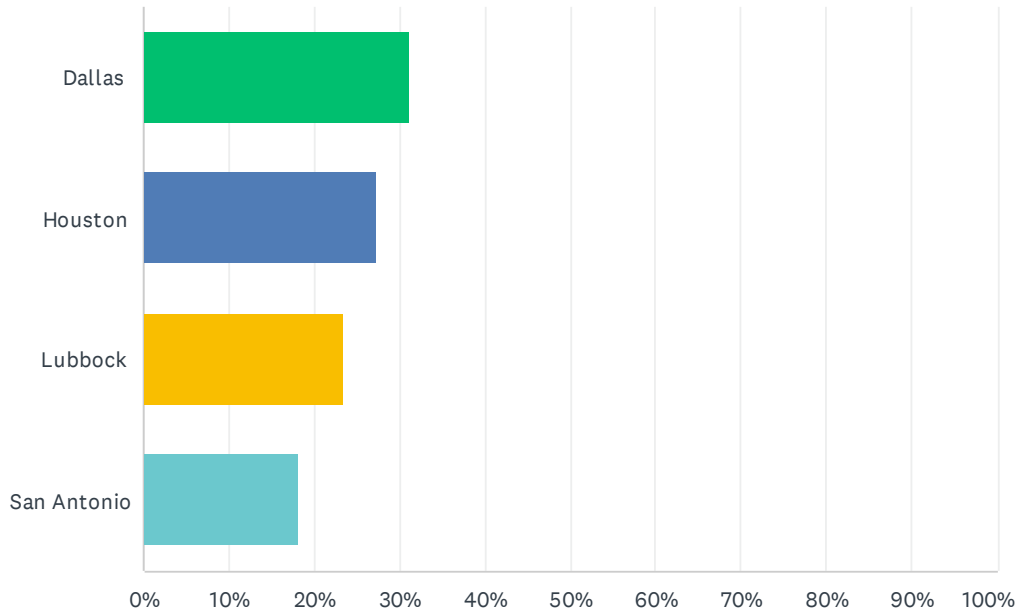


## Q2 The regional office that directly supervises your institution?

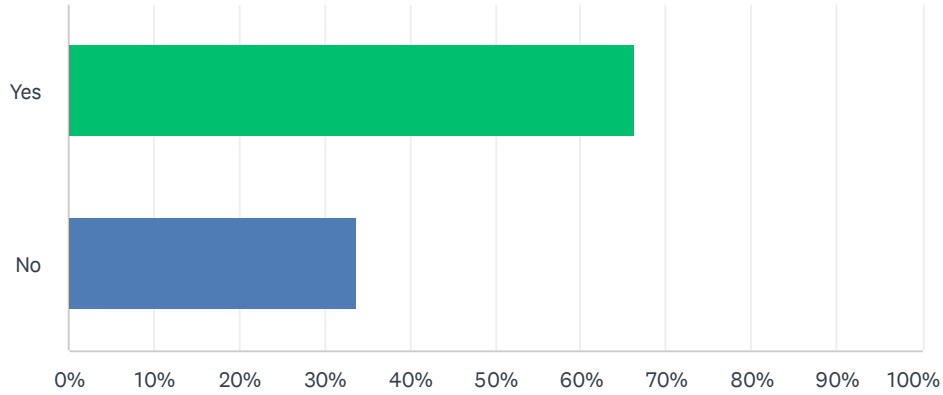
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Dallas	31.17%	24
Houston	27.27%	21
Lubbock	23.38%	18
San Antonio	18.18%	14
TOTAL		77

**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**

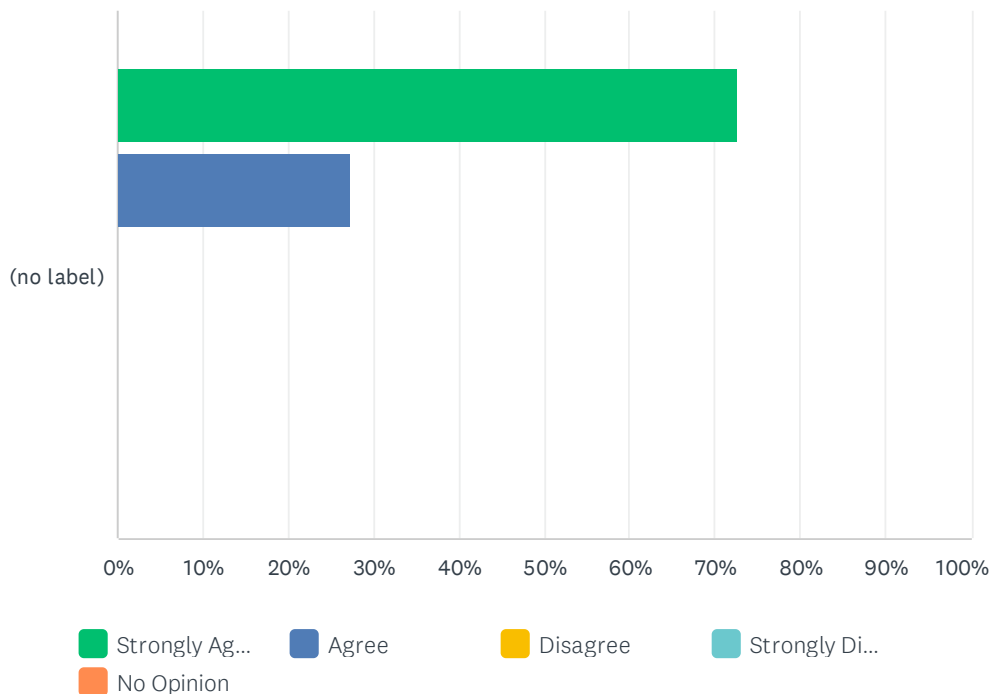
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.23%	51
No	33.77%	26
<b>TOTAL</b>		<b>77</b>

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

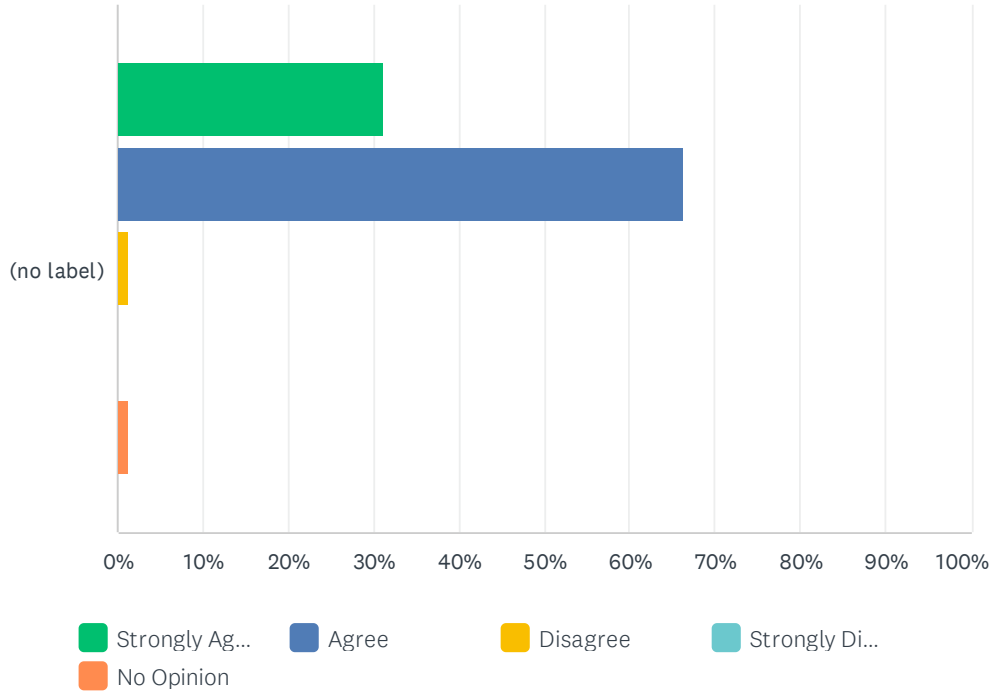
Answered: 55 Skipped: 22



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	72.73% 40	27.27% 15	0.00% 0	0.00% 0	0.00% 0	55	1.27

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

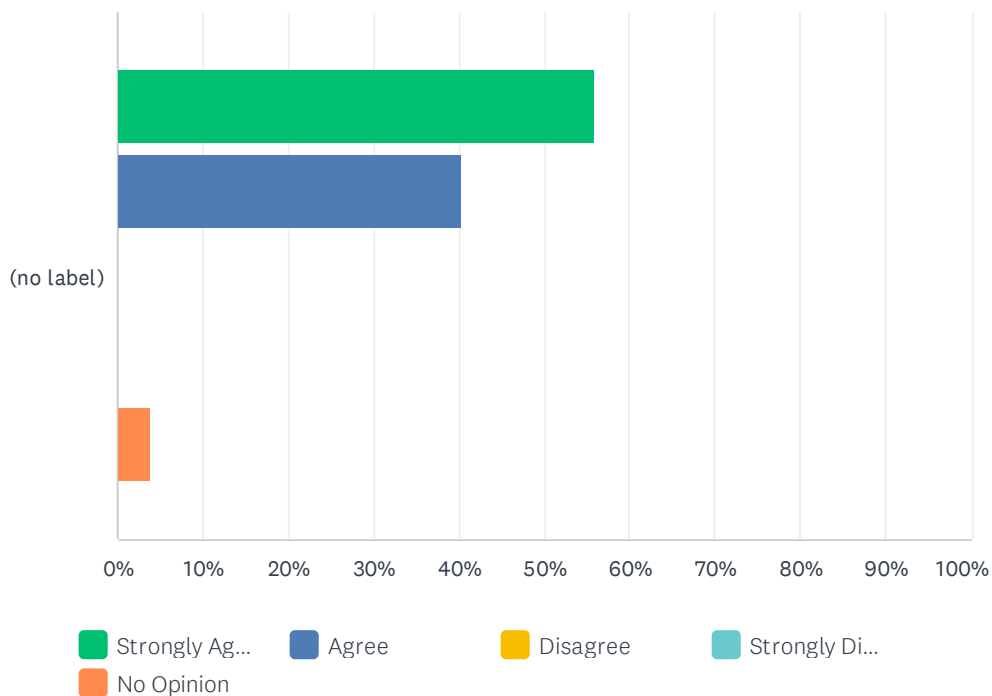
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	31.17% 24	66.23% 51	1.30% 1	0.00% 0	1.30% 1	77	1.74

