

Rate the Department Survey - 2024

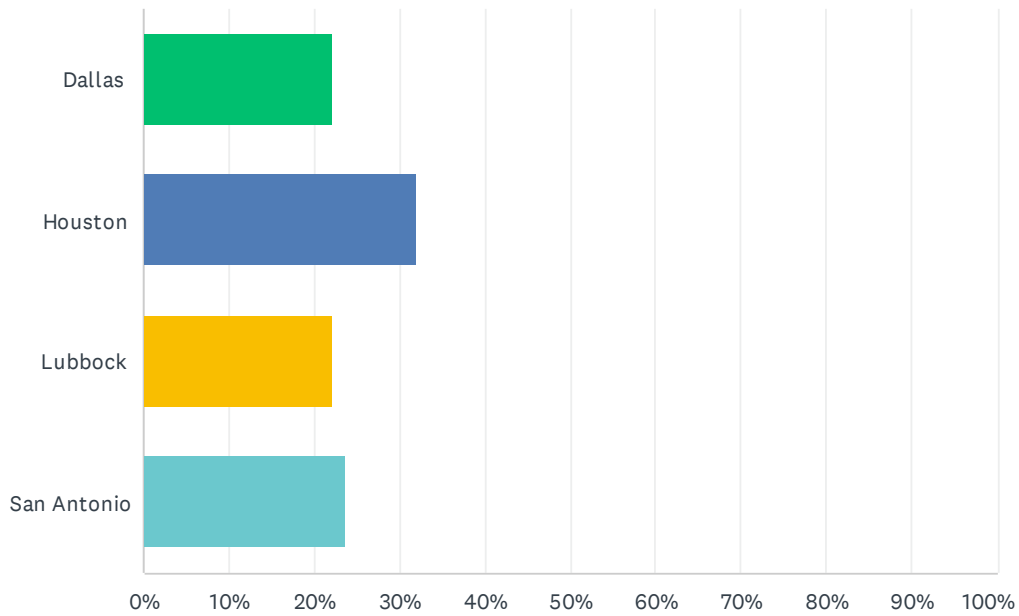
Q1 Person Completing the Survey?

Answered: 60 Skipped: 12

ANSWER CHOICES	RESPONSES	
Name (optional)	95.00%	57
Name of Entity (optional)	100.00%	60

Q2 The regional office that directly supervises your institution?

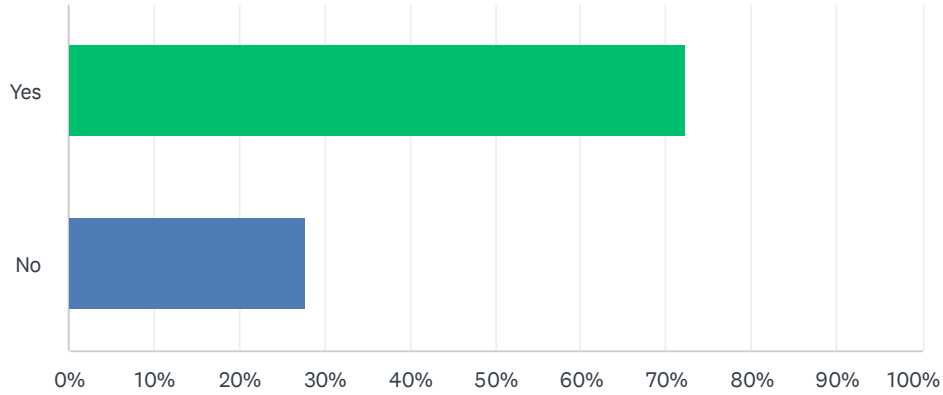
Answered: 72 Skipped: 0



ANSWER CHOICES	RESPONSES	
Dallas	22.22%	16
Houston	31.94%	23
Lubbock	22.22%	16
San Antonio	23.61%	17
TOTAL		72

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

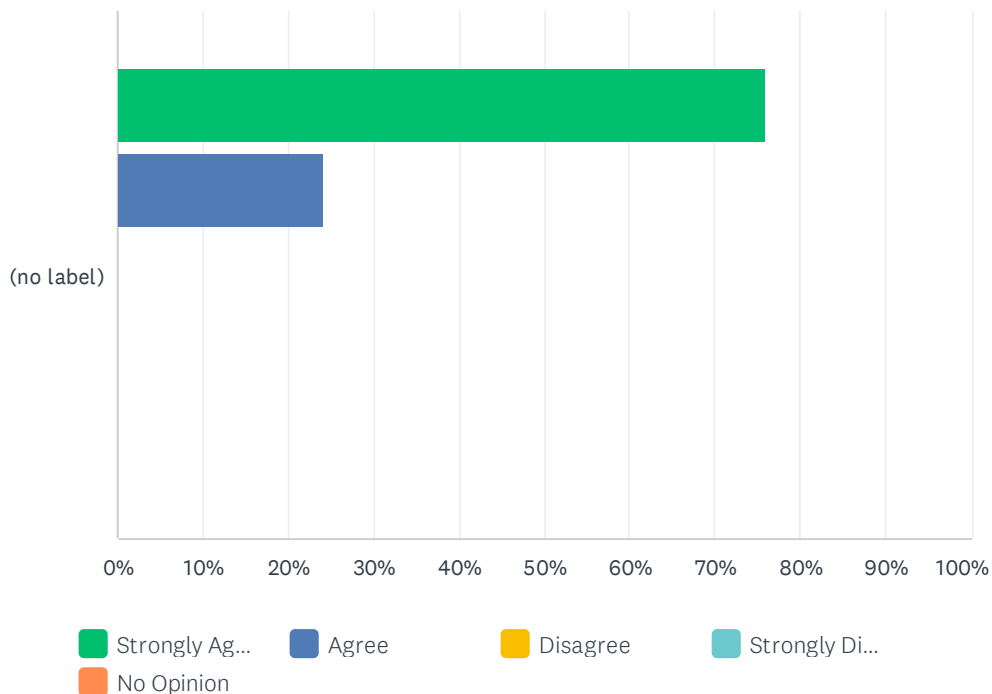
Answered: 72 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.22%	52
No	27.78%	20
TOTAL		72

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

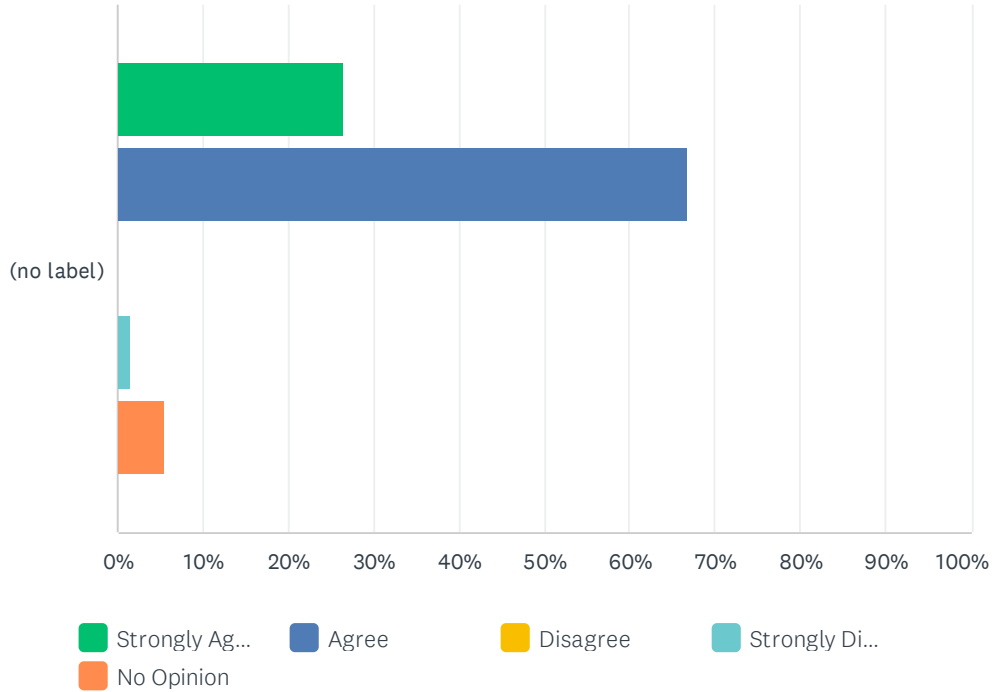
Answered: 54 Skipped: 18



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	75.93% 41	24.07% 13	0.00% 0	0.00% 0	0.00% 0	54	1.24

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

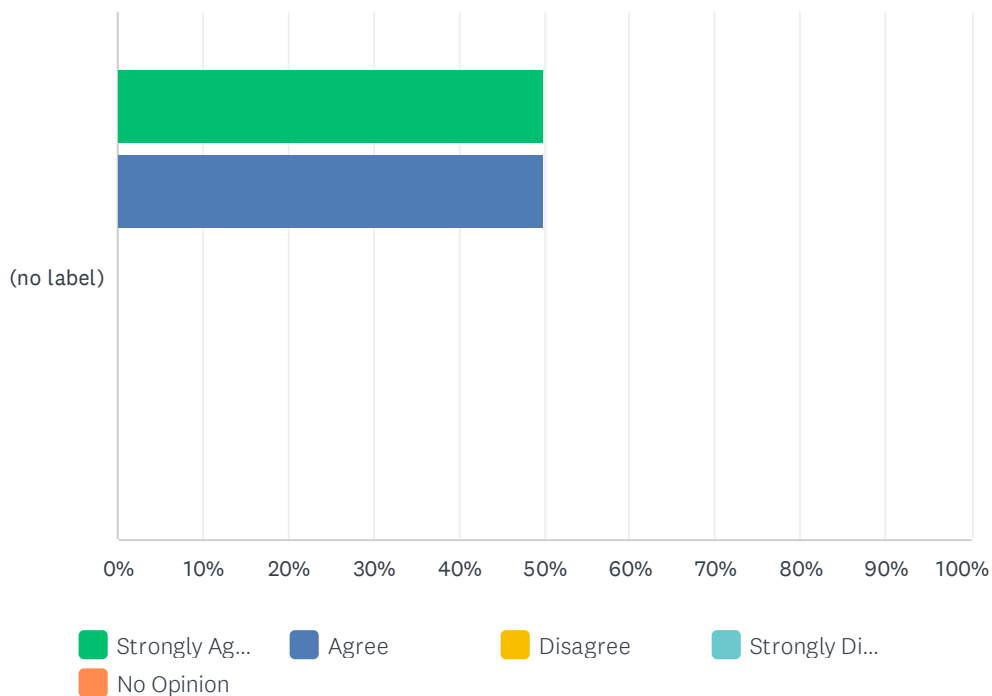
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.39% 19	66.67% 48	0.00% 0	1.39% 1	5.56% 4	72	1.93

Q7 Regional office staff is generally accessible.

