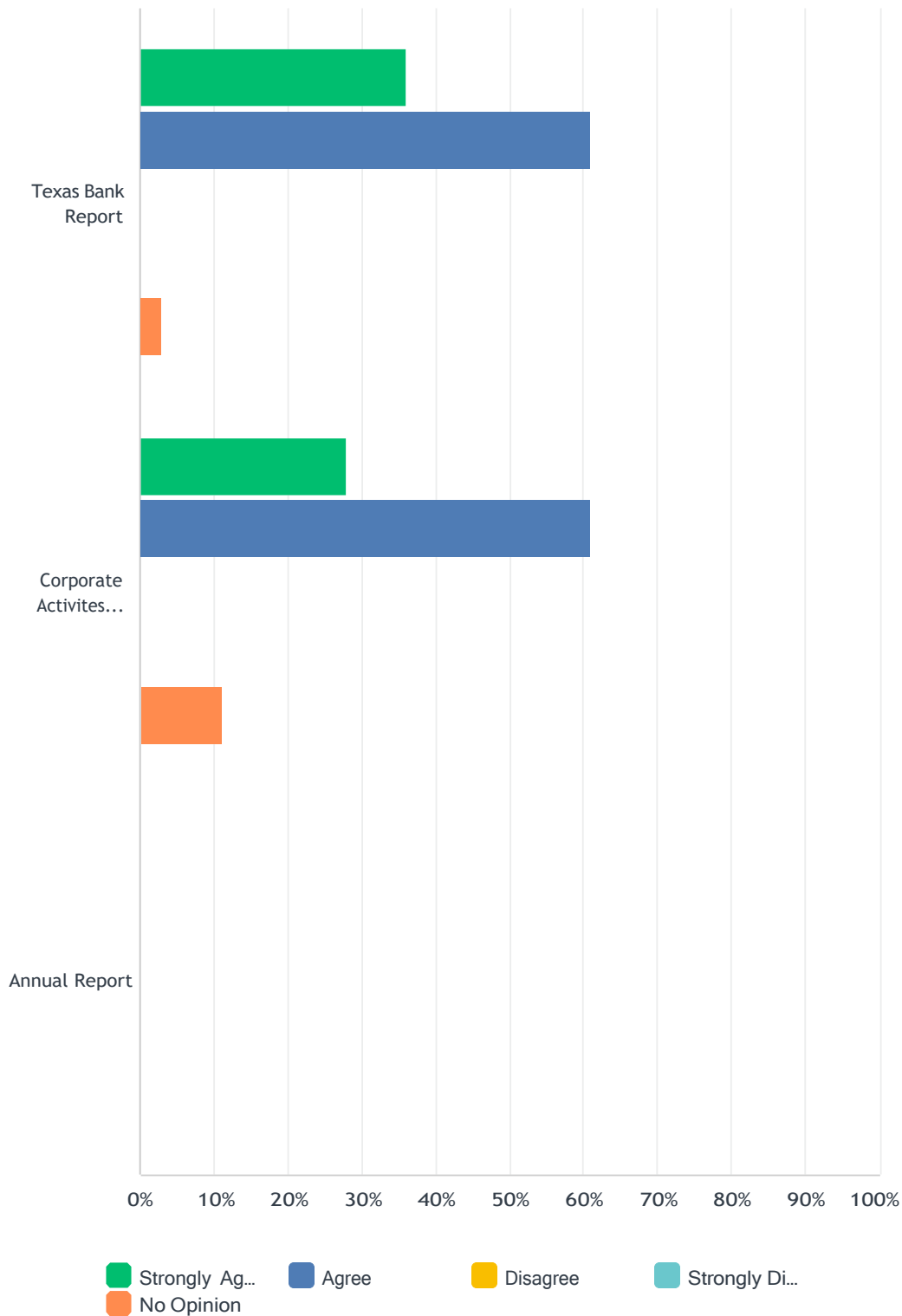
Answered: 100 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	55.00%	45.00%	0.00%		0.00%	100	1.45
	55	45	0		0		

Q41 The publications below provided by the Department are informative and meet our needs.