### Q7 Regional office staff is generally accessible.

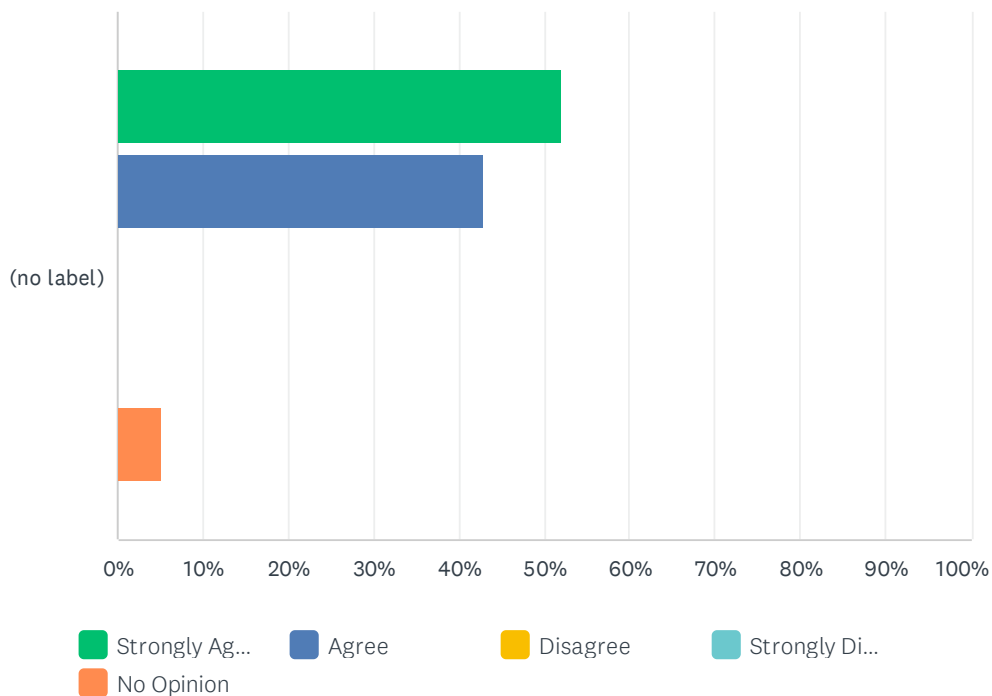
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	55.84% 43	40.26% 31	0.00% 0	0.00% 0	3.90% 3	77	1.56

### Q8 Headquarters staff is generally accessible.

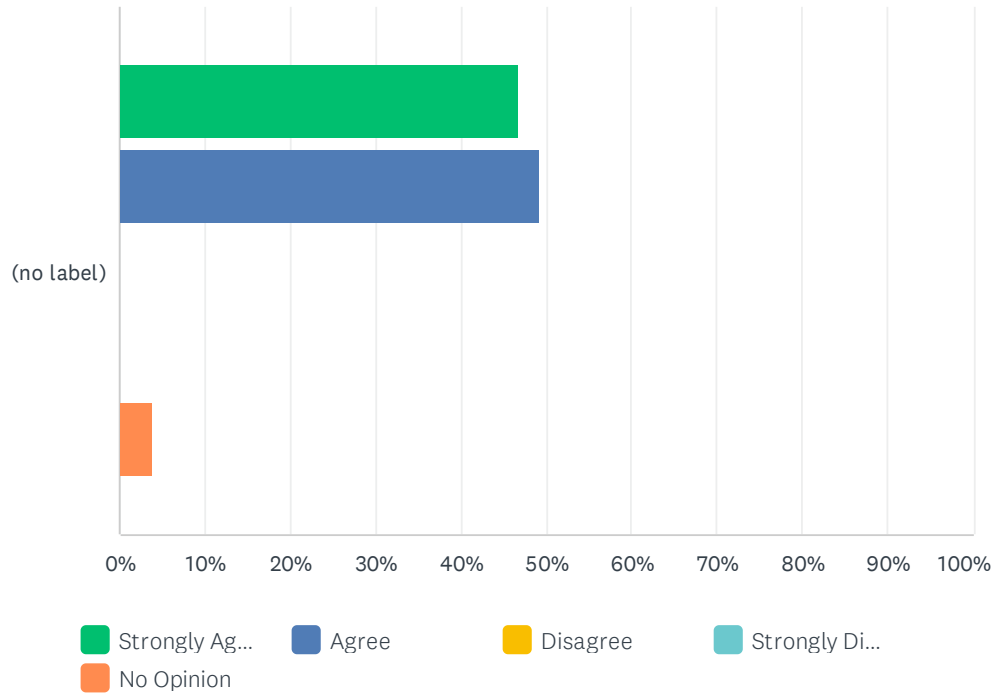
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	51.95% 40	42.86% 33	0.00% 0	0.00% 0	5.19% 4	77	1.64

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

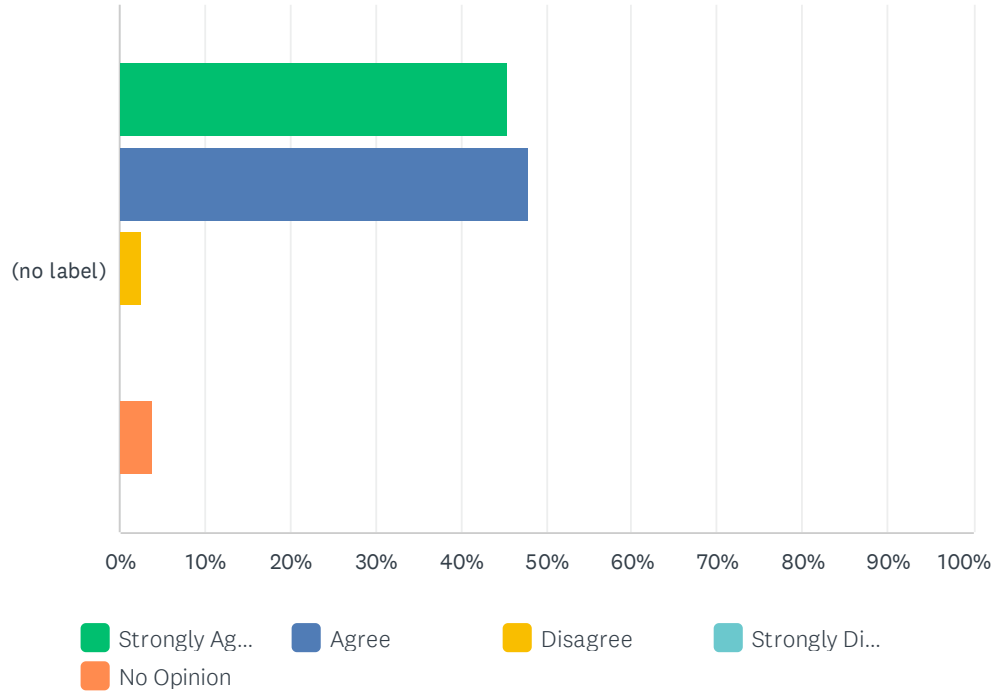
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.75% 36	49.35% 38	0.00% 0	0.00% 0	3.90% 3	77	1.65

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

Answered: 77 Skipped: 0

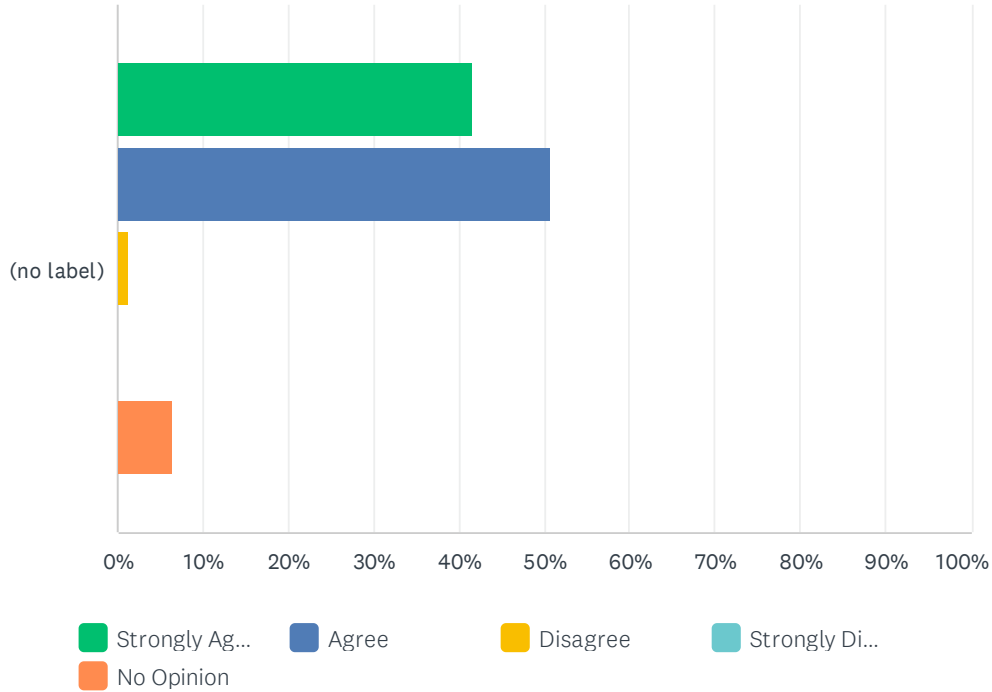


	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	45.45% 35	48.05% 37	2.60% 2	0.00% 0	3.90% 3	77	1.69



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

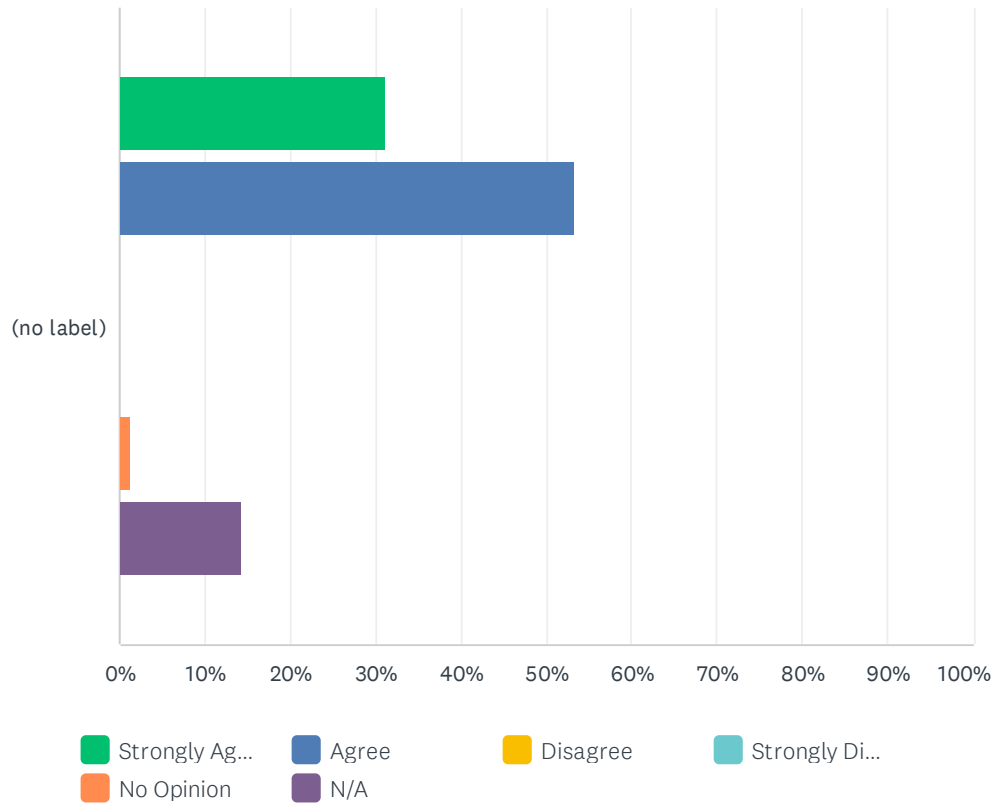
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.56% 32	50.65% 39	1.30% 1	0.00% 0	6.49% 5	77	1.79

Q12 Was your last examination completed using the Department's hybrid examination process with work completed both onsite and offsite? If yes, the examination by the Department was completed effectively.