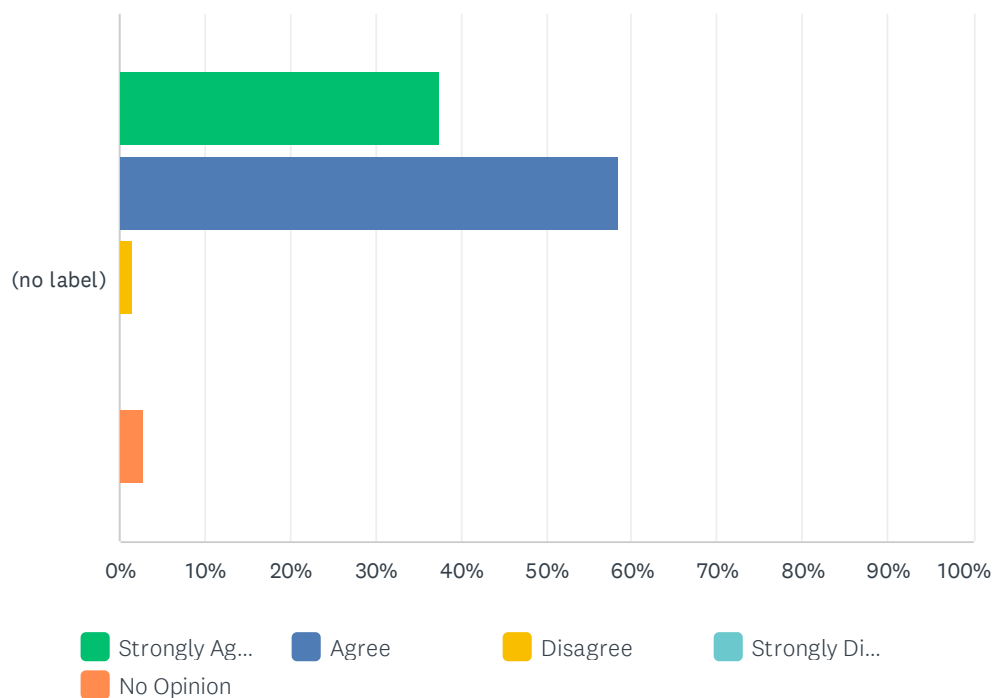
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 36	50.00% 36	0.00% 0	0.00% 0	0.00% 0	72	1.50

Q8 Headquarters staff is generally accessible.

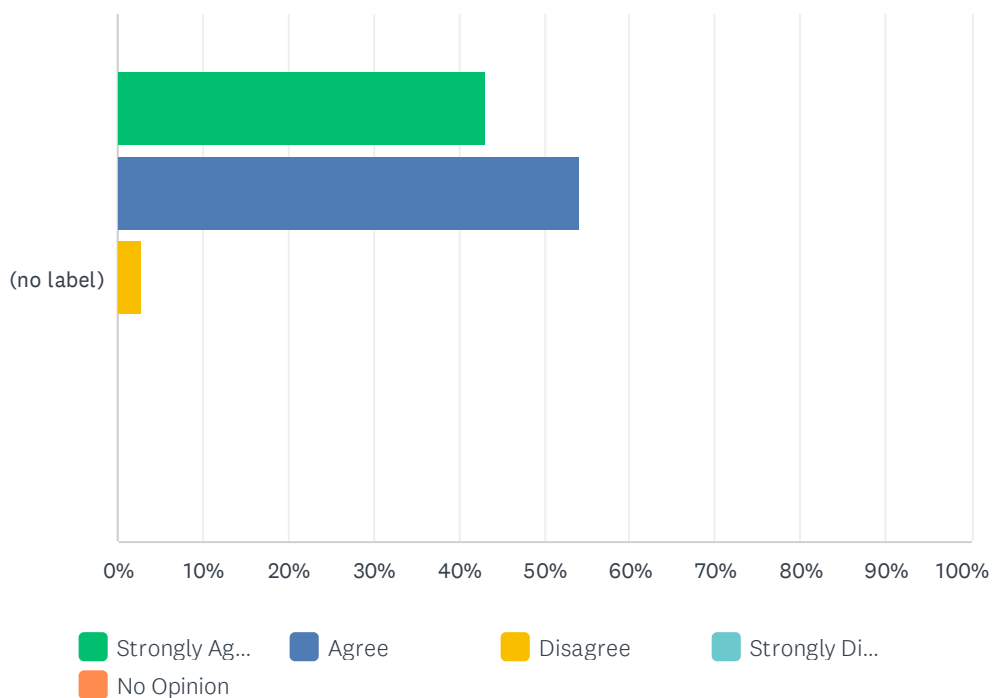
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	37.50% 27	58.33% 42	1.39% 1	0.00% 0	2.78% 2	72	1.72

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

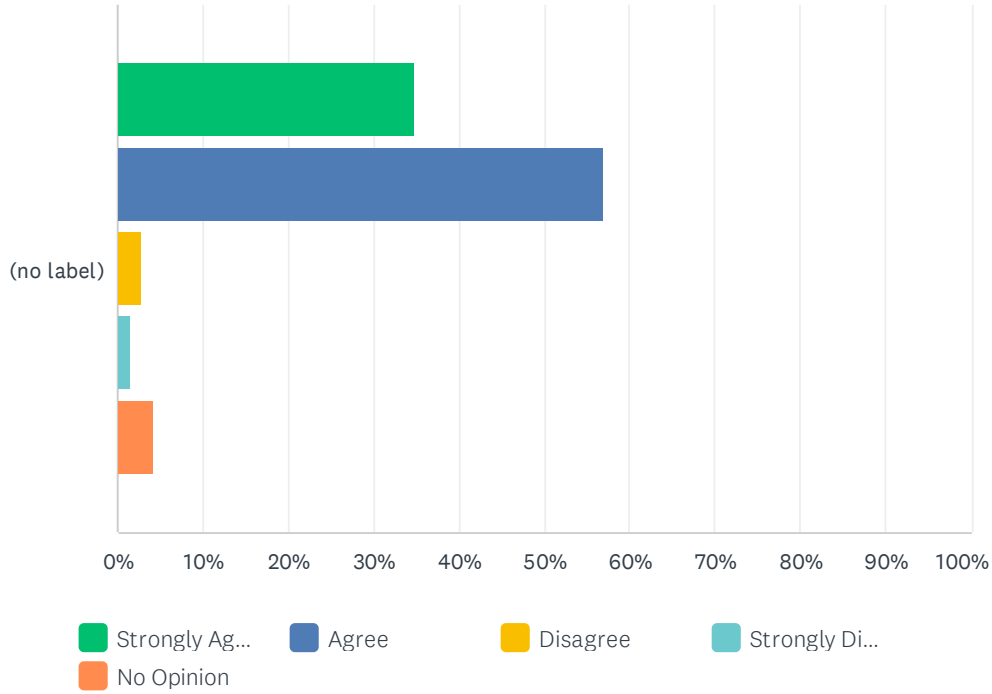
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	43.06% 31	54.17% 39	2.78% 2	0.00% 0	0.00% 0	72	1.60

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

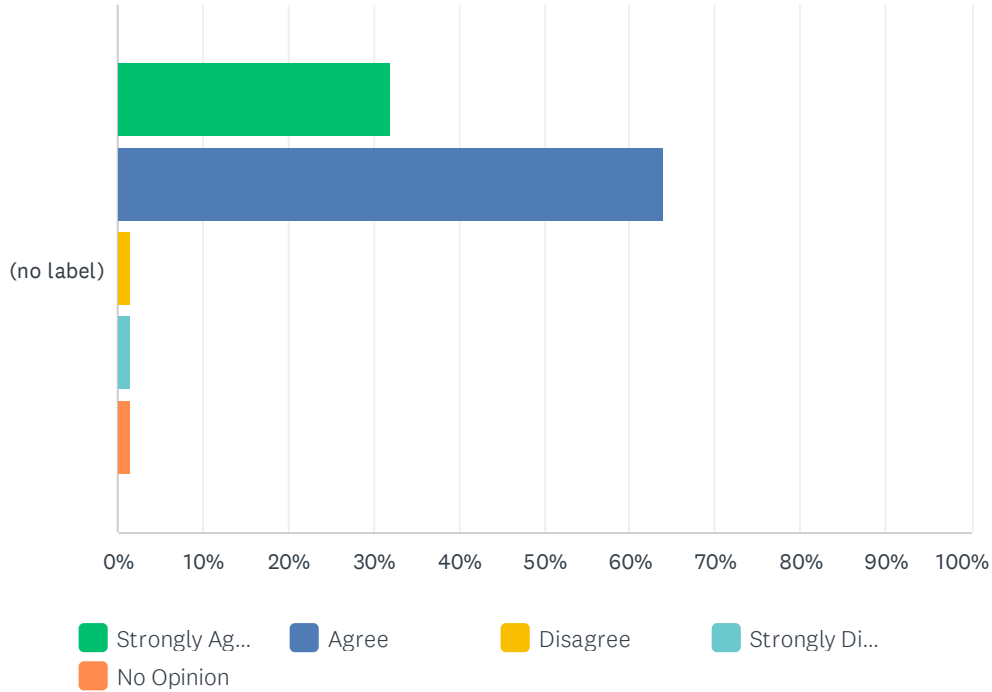
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	34.72% 25	56.94% 41	2.78% 2	1.39% 1	4.17% 3	72	1.83

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

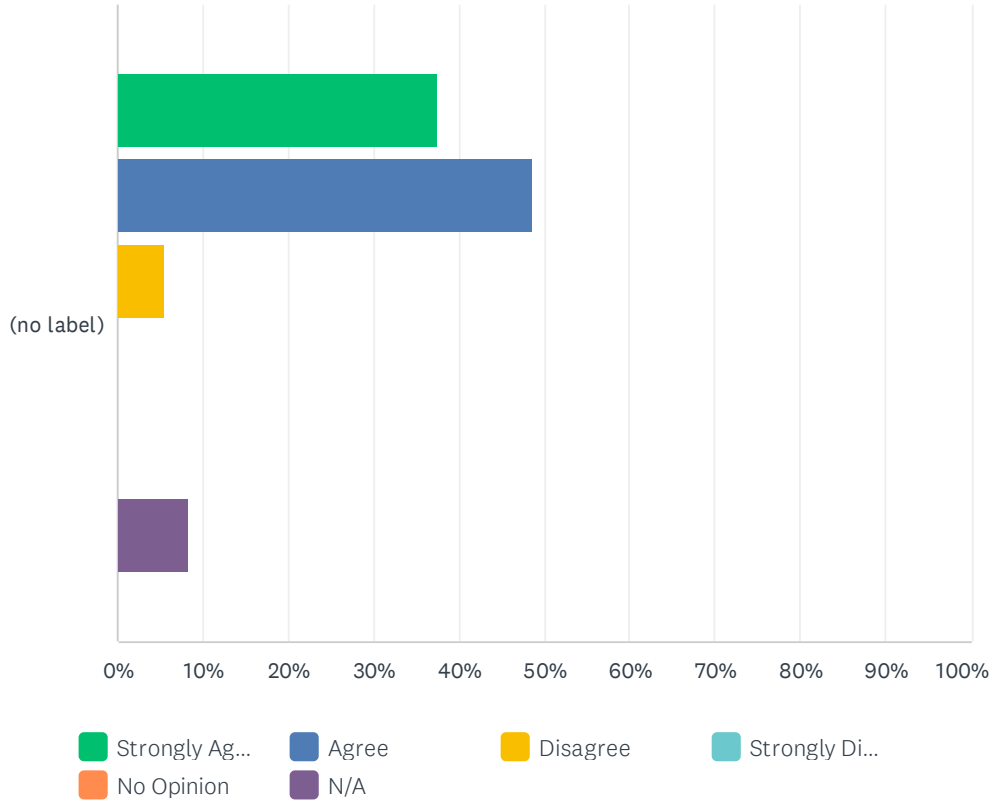
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	31.94% 23	63.89% 46	1.39% 1	1.39% 1	1.39% 1	72	1.76

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.