Answered: 100 Skipped: 1

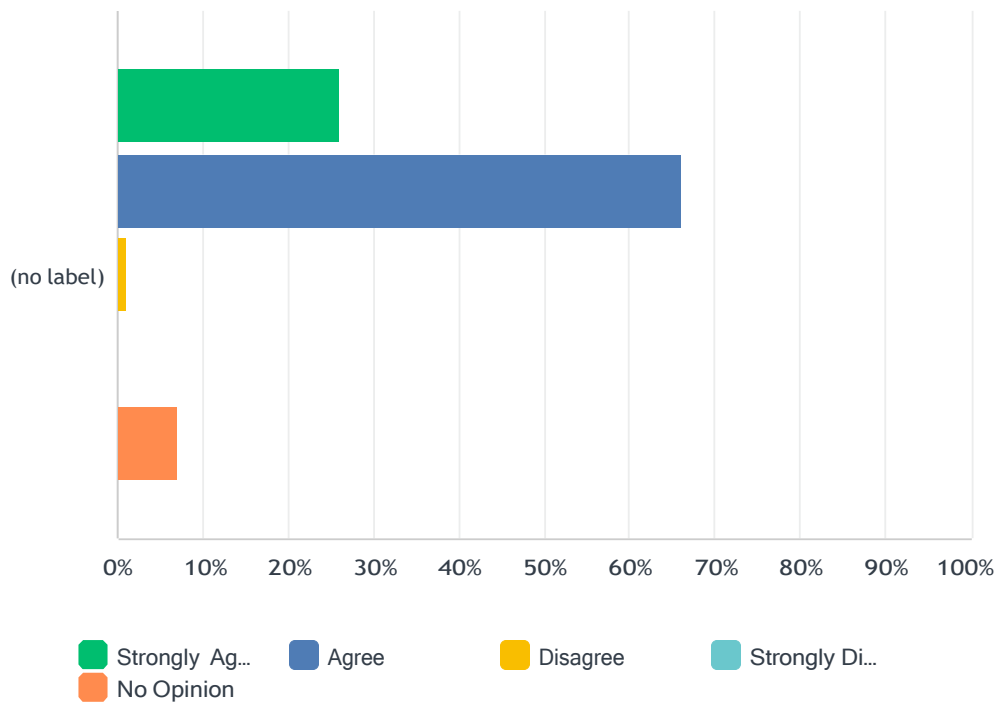


Rate the Department Survey - 2021

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Texas Bank Report	36.00% 36	61.00% 61	0.00% 0	0.00% 0	3.00% 3	100	1.73
Corporate Activites Bulletin	28.00% 28	61.00% 61	0.00% 0	0.00% 0	11.00% 11	100	2.05
Annual Report	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q43 I find the Department's website easy to navigate.

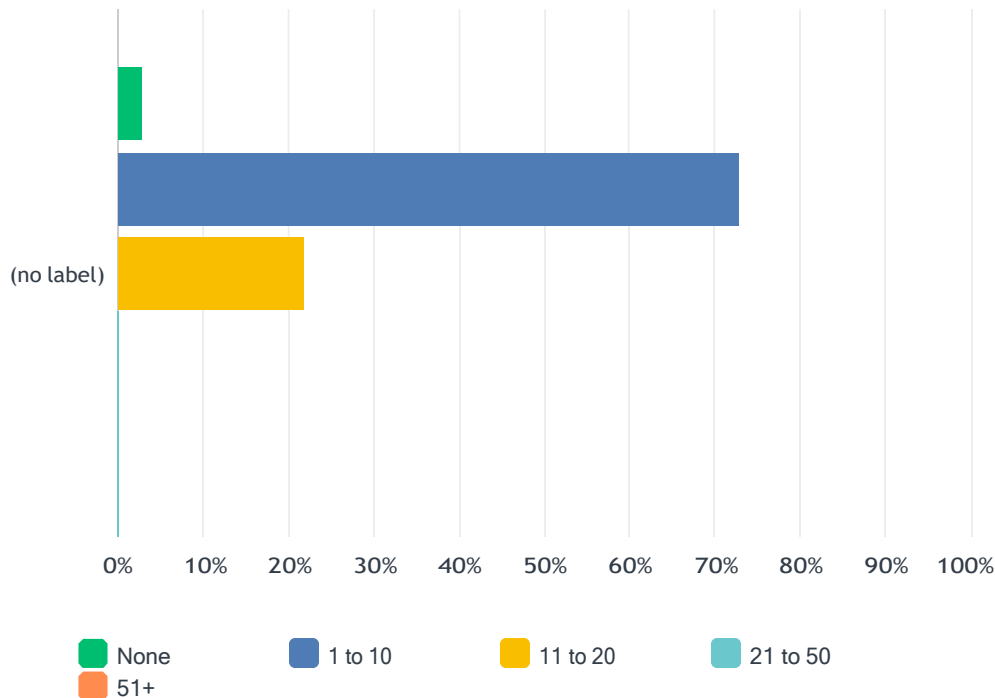
Answered: 100 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.00%	66.00%	1.00%	0.00%	7.00%	100	1.96
	26	66	1	0	7		