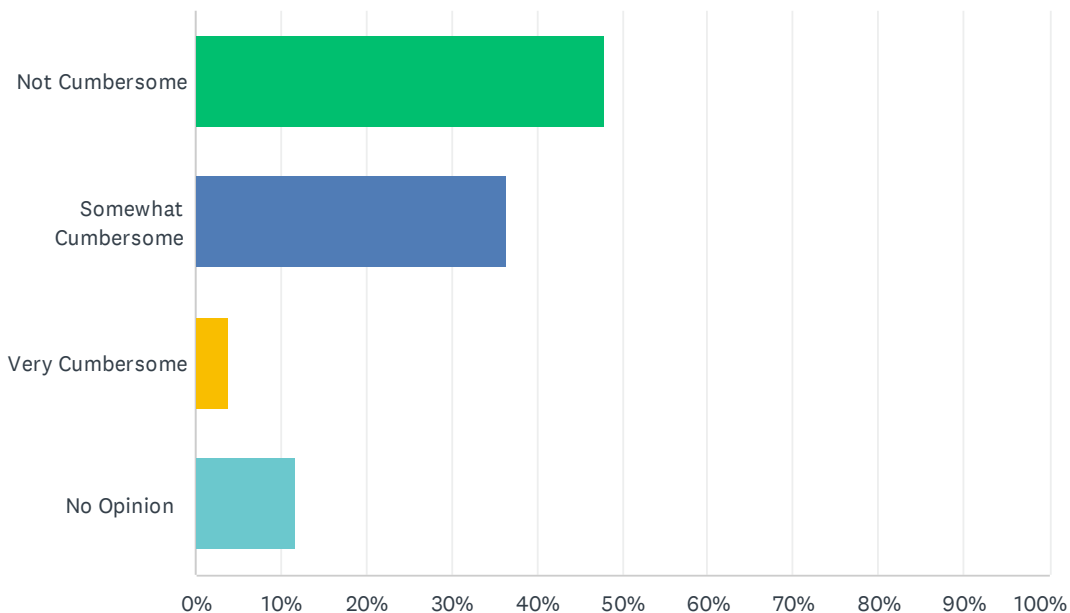
Answered: 77 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	31.17%	53.25%	0.00%	0.00%	1.30%	14.29%	77	1.68
	24	41	0	0	1	11		

### Q14 How cumbersome is the Department's secure email system (ZIX) when used to communicate sensitive and confidential information.

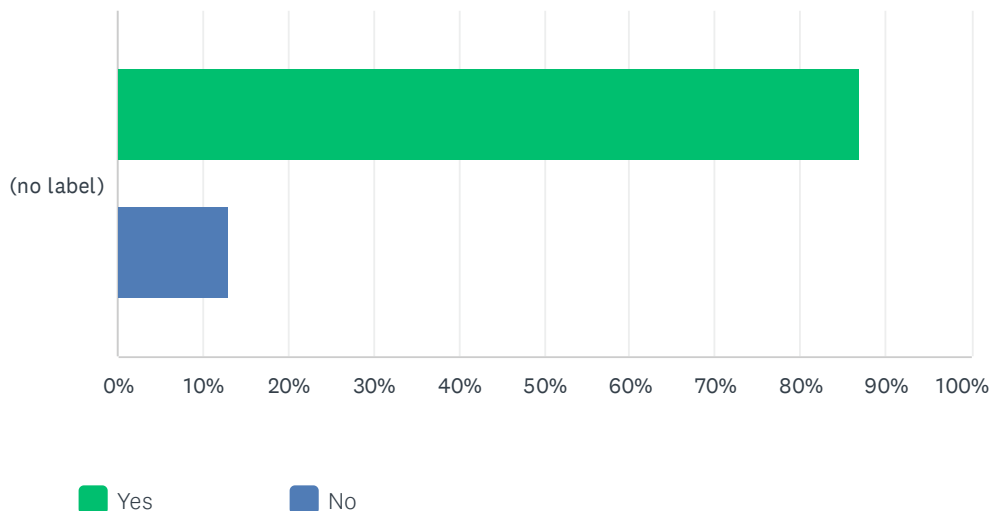
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not Cumbersome	48.05%	37
Somewhat Cumbersome	36.36%	28
Very Cumbersome	3.90%	3
No Opinion	11.69%	9
<b>TOTAL</b>		<b>77</b>

### Q15 Do you use the Department's secure Data Exchange portal (DEX) to upload and download information with the agency?

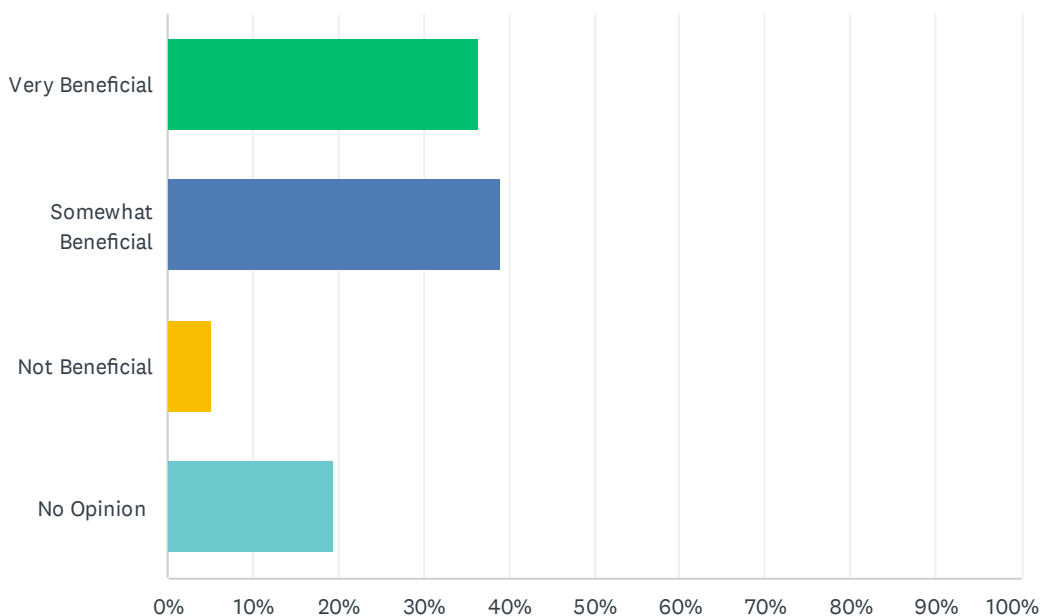
Answered: 77 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	87.01% 67	12.99% 10	77	1.13

### Q16 What is your opinion regarding the usefulness of the DEX portal?

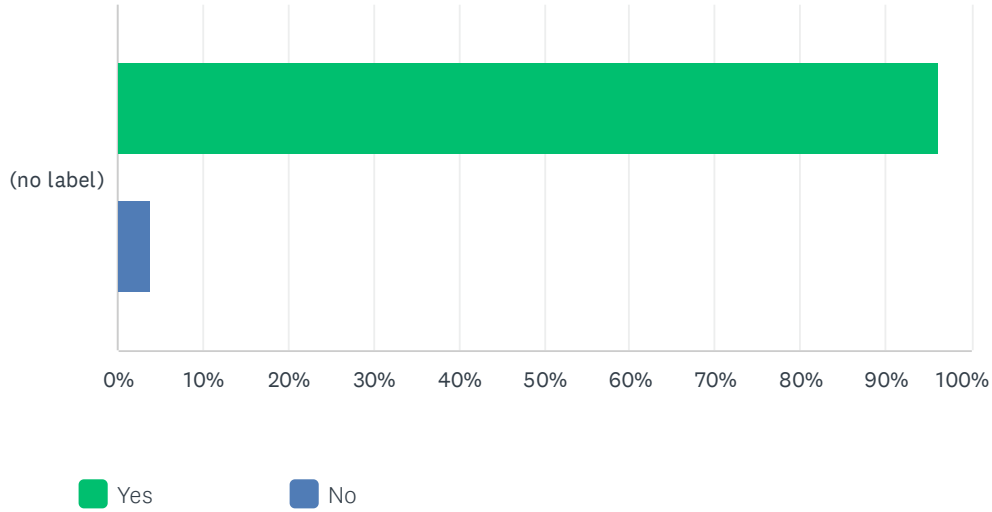
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Beneficial	36.36%	28
Somewhat Beneficial	38.96%	30
Not Beneficial	5.19%	4
No Opinion	19.48%	15
TOTAL		77

### Q17 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?

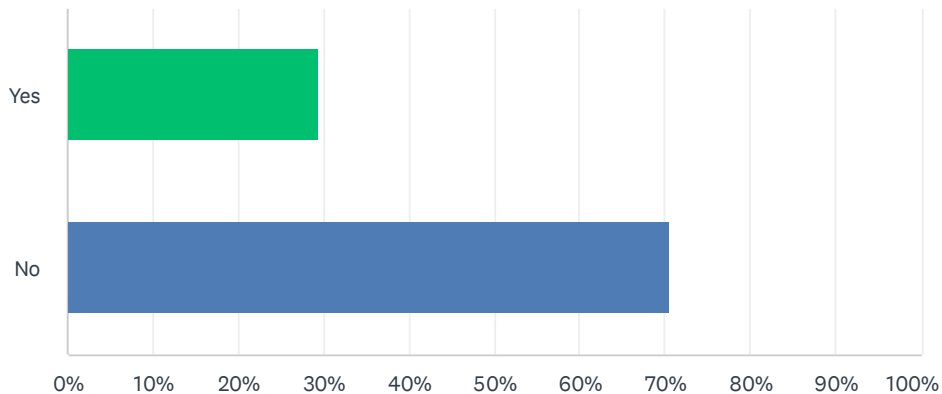
Answered: 77 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	96.10% 74	3.90% 3	77	1.04

## Q21 Have you used the services of our Corporate Division within the last 12 months? If no, skip to the next section

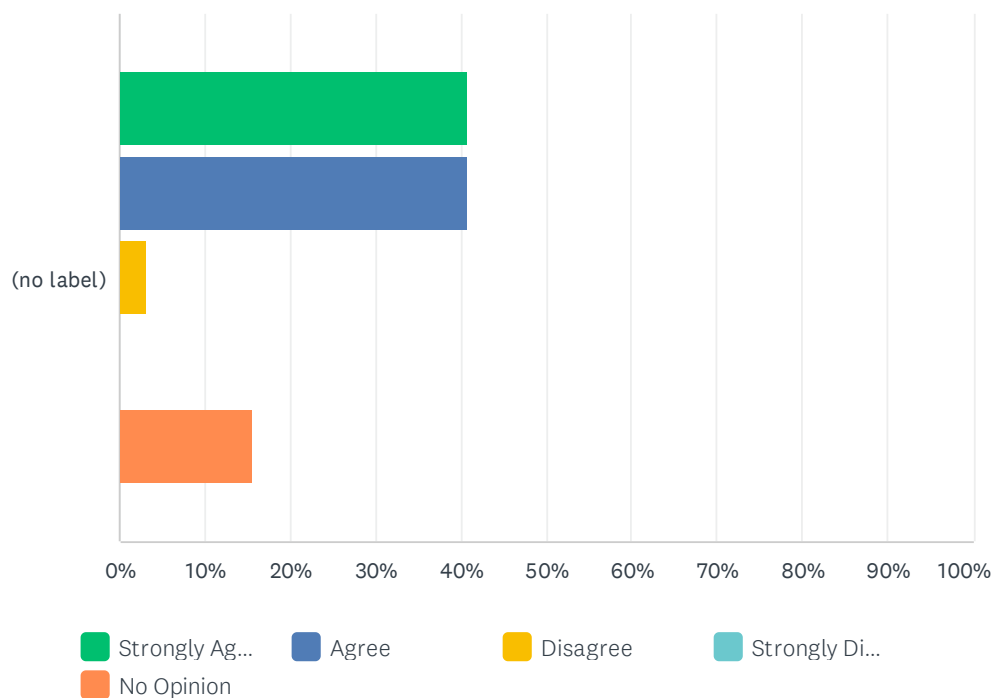
Answered: 75 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	29.33%	22
No	70.67%	53
TOTAL		75