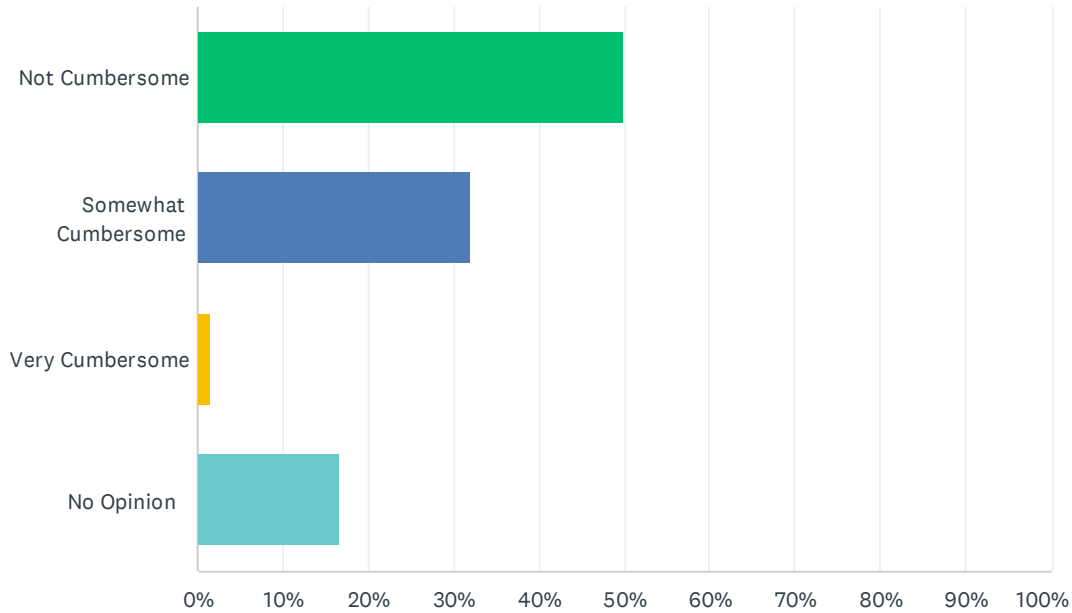
Answered: 72 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	37.50% 27	48.61% 35	5.56% 4	0.00% 0	0.00% 0	8.33% 6	72	1.65

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

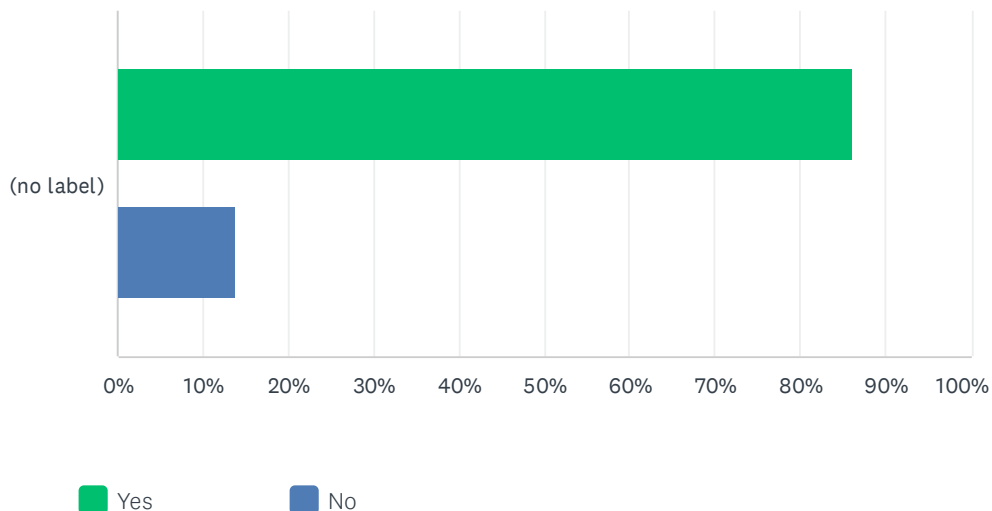
Answered: 72 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not Cumbersome	50.00%	36
Somewhat Cumbersome	31.94%	23
Very Cumbersome	1.39%	1
No Opinion	16.67%	12
TOTAL		72

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

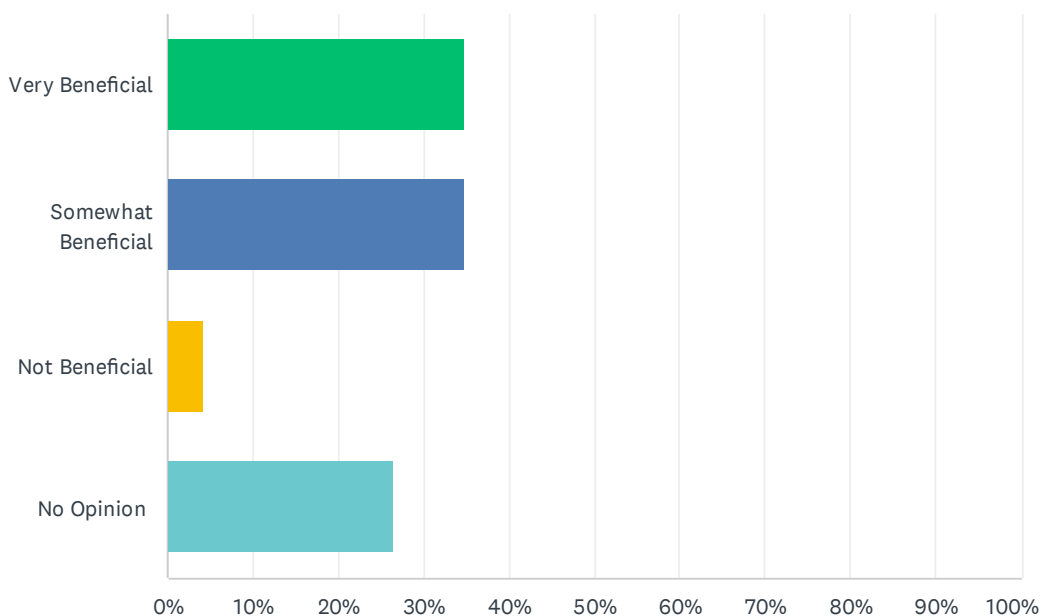
Answered: 72 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	86.11% 62	13.89% 10	72	1.14

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

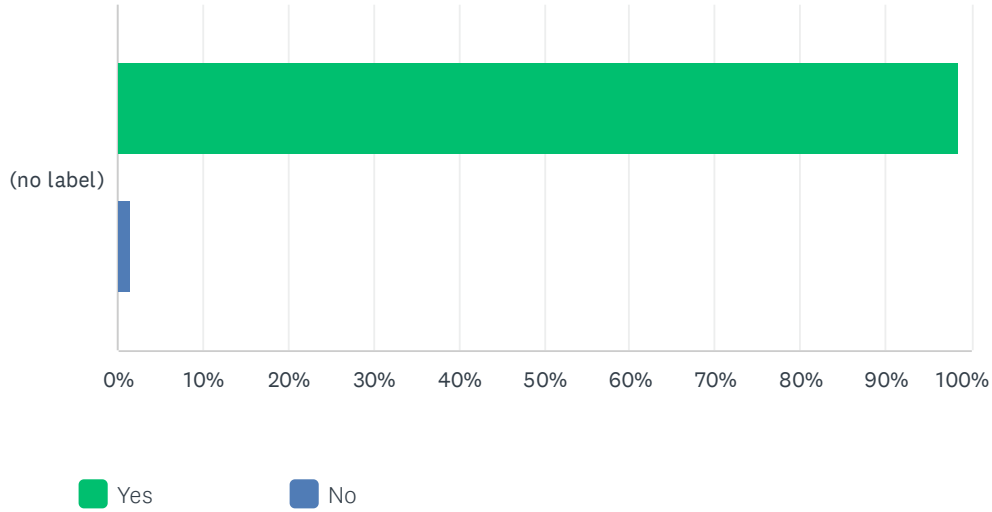
Answered: 72 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Beneficial	34.72%	25
Somewhat Beneficial	34.72%	25
Not Beneficial	4.17%	3
No Opinion	26.39%	19
TOTAL		72

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?

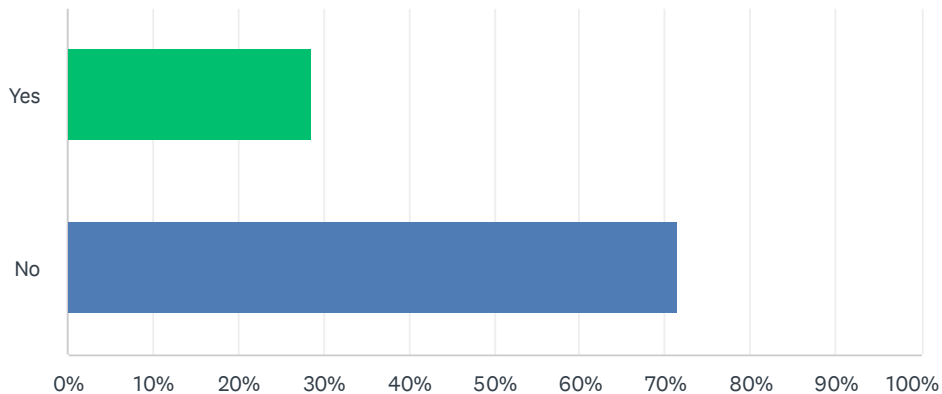
Answered: 72 Skipped: 0



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	98.61% 71	1.39% 1	72	1.01

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

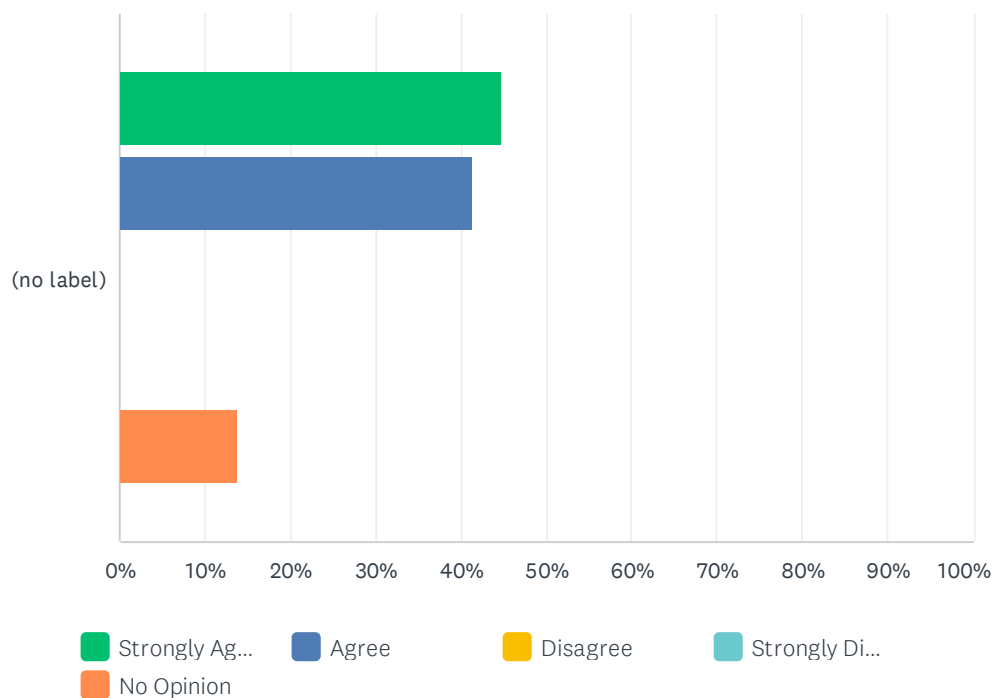
Answered: 70 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	28.57%	20
No	71.43%	50
TOTAL		70

Q22 The Corporate Division is generally accessible.