Q44 I or my staff have visited the Department's website approximately XX times during the last 12 months.

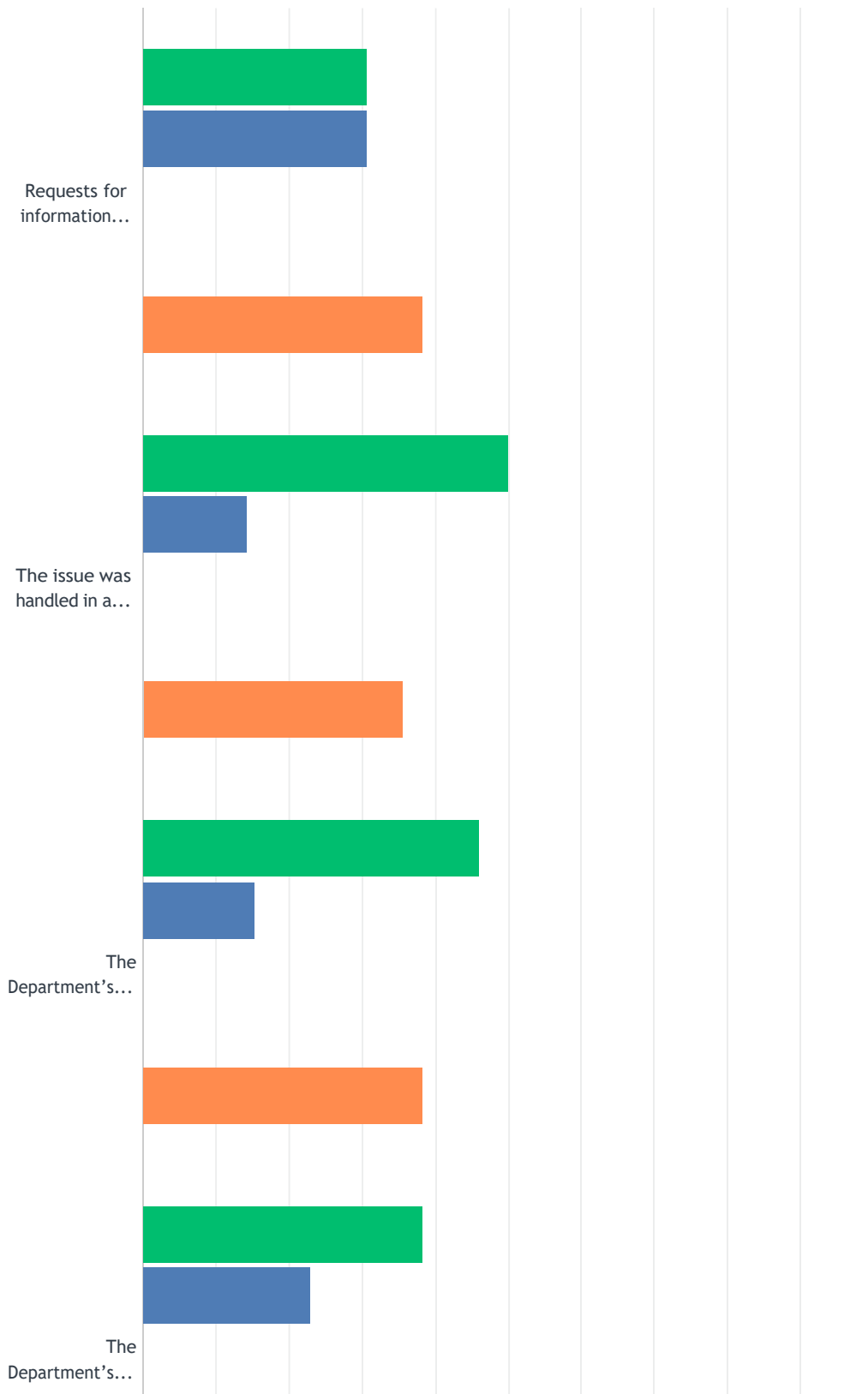
Answered: 100 Skipped: 1



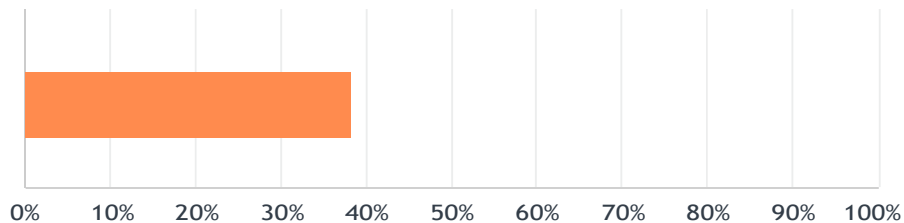
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	3.00%	73.00%	22.00%	2.00%	0.00%	100	2.23
	3	73	22	2	0		

Q49 Have you corresponded with the Department about a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 15 Skipped: 86



Rate the Department Survey - 2021

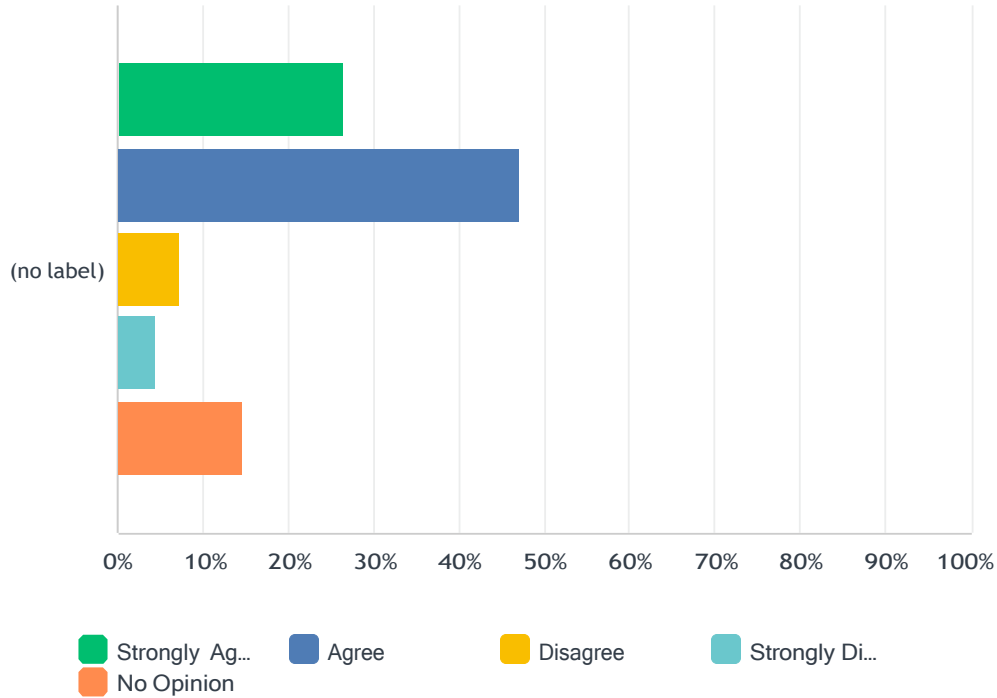


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
 ■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	30.77% 4	30.77% 4	0.00% 0	0.00% 0	38.46% 5	13	2.85
The issue was handled in a professional manner.	50.00% 7	14.29% 2	0.00% 0	0.00% 0	35.71% 5	14	2.57
The Department's findings were based on a logical interpretation of applicable law.	46.15% 6	15.38% 2	0.00% 0	0.00% 0	38.46% 5	13	2.69
The Department's suggestion for resolving the matter was reasonable.	38.46% 5	23.08% 3	0.00% 0	0.00% 0	38.46% 5	13	2.77

Q50 Access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

Answered: 68 Skipped: 33



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.47% 18	47.06% 32	7.35% 5	4.41% 3	14.71% 10	68	2.34