## Q22 The Corporate Division is generally accessible.

Answered: 32 Skipped: 45

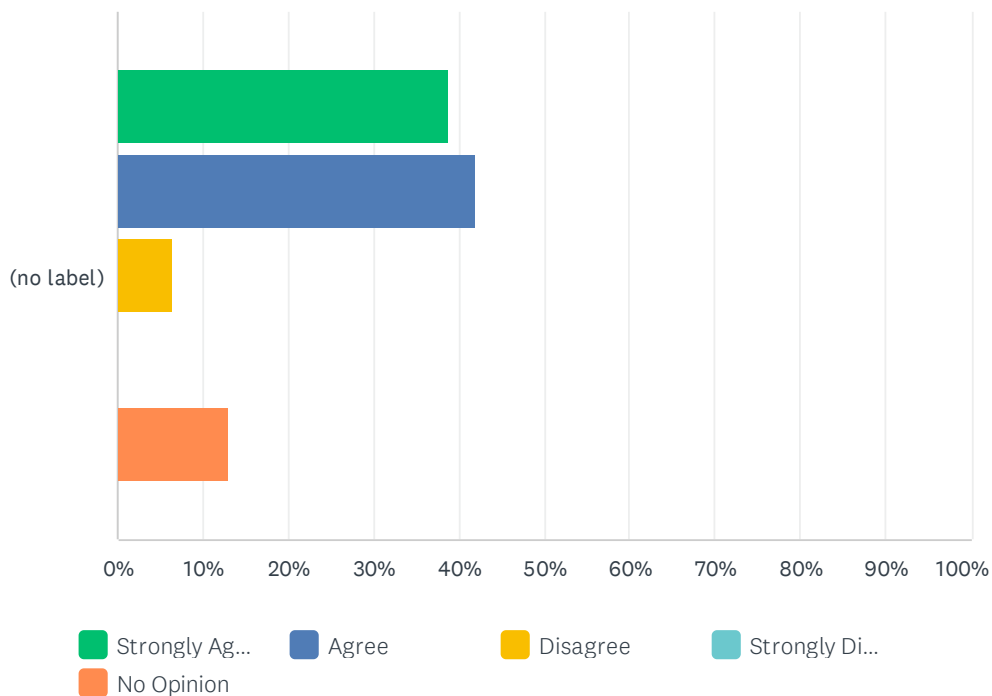


	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	40.63% 13	40.63% 13	3.13% 1	0.00% 0	15.63% 5	32	2.09



## Q23 Responses are generally timely.

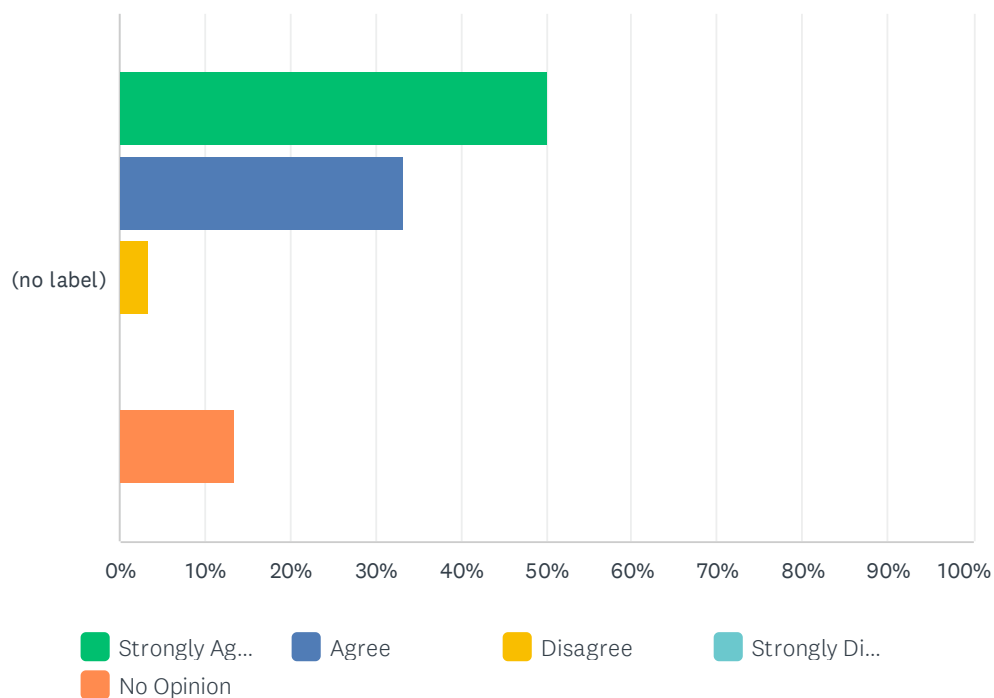
Answered: 31 Skipped: 46



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	38.71% 12	41.94% 13	6.45% 2	0.00% 0	12.90% 4	31	2.06

## Q24 The content and substance of responses are appropriate.

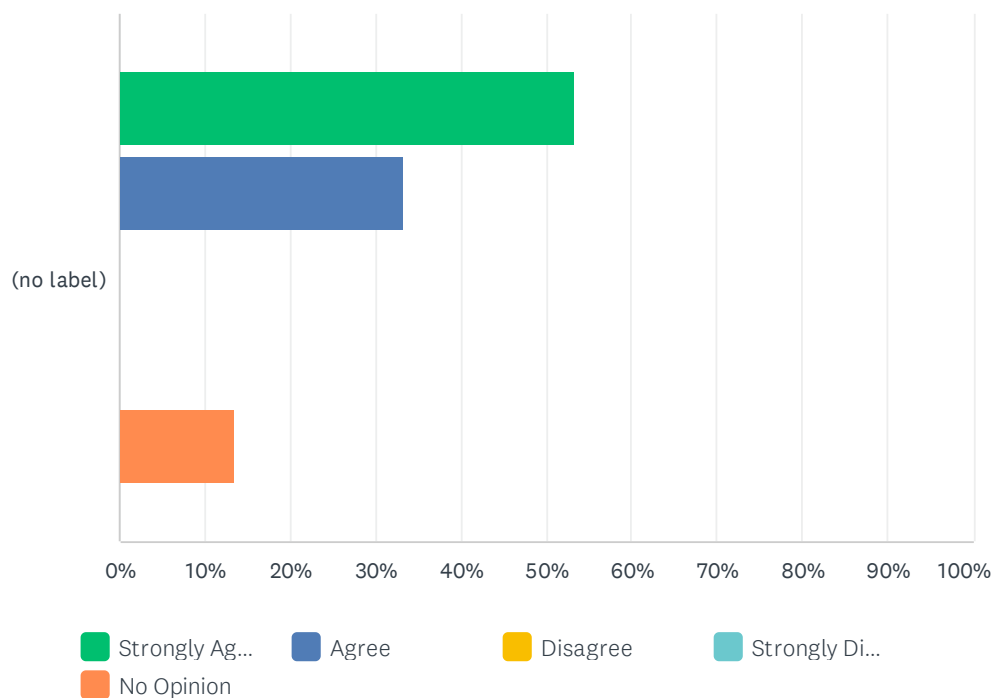
Answered: 30 Skipped: 47



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 15	33.33% 10	3.33% 1	0.00% 0	13.33% 4	30	1.93

## Q25 The Corporate staff handles my affairs professionally.

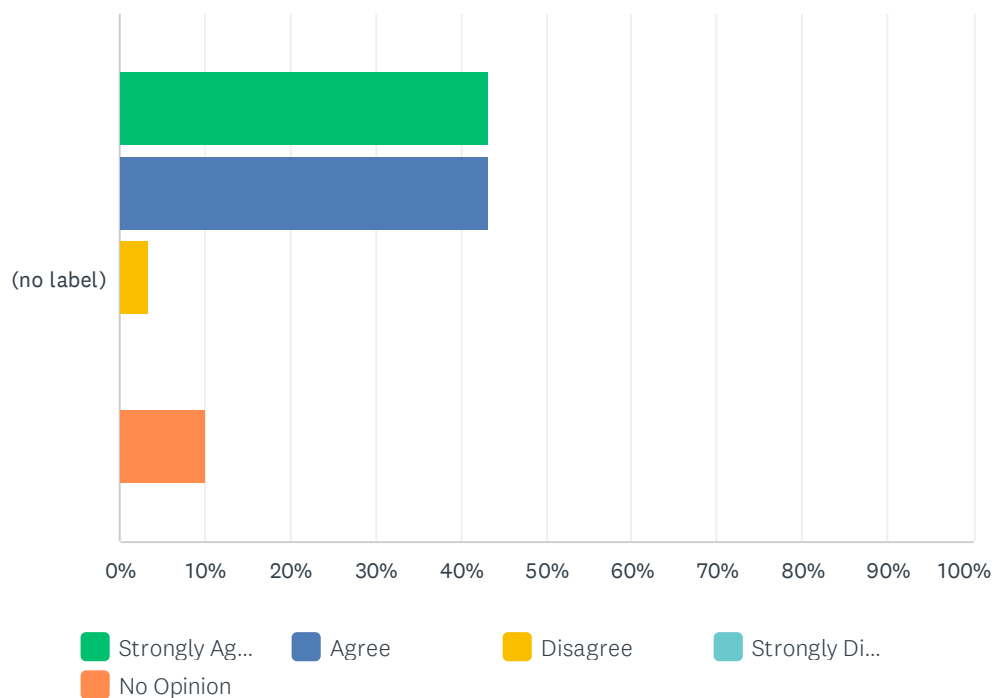
Answered: 30 Skipped: 47



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	53.33% 16	33.33% 10	0.00% 0	0.00% 0	13.33% 4	30	1.87

## Q26 The process of handling requests is efficient.

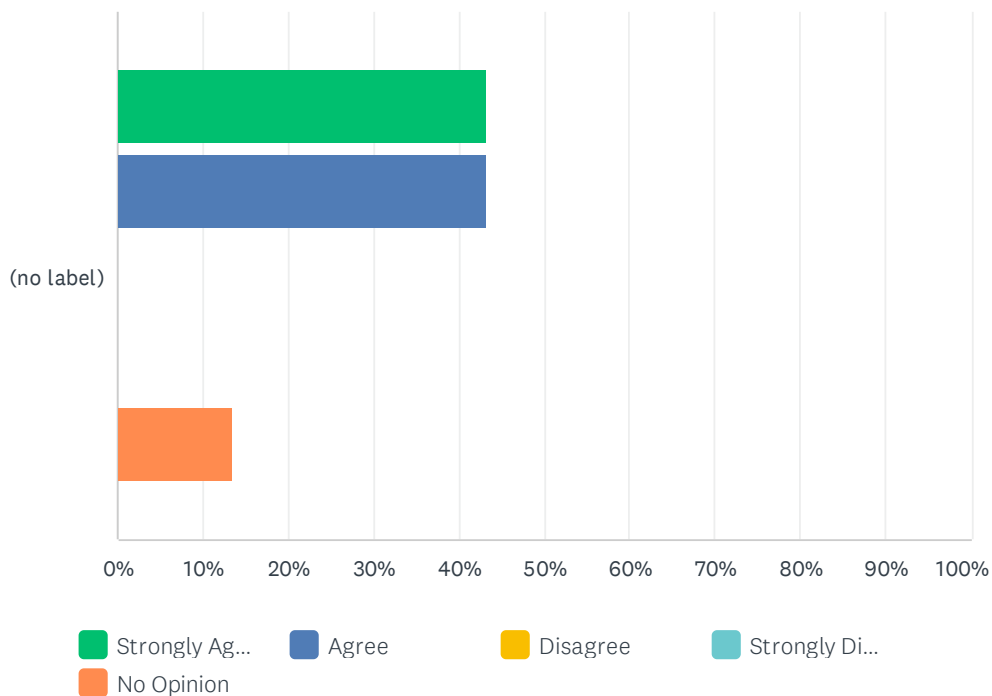
Answered: 30 Skipped: 47



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	43.33% 13	43.33% 13	3.33% 1	0.00% 0	10.00% 3	30	1.90