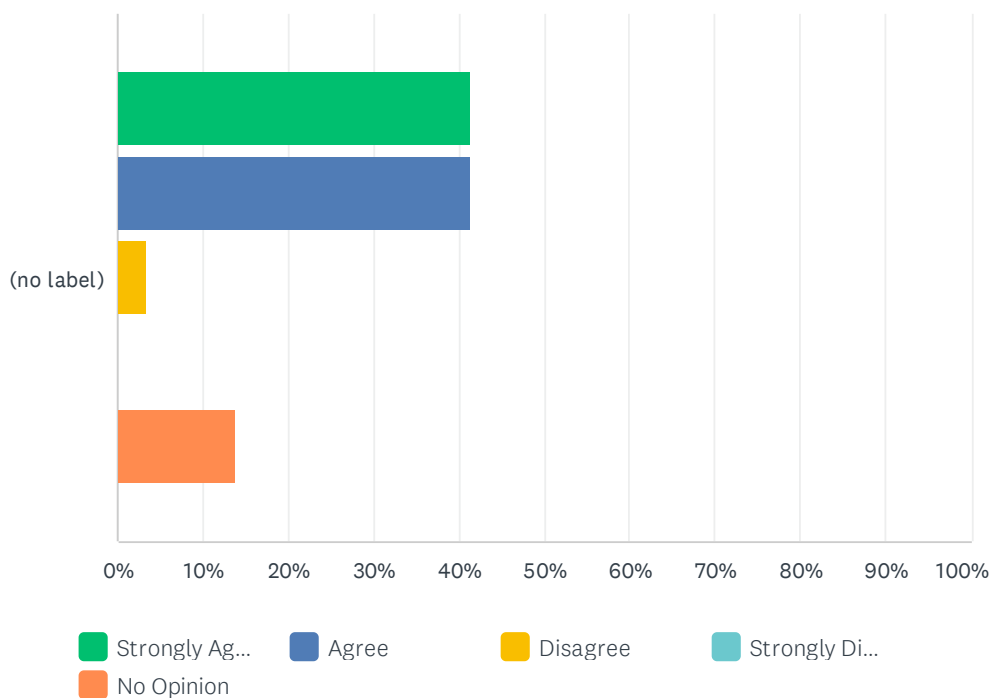
Answered: 29 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.83% 13	41.38% 12	0.00% 0	0.00% 0	13.79% 4	29	1.97

Q23 Responses are generally timely.

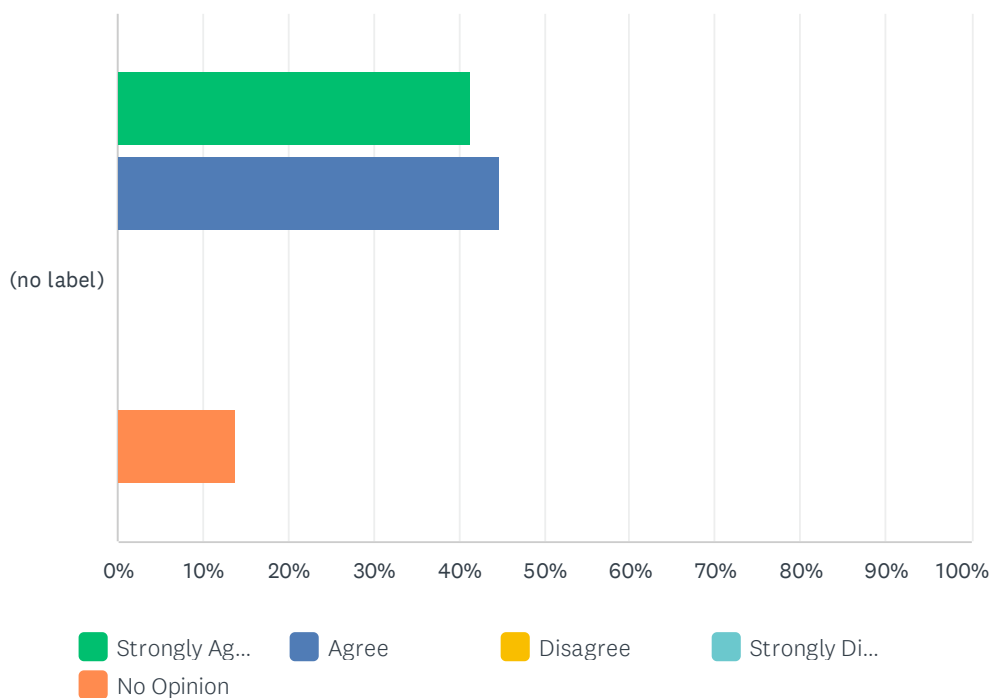
Answered: 29 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.38% 12	41.38% 12	3.45% 1	0.00% 0	13.79% 4	29	2.03

Q24 The content and substance of responses are appropriate.

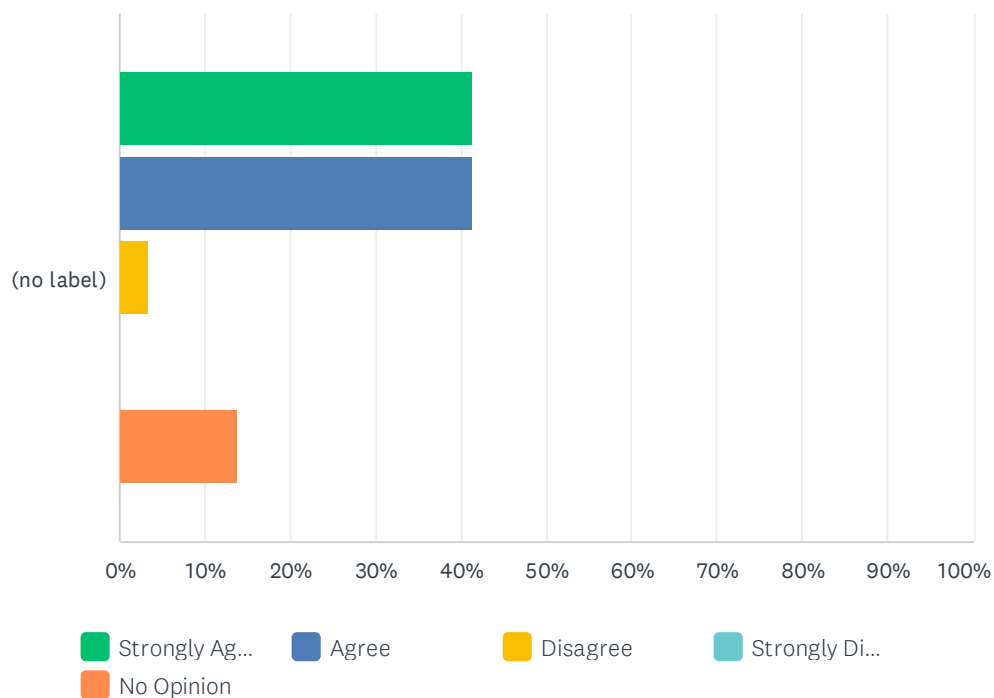
Answered: 29 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.38% 12	44.83% 13	0.00% 0	0.00% 0	13.79% 4	29	2.00

Q25 The Corporate staff handles my affairs professionally.

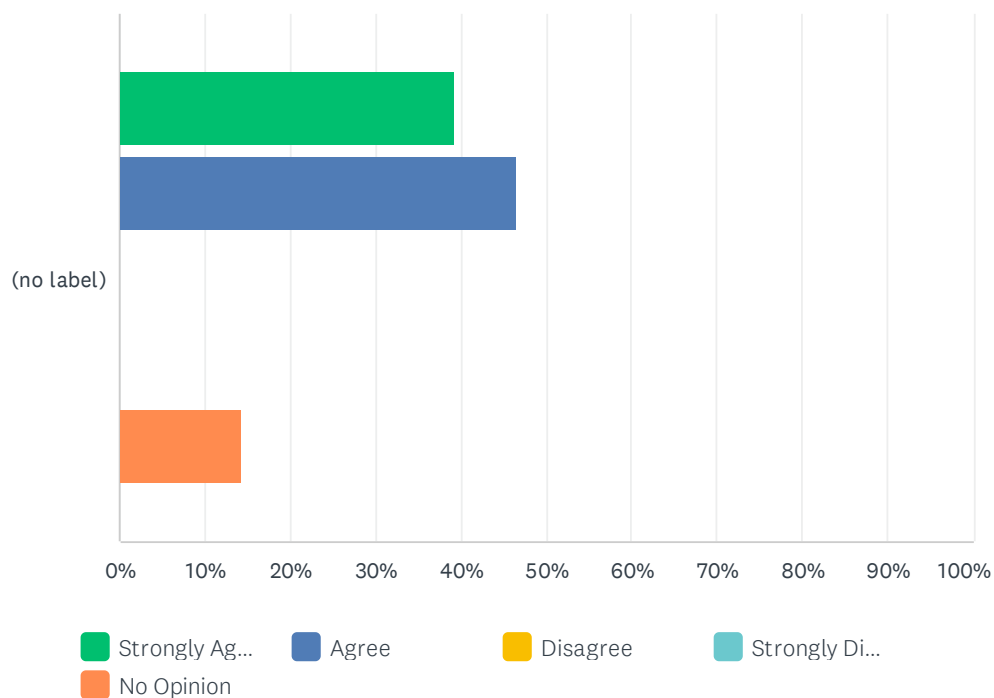
Answered: 29 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.38% 12	41.38% 12	3.45% 1	0.00% 0	13.79% 4	29	2.03

Q26 The process of handling requests is efficient.

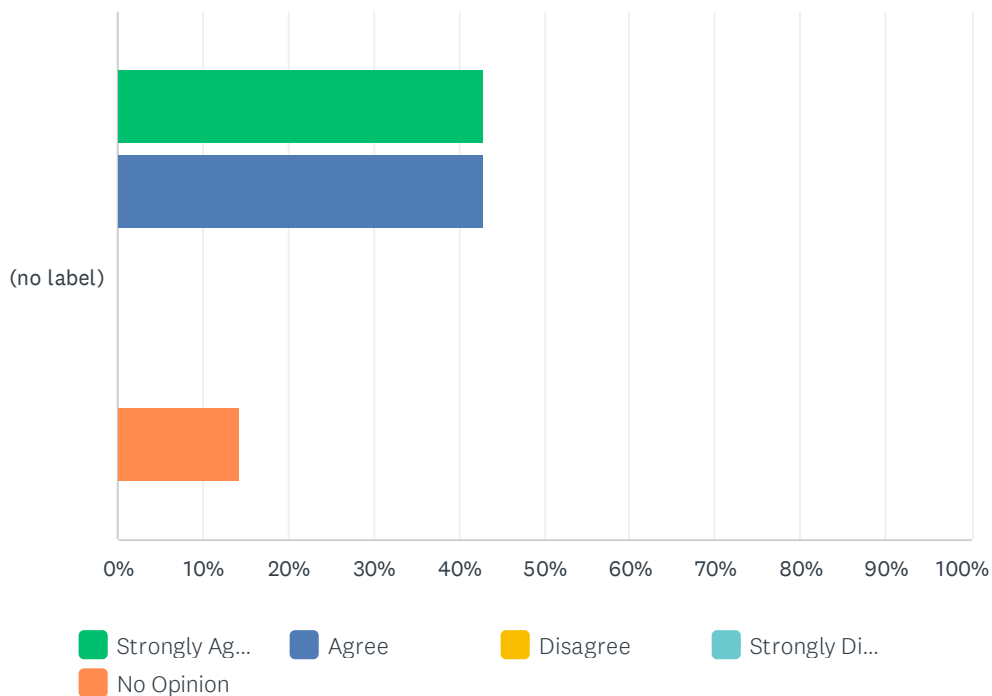
Answered: 28 Skipped: 44



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	39.29% 11	46.43% 13	0.00% 0	0.00% 0	14.29% 4	28	2.04

Q27 Requests for information are reasonable.

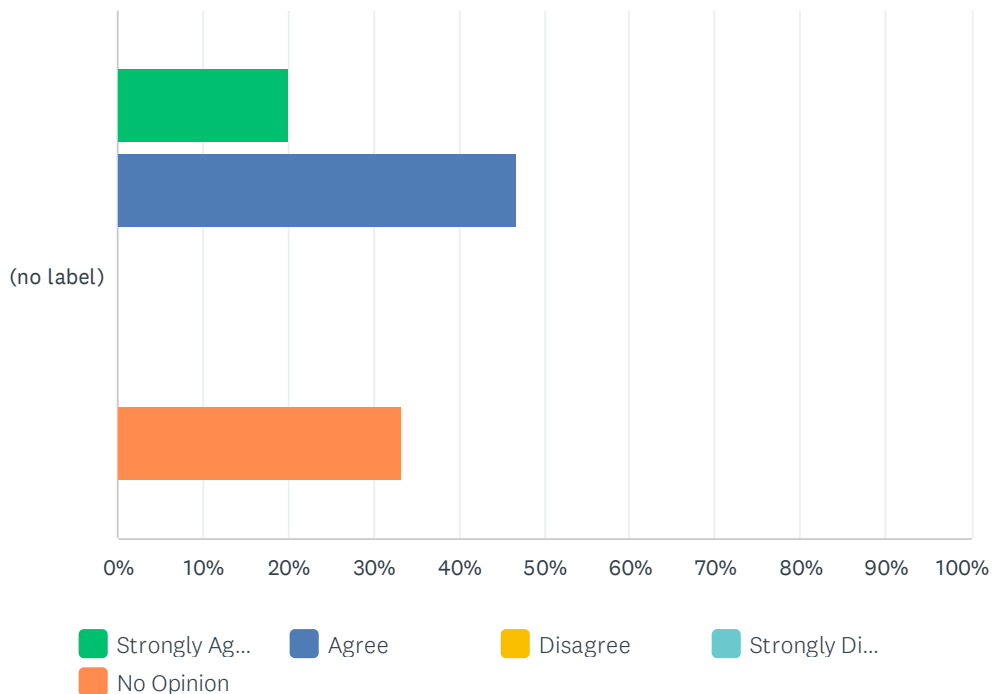
Answered: 28 Skipped: 44



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	42.86% 12	42.86% 12	0.00% 0	0.00% 0	14.29% 4	28	2.00

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

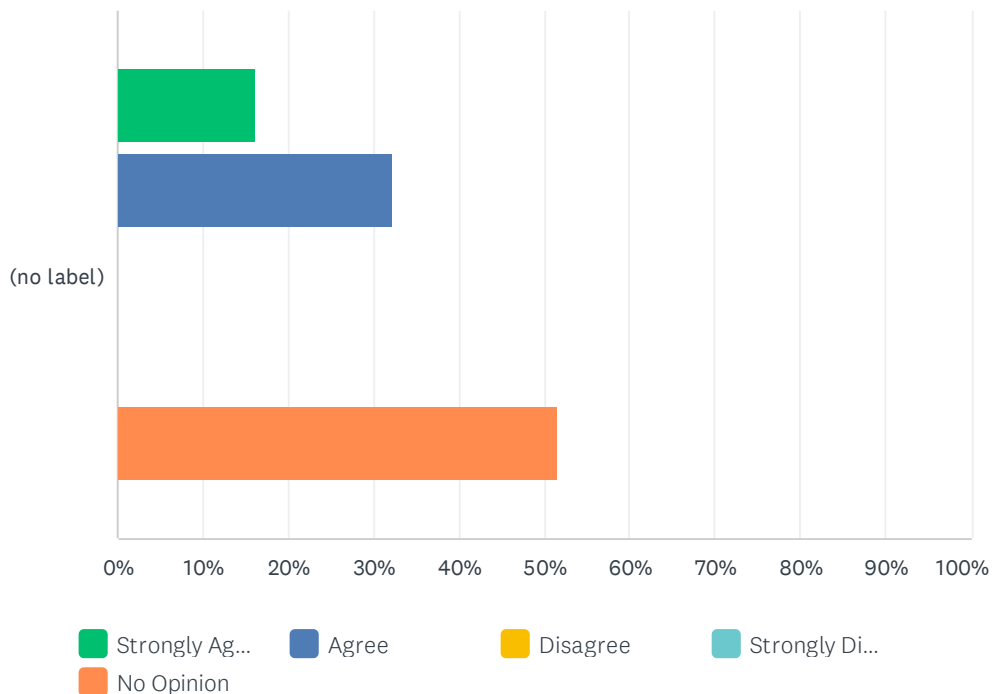
Answered: 30 Skipped: 42



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 6	46.67% 14	0.00% 0	0.00% 0	33.33% 10	30	2.80

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

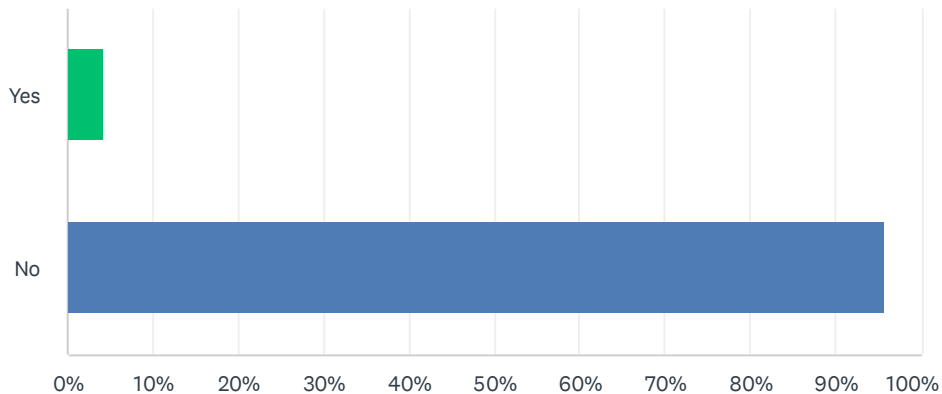
Answered: 31 Skipped: 41



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	16.13% 5	32.26% 10	0.00% 0	0.00% 0	51.61% 16	31	3.39

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

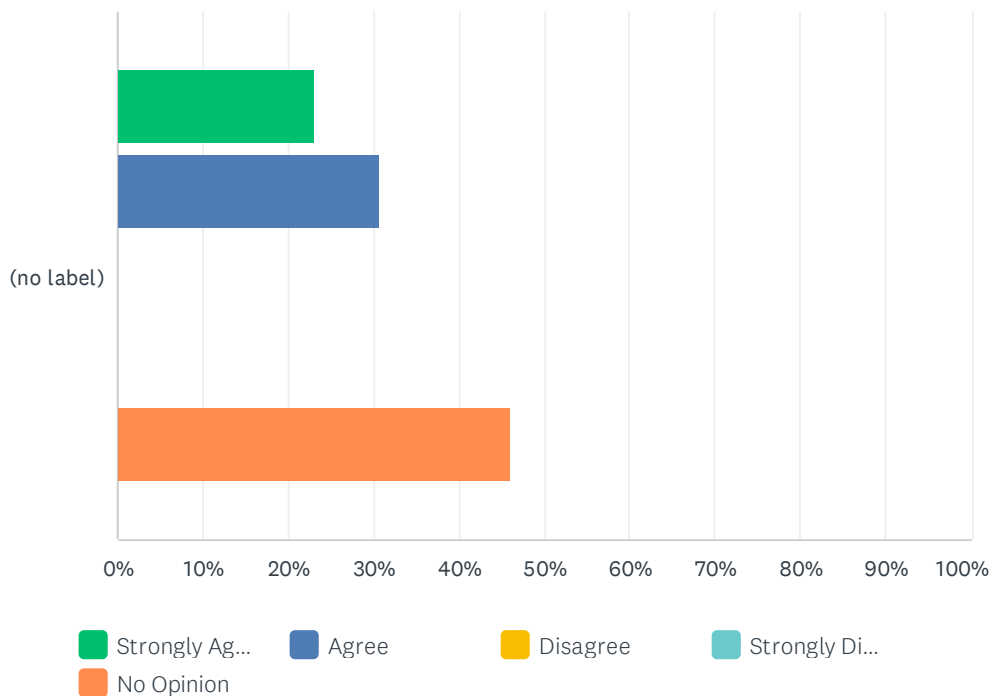
Answered: 70 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	4.29%	3
No	95.71%	67
TOTAL		70

Q32 The Legal Division is accessible.