### Q27 Requests for information are reasonable.

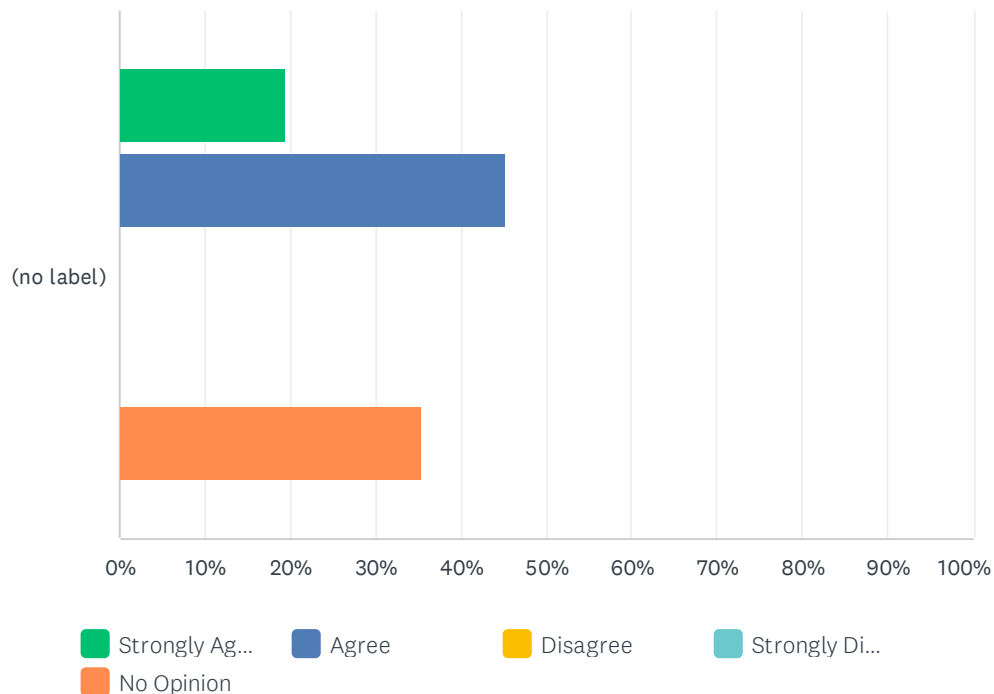
Answered: 30 Skipped: 47



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	43.33% 13	43.33% 13	0.00% 0	0.00% 0	13.33% 4	30	1.97

### Q28 The Department's web site for corporate application forms and related information is informative and easy to use.

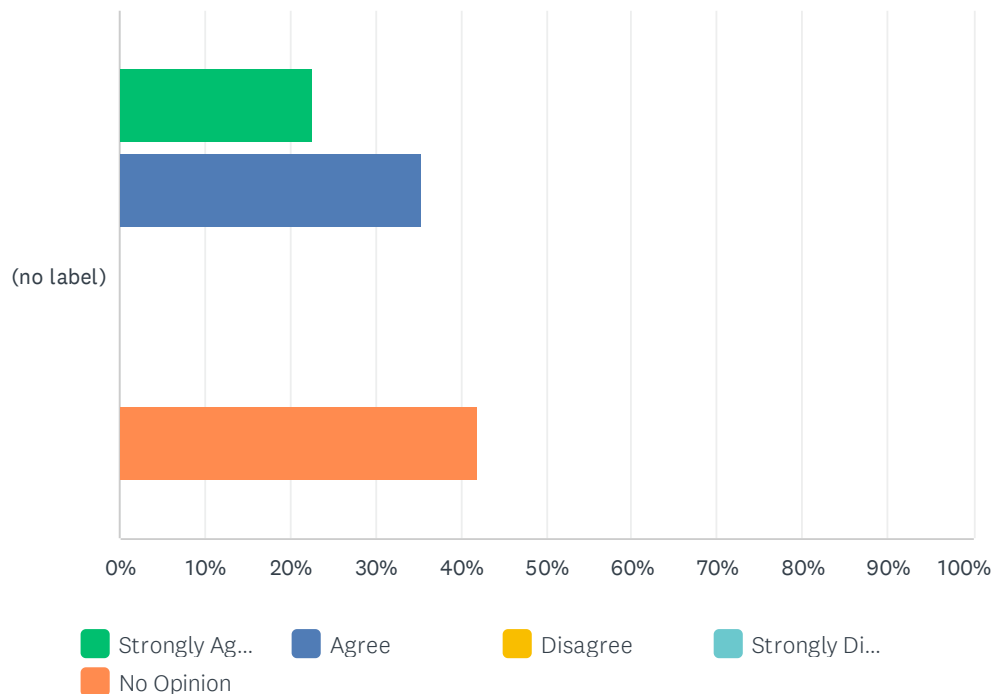
Answered: 31 Skipped: 46



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	19.35% 6	45.16% 14	0.00% 0	0.00% 0	35.48% 11	31	2.87

## Q29 The Corporate Division's electronic filing system (CAFE) is useful and easy to use.

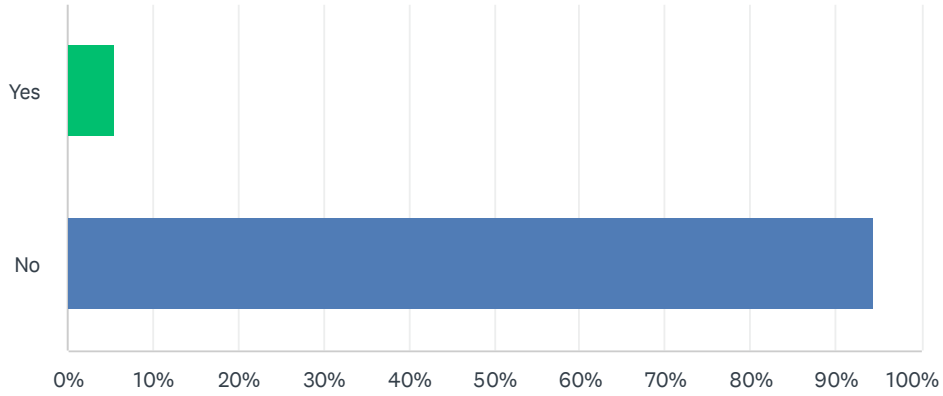
Answered: 31 Skipped: 46



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	22.58% 7	35.48% 11	0.00% 0	0.00% 0	41.94% 13	31	3.03

### Q31 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

Answered: 73 Skipped: 4

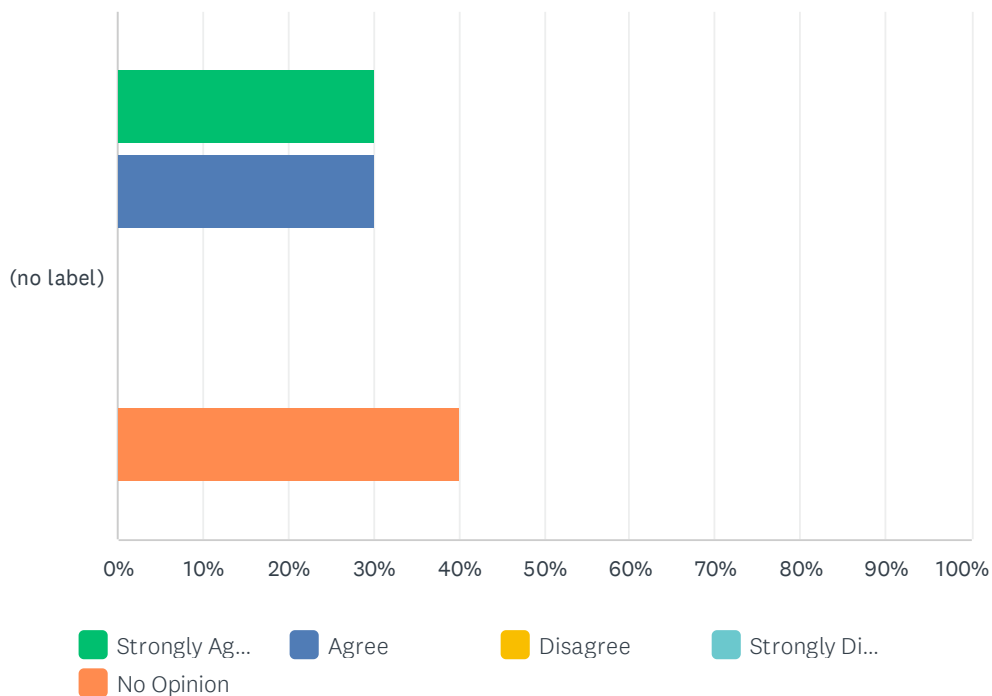


ANSWER CHOICES	RESPONSES	
Yes	5.48%	4
No	94.52%	69
TOTAL		73



### Q32 The Legal Division is accessible.

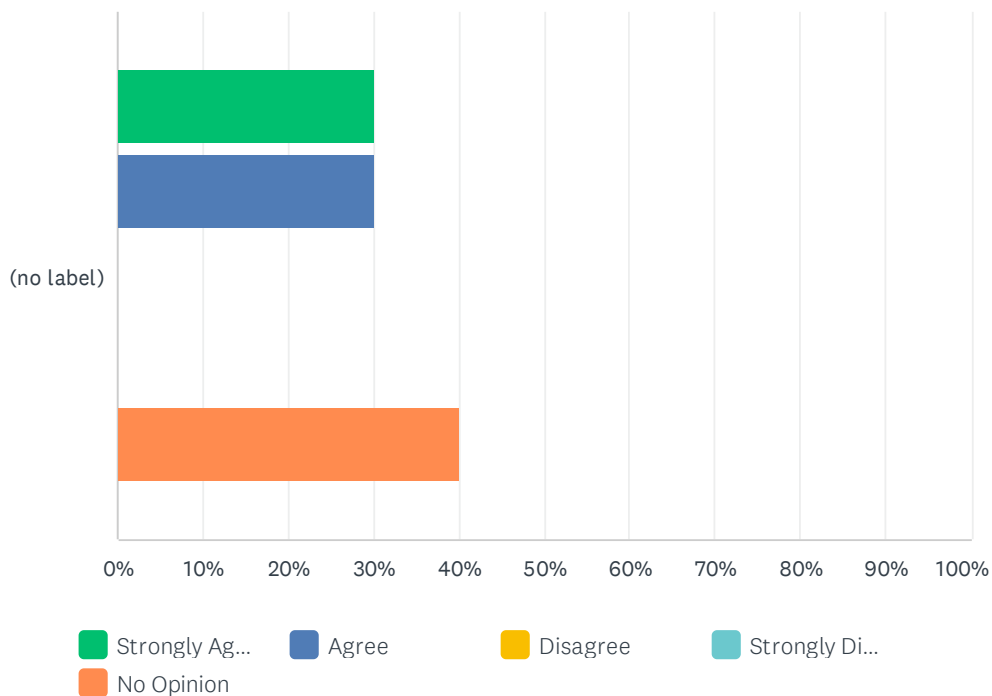
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	30.00% 3	0.00% 0	0.00% 0	40.00% 4	10	2.90