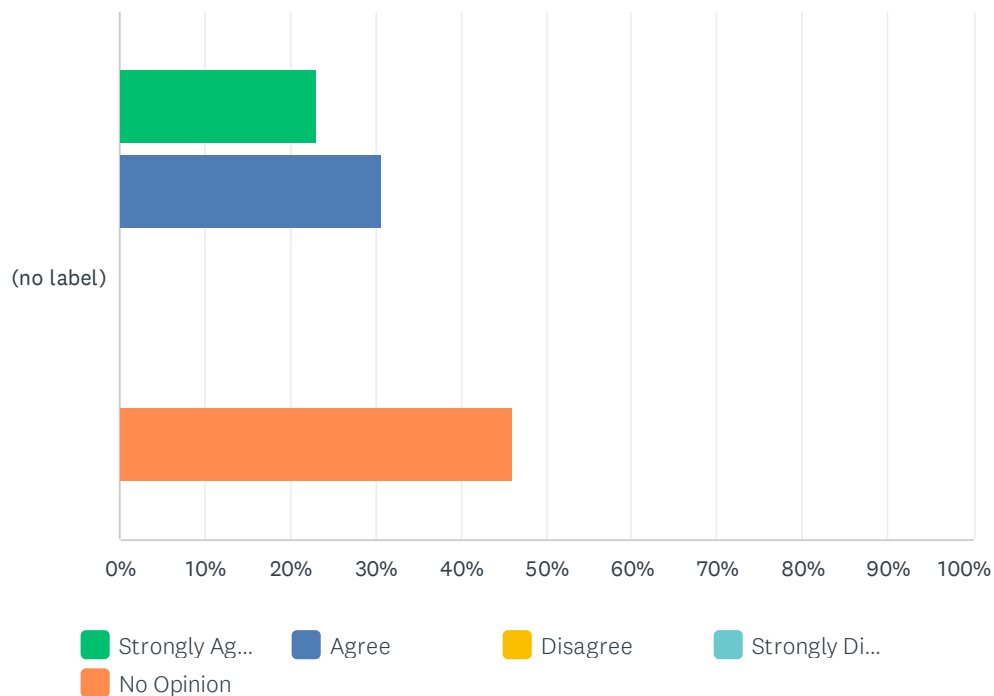
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.08% 3	30.77% 4	0.00% 0	0.00% 0	46.15% 6	13	3.15

Q33 Responses are generally timely.

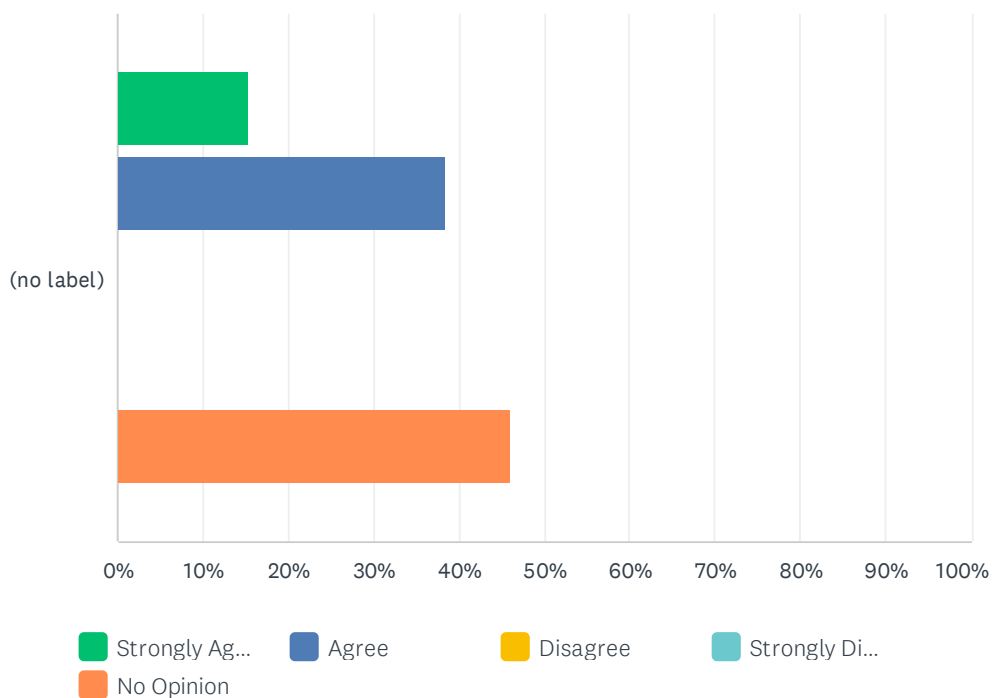
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.08% 3	30.77% 4	0.00% 0	0.00% 0	46.15% 6	13	3.15

Q34 The content and substance of responses are appropriate.

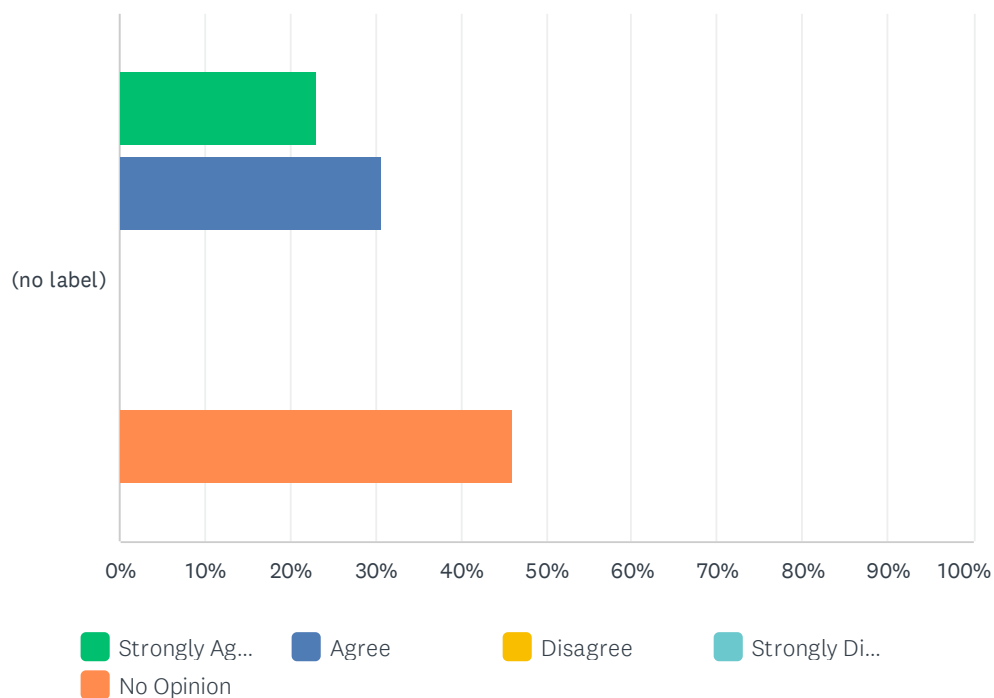
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	15.38%	38.46%	0.00%	0.00%	46.15%	13	3.23
	2	5	0	0	6		

Q35 The Legal staff handles my affairs professionally.

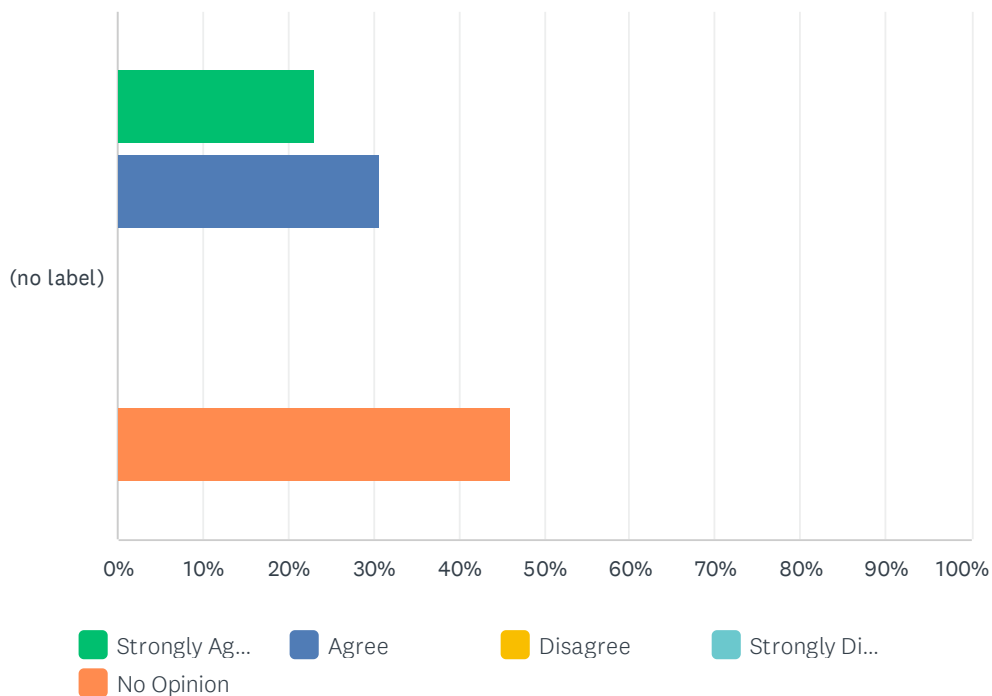
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.08%	30.77%	0.00%	0.00%	46.15%	13	3.15
	3	4	0	0	6		

Q36 The process of handling requests is efficient.

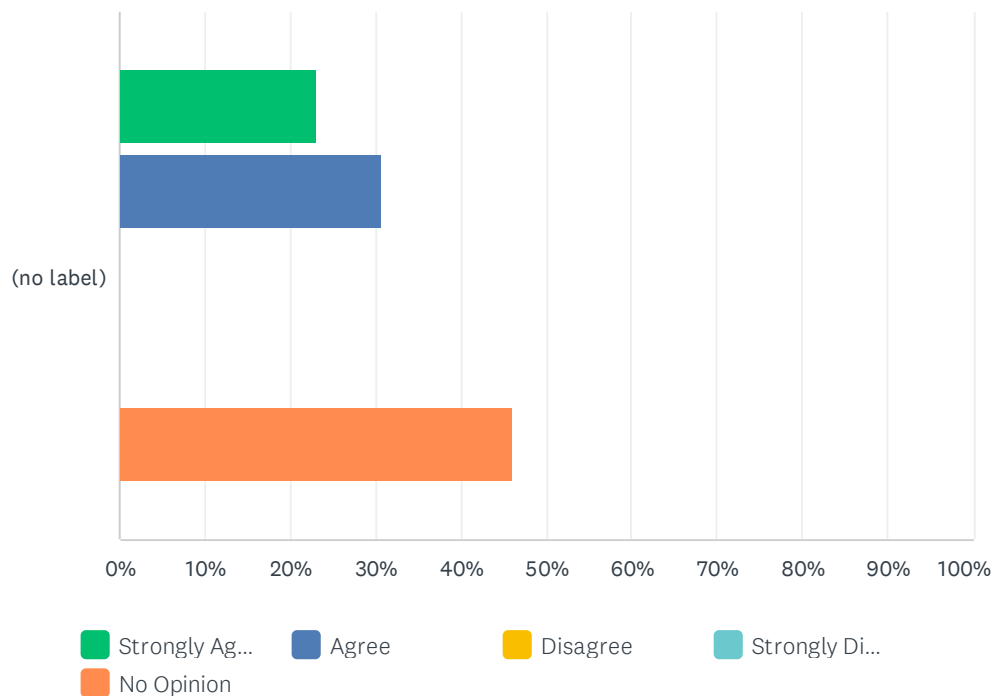
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.08% 3	30.77% 4	0.00% 0	0.00% 0	46.15% 6	13	3.15

Q37 Requests for information are reasonable.