### Q33 Responses are generally timely.

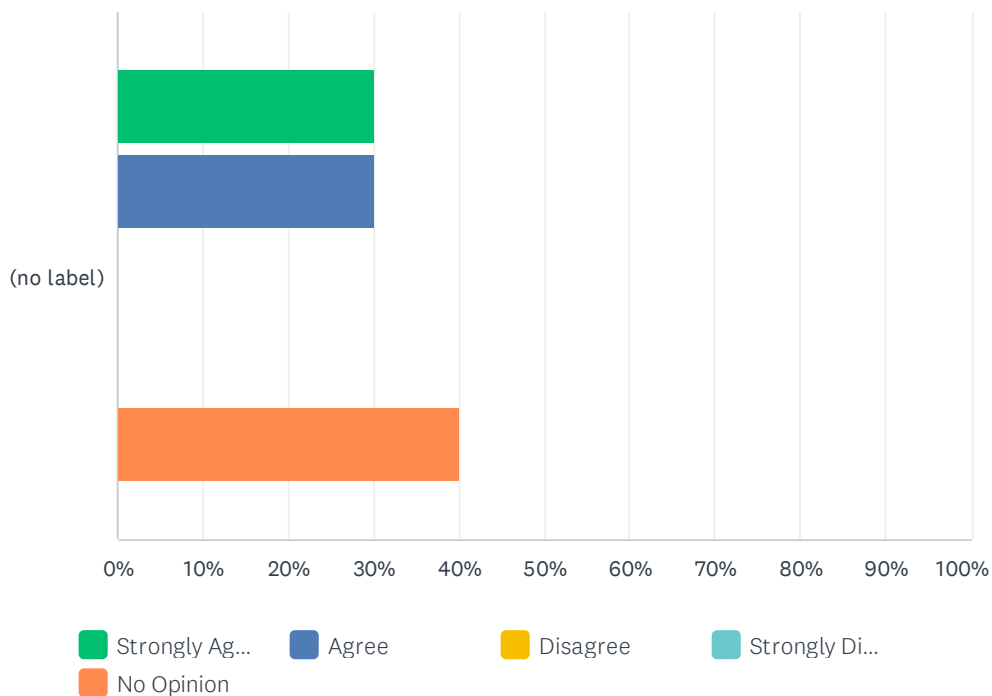
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	30.00% 3	0.00% 0	0.00% 0	40.00% 4	10	2.90

### Q34 The content and substance of responses are appropriate.

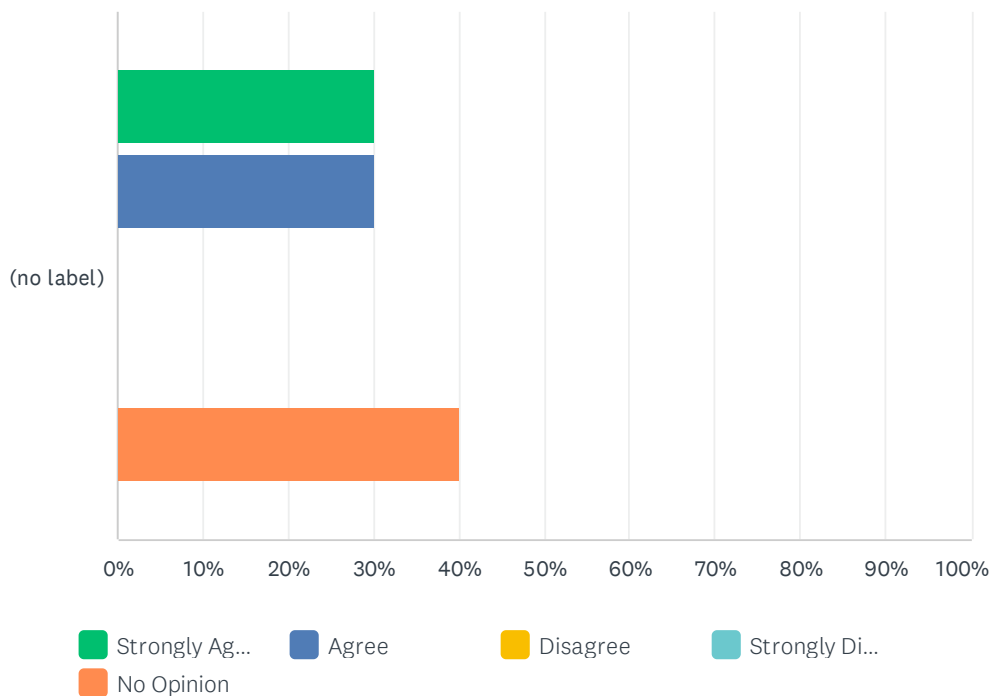
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	30.00% 3	0.00% 0	0.00% 0	40.00% 4	10	2.90

### Q35 The Legal staff handles my affairs professionally.

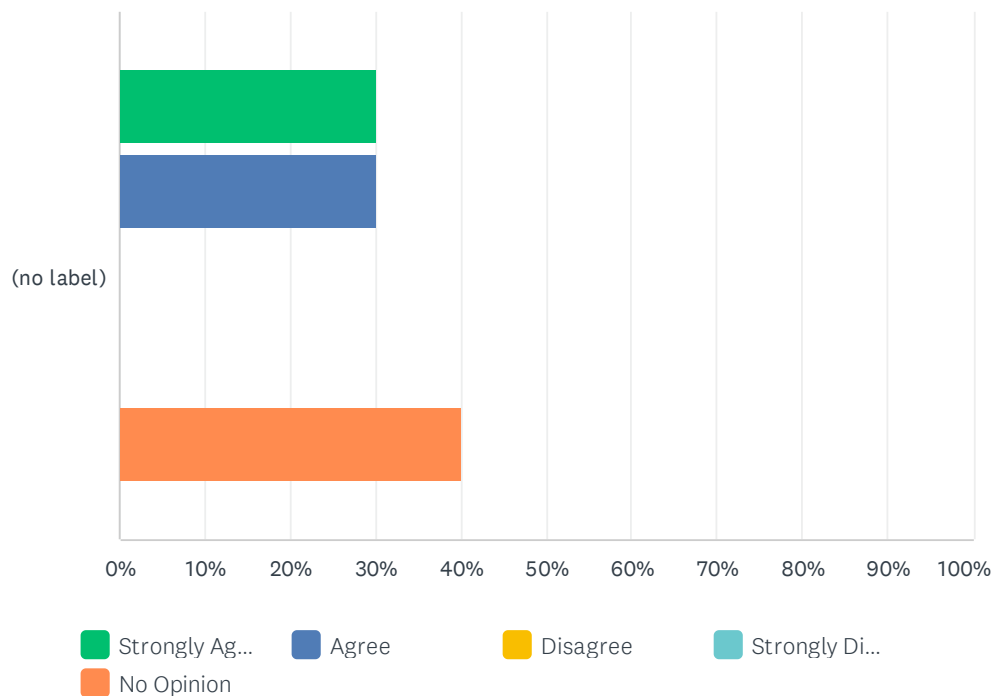
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	30.00% 3	0.00% 0	0.00% 0	40.00% 4	10	2.90

### Q36 The process of handling requests is efficient.

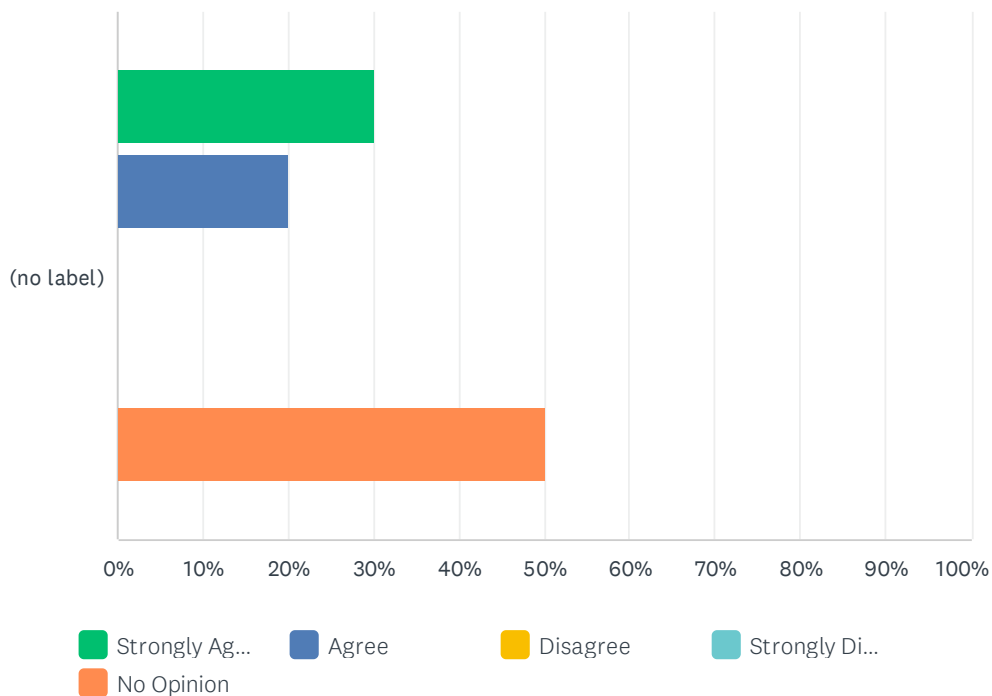
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	30.00% 3	0.00% 0	0.00% 0	40.00% 4	10	2.90

### Q37 Requests for information are reasonable.

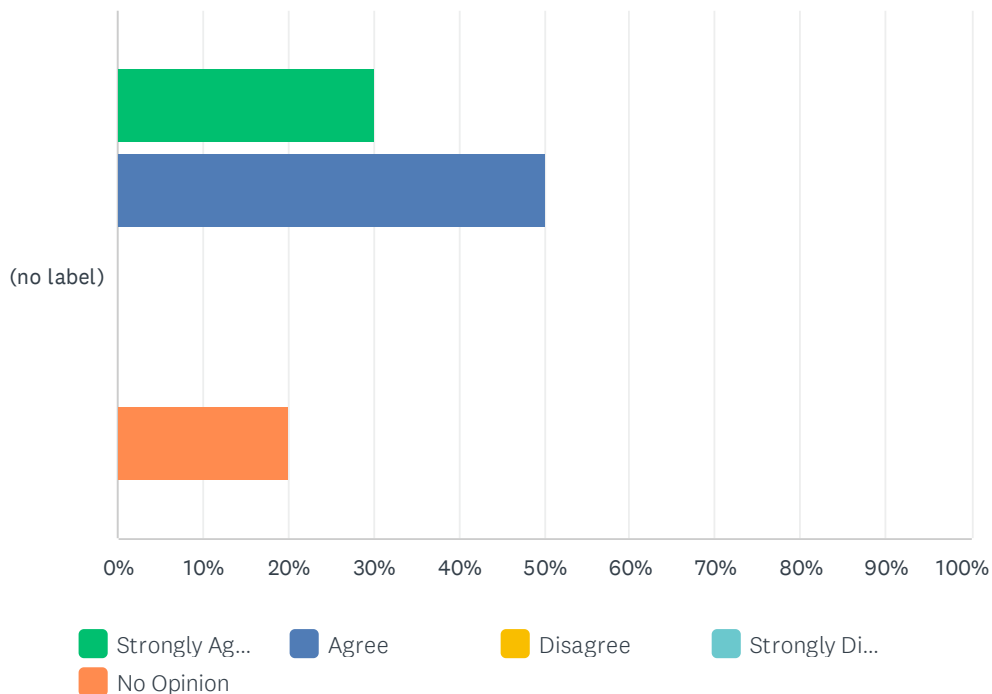
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	20.00% 2	0.00% 0	0.00% 0	50.00% 5	10	3.20

### Q38 The Department’s web site for legal statutes, rules, and legal opinions is informative and easy to use.

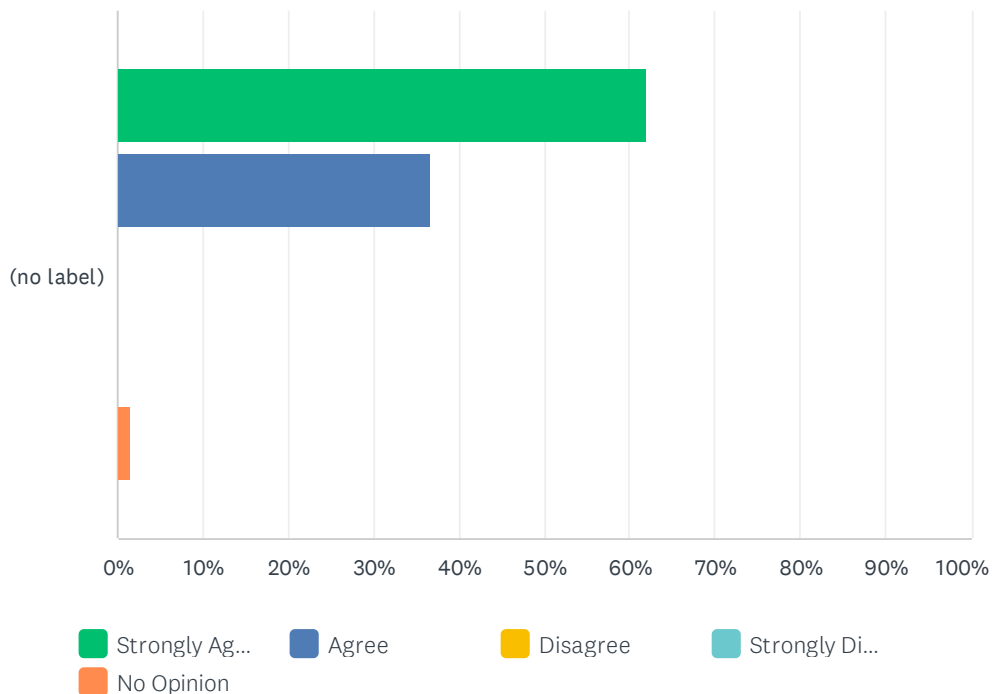
Answered: 10 Skipped: 67



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	30.00% 3	50.00% 5	0.00% 0	0.00% 0	20.00% 2	10	2.30

### Q40 Overall, Department personnel are responding satisfactorily to my needs.

Answered: 71 Skipped: 6

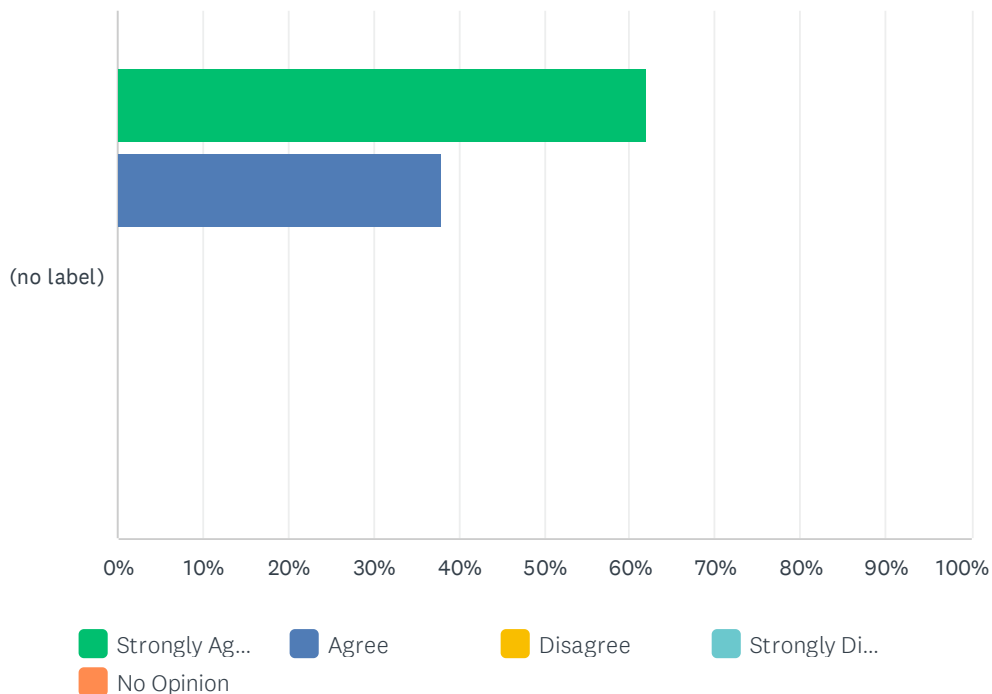


	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	61.97% 44	36.62% 26	0.00% 0	0.00% 0	1.41% 1	71	1.42



## Q41 Overall, my institution's communication with the Department is generally satisfactory.

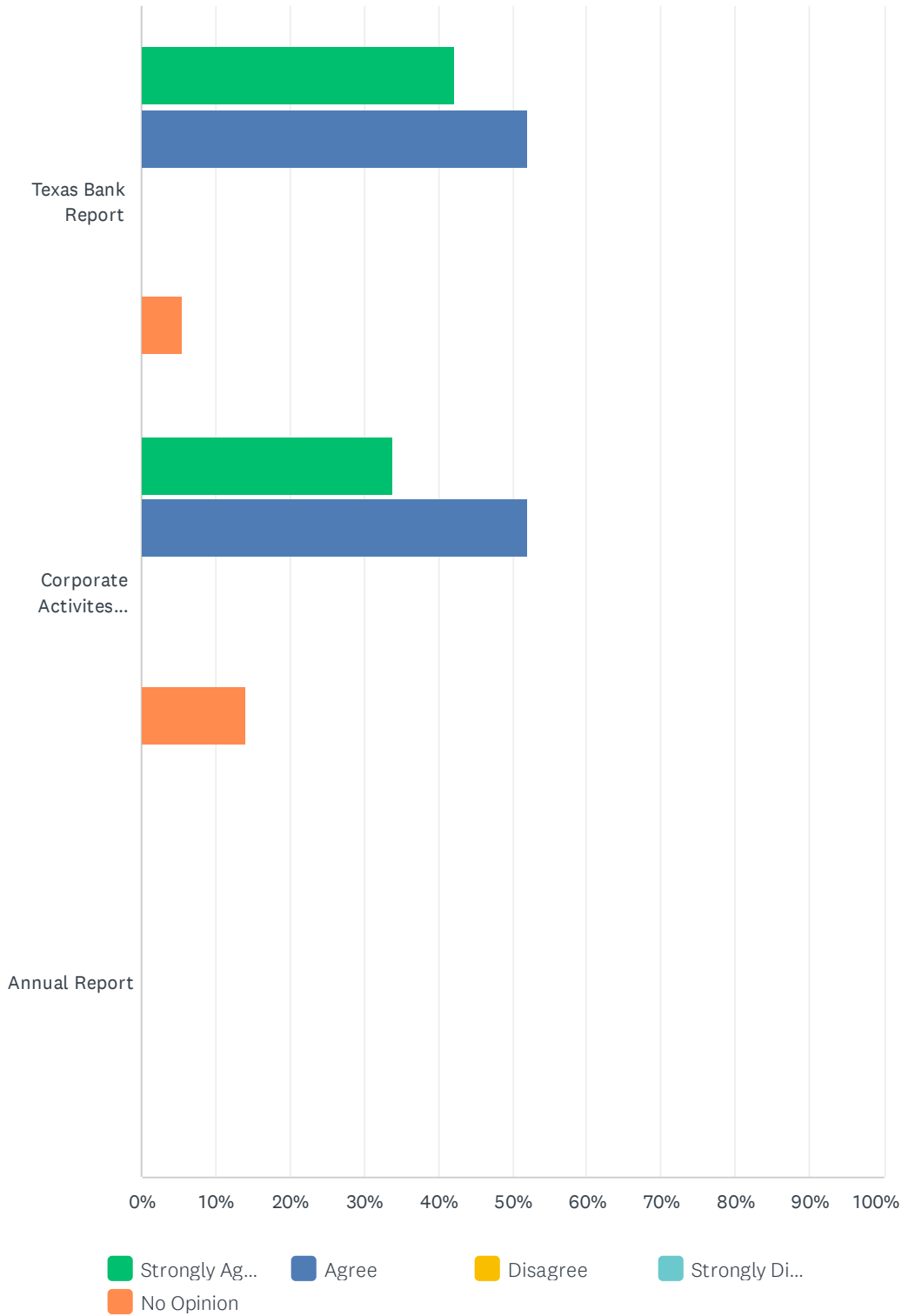
Answered: 71 Skipped: 6



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	61.97% 44	38.03% 27	0.00% 0	0.00% 0	0.00% 0	71	1.38

# Q42 The publications below provided by the Department are informative and meet our needs.

Answered: 71 Skipped: 6

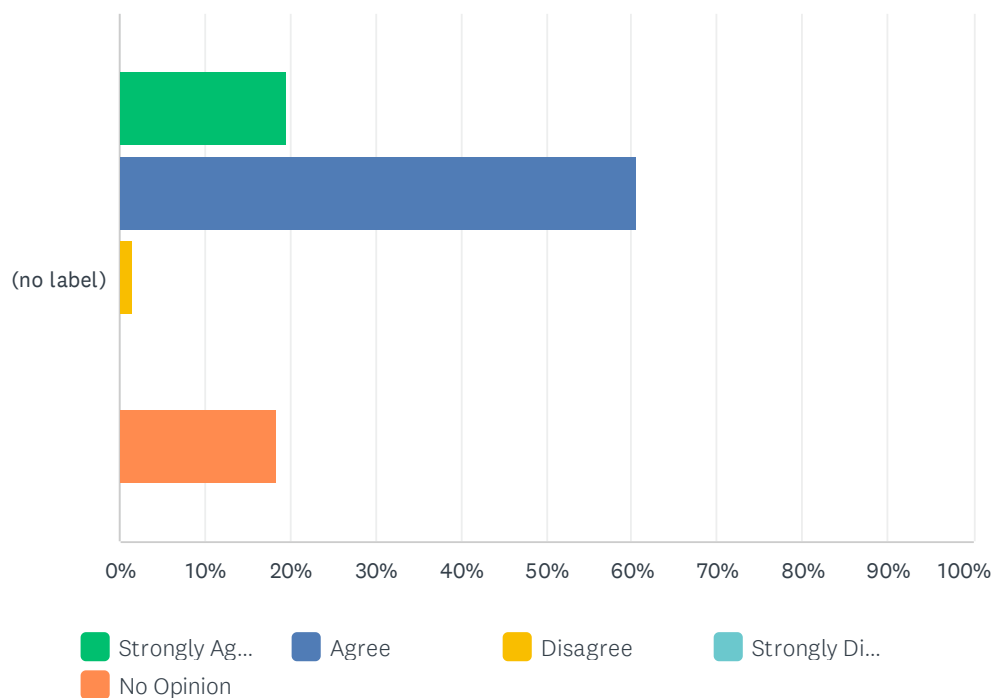


Rate the Department Survey - 2023

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>NO OPINION</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Texas Bank Report	42.25% 30	52.11% 37	0.00% 0	0.00% 0	5.63% 4	71	1.75
Corporate Activites Bulletin	33.80% 24	52.11% 37	0.00% 0	0.00% 0	14.08% 10	71	2.08
Annual Report	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q44 I find the Department's website easy to navigate.