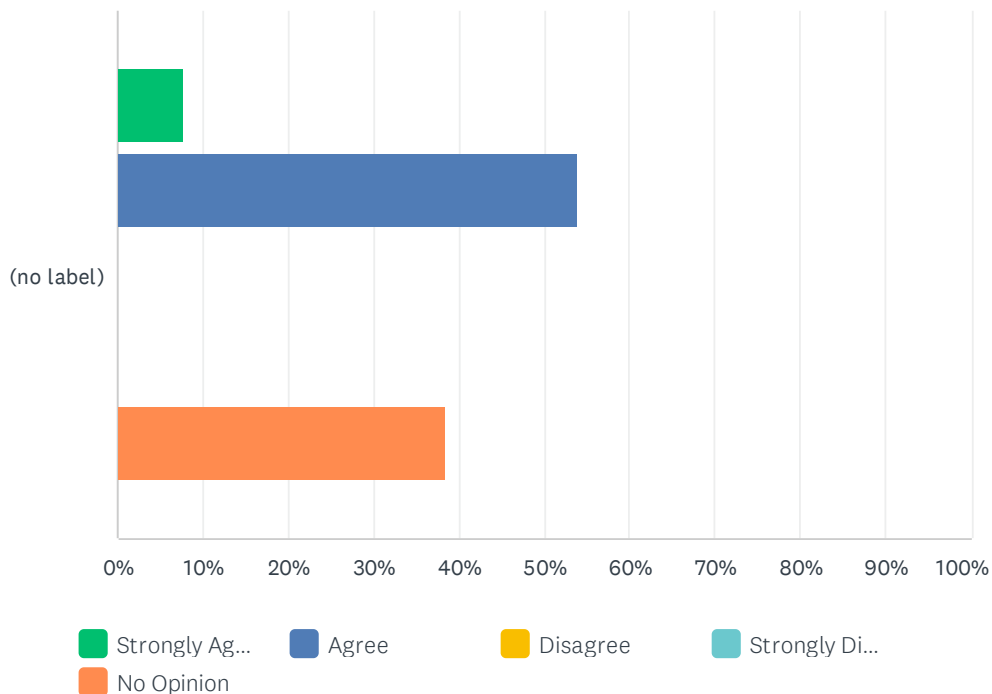
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.08% 3	30.77% 4	0.00% 0	0.00% 0	46.15% 6	13	3.15

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

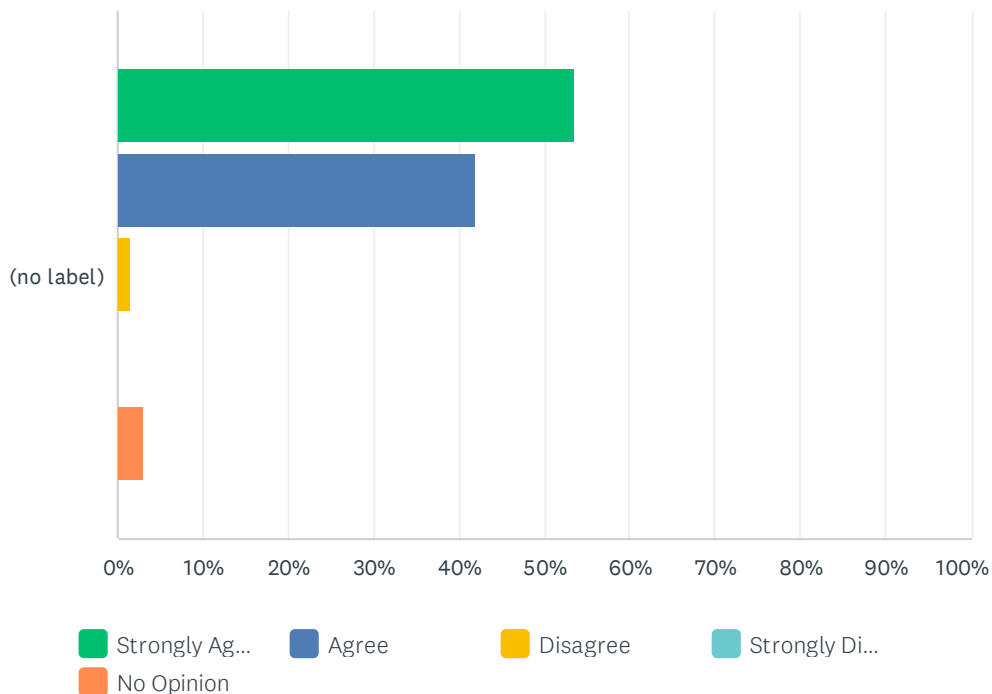
Answered: 13 Skipped: 59



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	7.69% 1	53.85% 7	0.00% 0	0.00% 0	38.46% 5	13	3.08

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

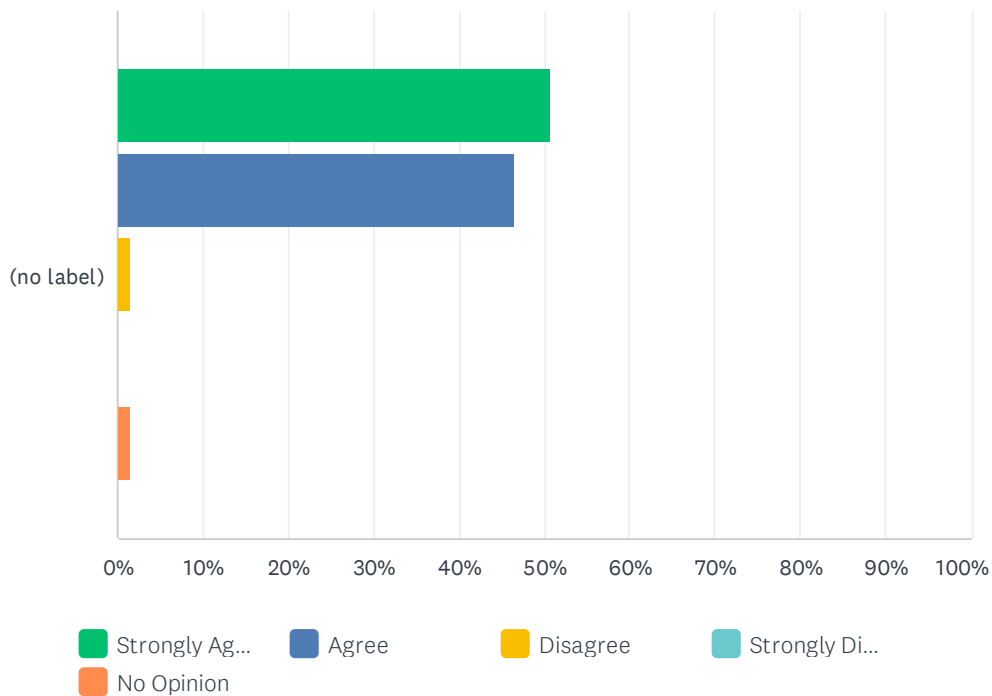
Answered: 69 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	53.62% 37	42.03% 29	1.45% 1	0.00% 0	2.90% 2	69	1.57

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

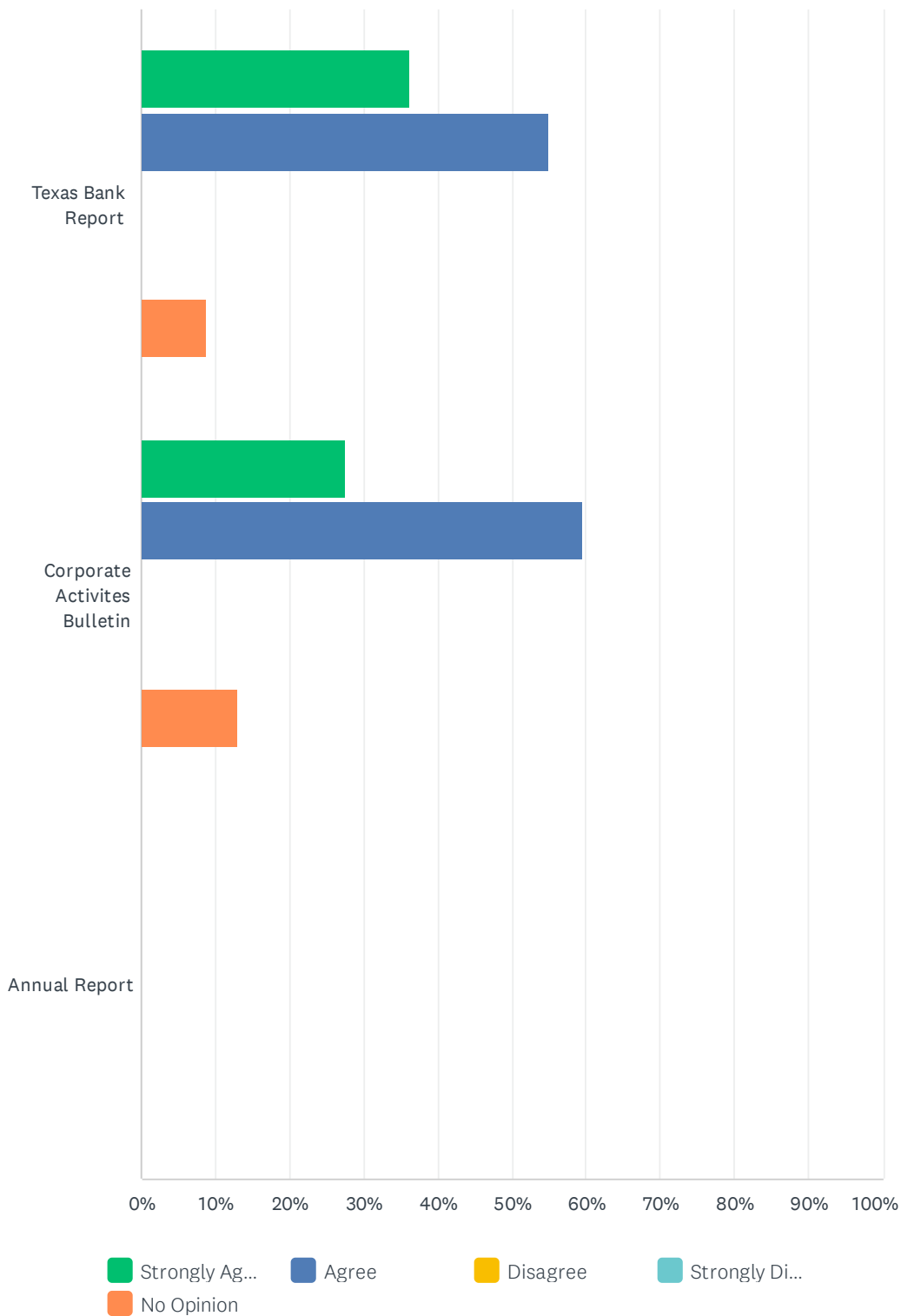
Answered: 69 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.72% 35	46.38% 32	1.45% 1	0.00% 0	1.45% 1	69	1.55