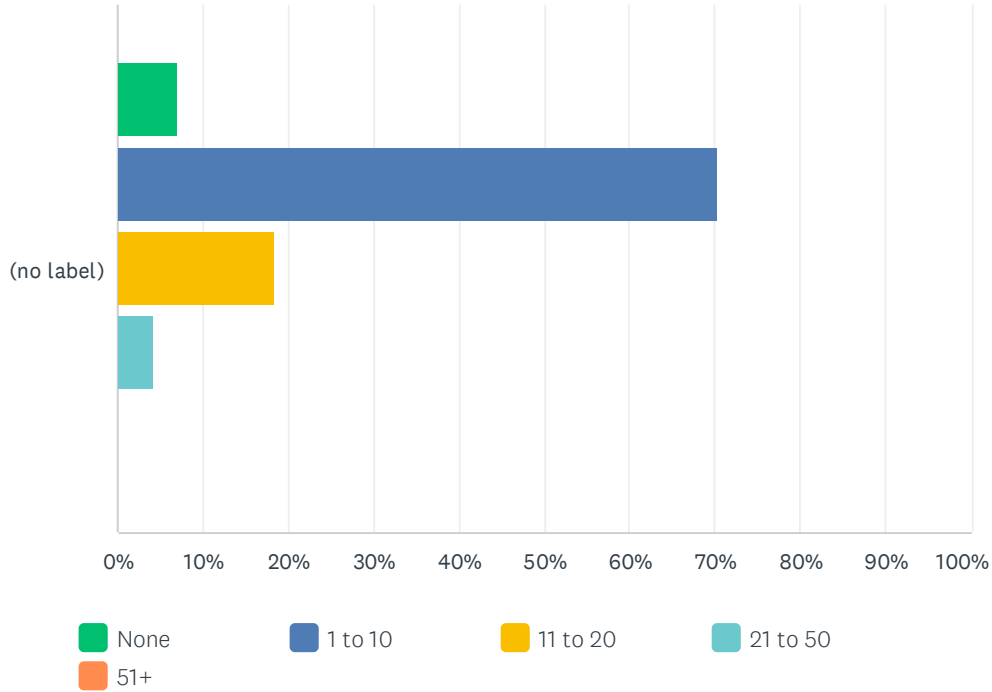
Answered: 71 Skipped: 6



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	19.72% 14	60.56% 43	1.41% 1	0.00% 0	18.31% 13	71	2.37

Q45 I or my staff have visited the Department’s website approximately XX times during the last 12 months.

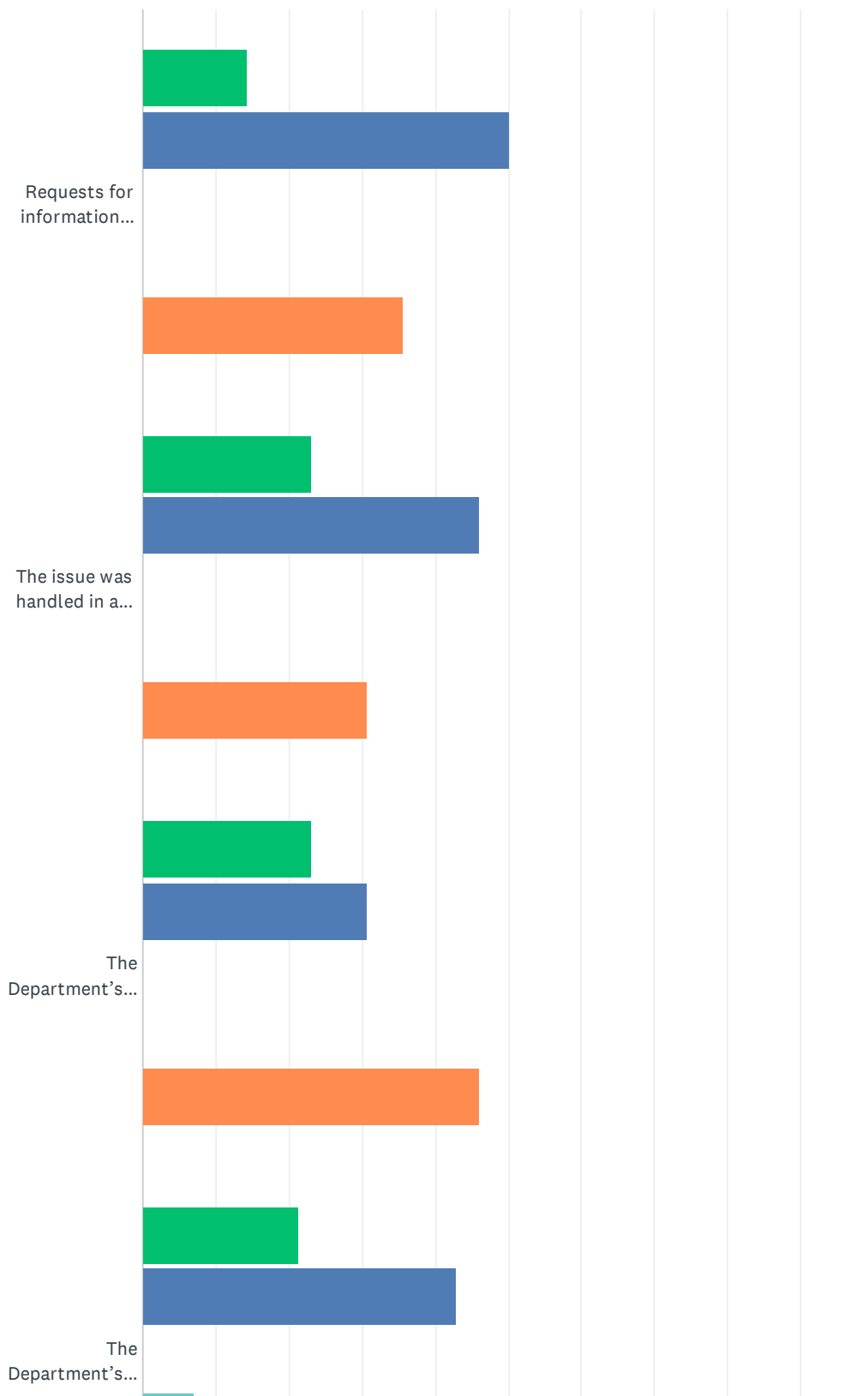
Answered: 71 Skipped: 6



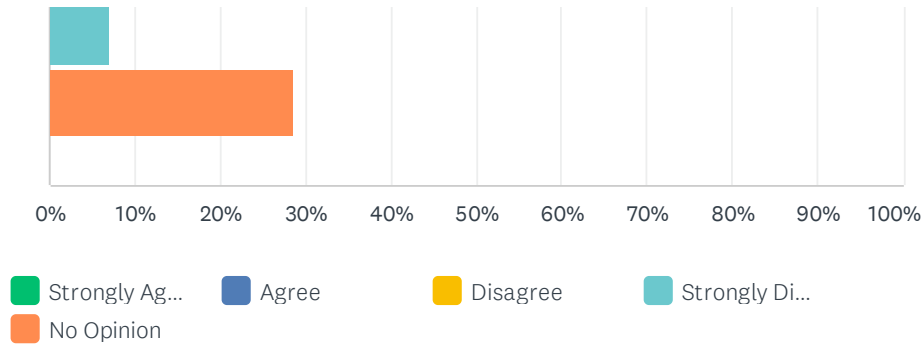
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	7.04%	70.42%	18.31%	4.23%	0.00%	71	2.20
	5	50	13	3	0		

# Q50 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: 62



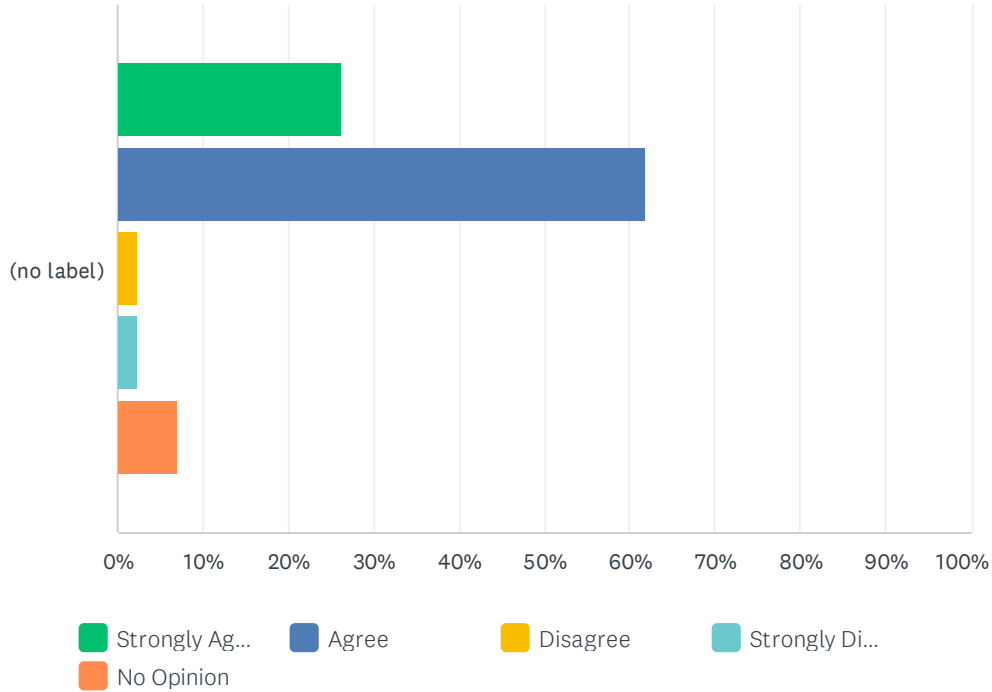
### Rate the Department Survey - 2023



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	14.29% 2	50.00% 7	0.00% 0	0.00% 0	35.71% 5	14	2.93
The issue was handled in a professional manner.	23.08% 3	46.15% 6	0.00% 0	0.00% 0	30.77% 4	13	2.69
The Department's findings were based on a logical interpretation of applicable law.	23.08% 3	30.77% 4	0.00% 0	0.00% 0	46.15% 6	13	3.15
The Department's suggestion for resolving the matter was reasonable.	21.43% 3	42.86% 6	0.00% 0	7.14% 1	28.57% 4	14	2.79

## Q51 Access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

Answered: 42 Skipped: 35



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.19% 11	61.90% 26	2.38% 1	2.38% 1	7.14% 3	42	2.02