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

Answered: 69 Skipped: 3

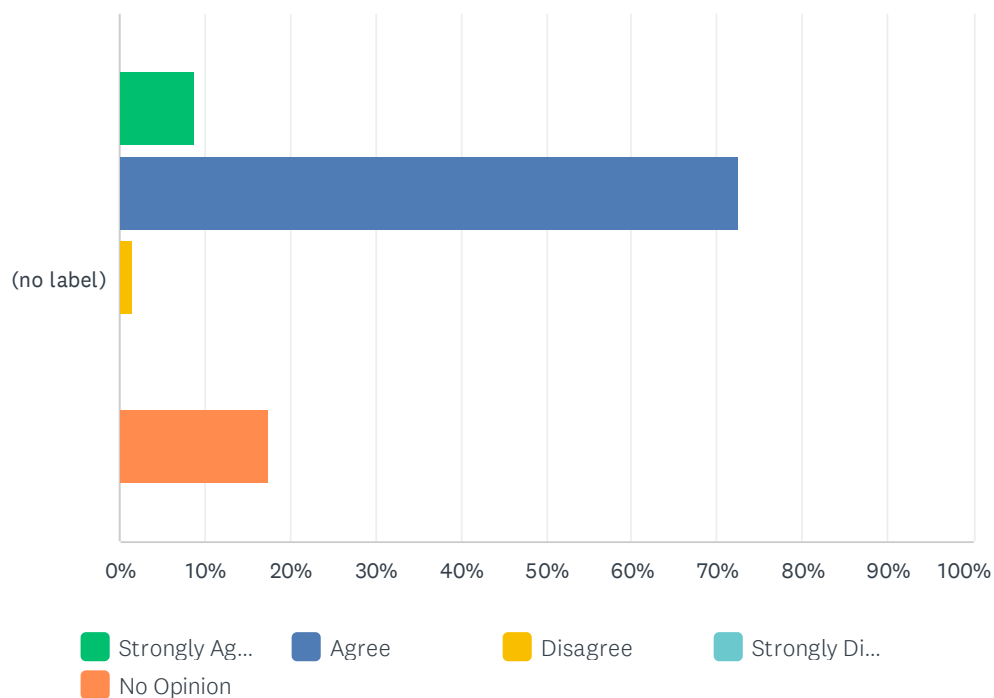


Rate the Department Survey - 2024

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Texas Bank Report	36.23% 25	55.07% 38	0.00% 0	0.00% 0	8.70% 6	69	1.90
Corporate Activites Bulletin	27.54% 19	59.42% 41	0.00% 0	0.00% 0	13.04% 9	69	2.12
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.

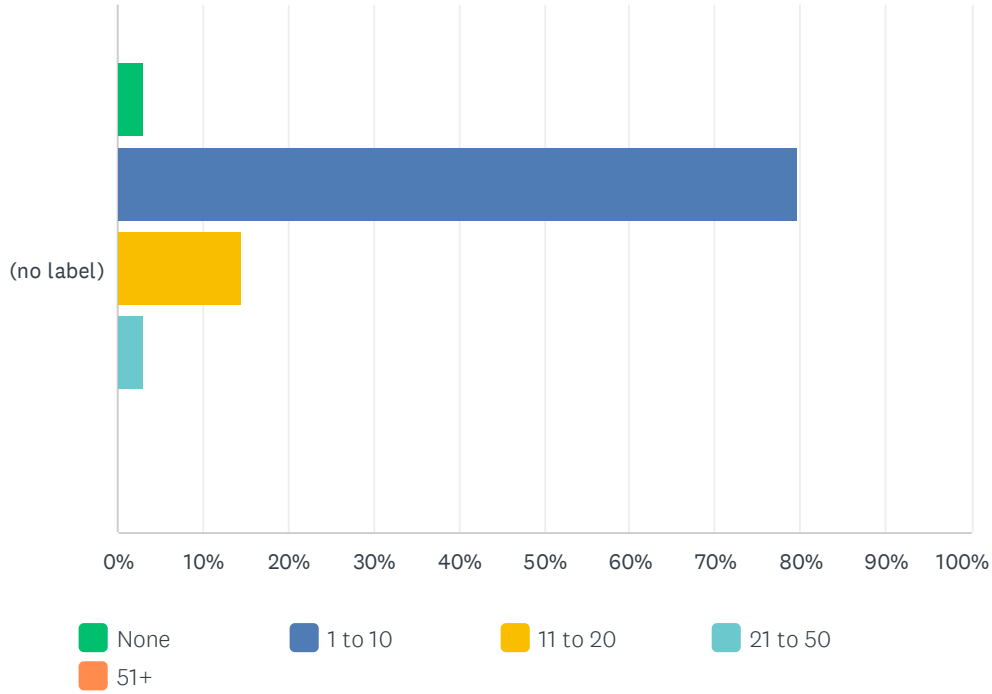
Answered: 69 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	8.70% 6	72.46% 50	1.45% 1	0.00% 0	17.39% 12	69	2.45

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

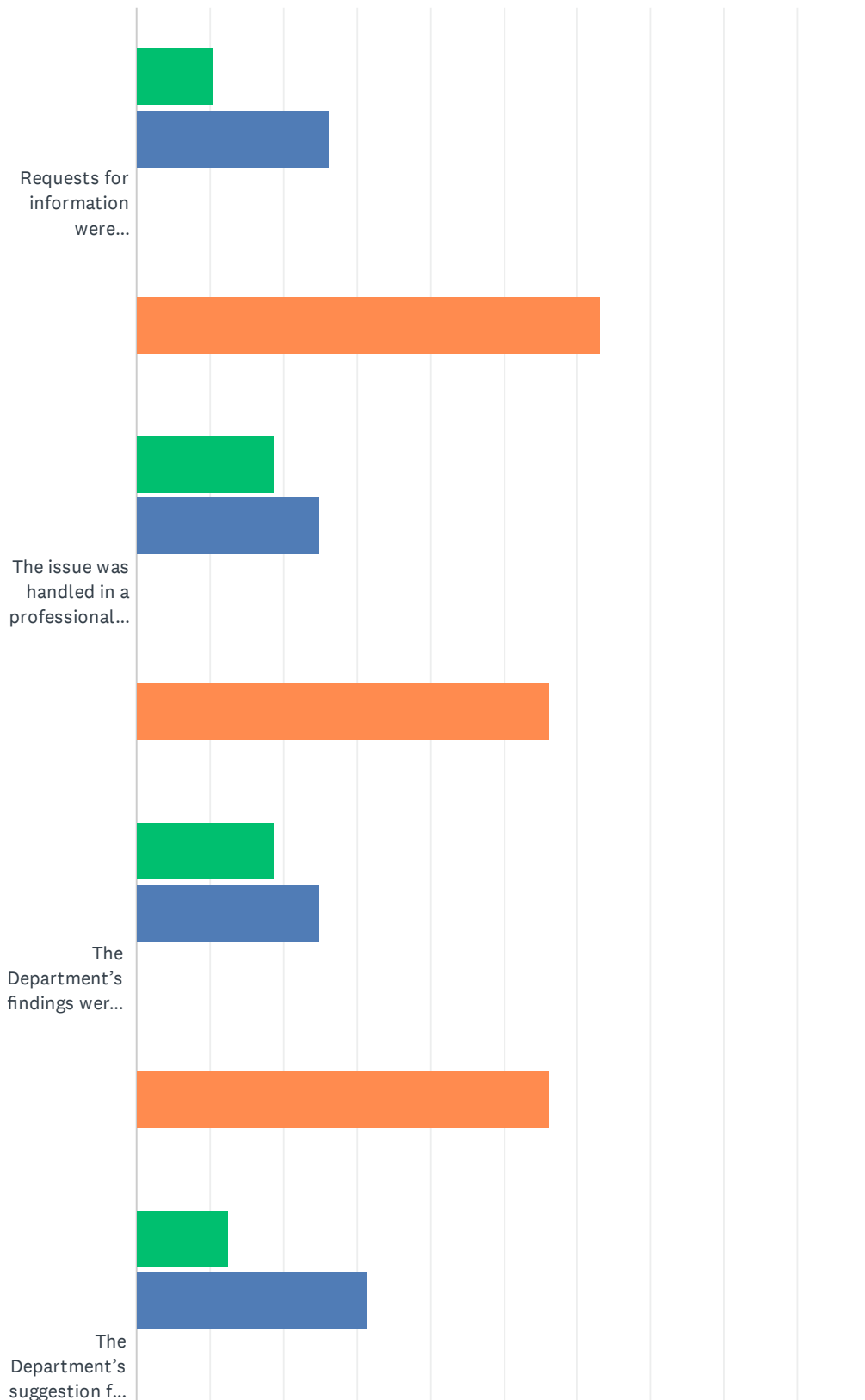
Answered: 69 Skipped: 3



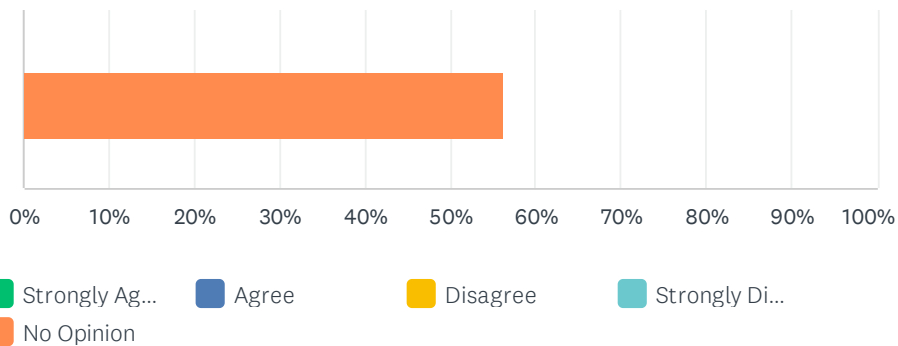
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	2.90%	79.71%	14.49%	2.90%	0.00%	69	2.17
	2	55	10	2	0		

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: 19 Skipped: 53



Rate the Department Survey - 2024



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	10.53% 2	26.32% 5	0.00% 0	0.00% 0	63.16% 12	19	3.79
The issue was handled in a professional manner.	18.75% 3	25.00% 4	0.00% 0	0.00% 0	56.25% 9	16	3.50
The Department's findings were based on a logical interpretation of applicable law.	18.75% 3	25.00% 4	0.00% 0	0.00% 0	56.25% 9	16	3.50
The Department's suggestion for resolving the matter was reasonable.	12.50% 2	31.25% 5	0.00% 0	0.00% 0	56.25% 9	16	3.56