

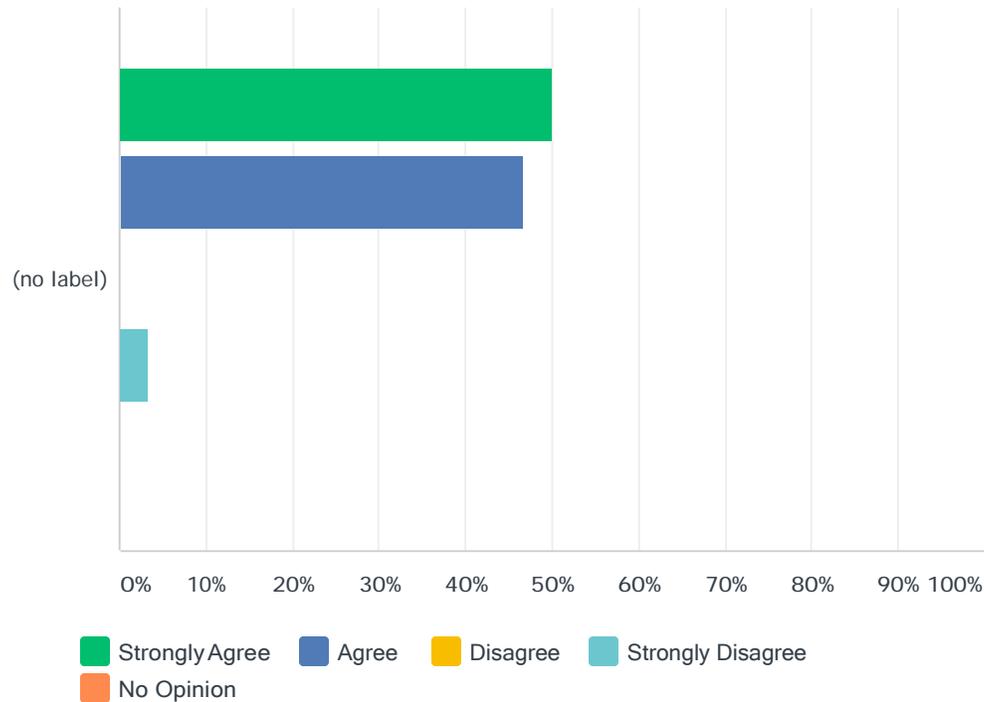
Q1 Person Completing the Survey?

Answered: 16 Skipped: 14

ANSWER CHOICES	RESPONSES	
Name (optional)	100.00%	16
Name of Entity (optional)	93.75%	15

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

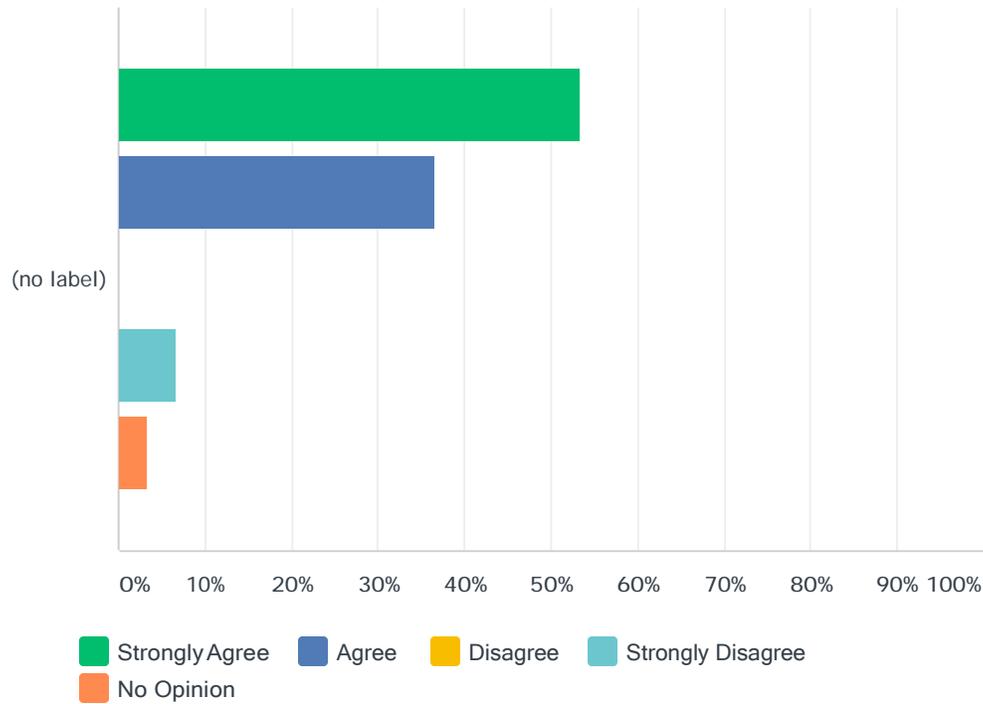
Answered: 30 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00%	46.67%	0.00%		3.33%	0.00%	
	15	14	0		1	0	30
							1.57

Q3 Headquarters office staff is accessible and provides timely and accurate feedback/answers.

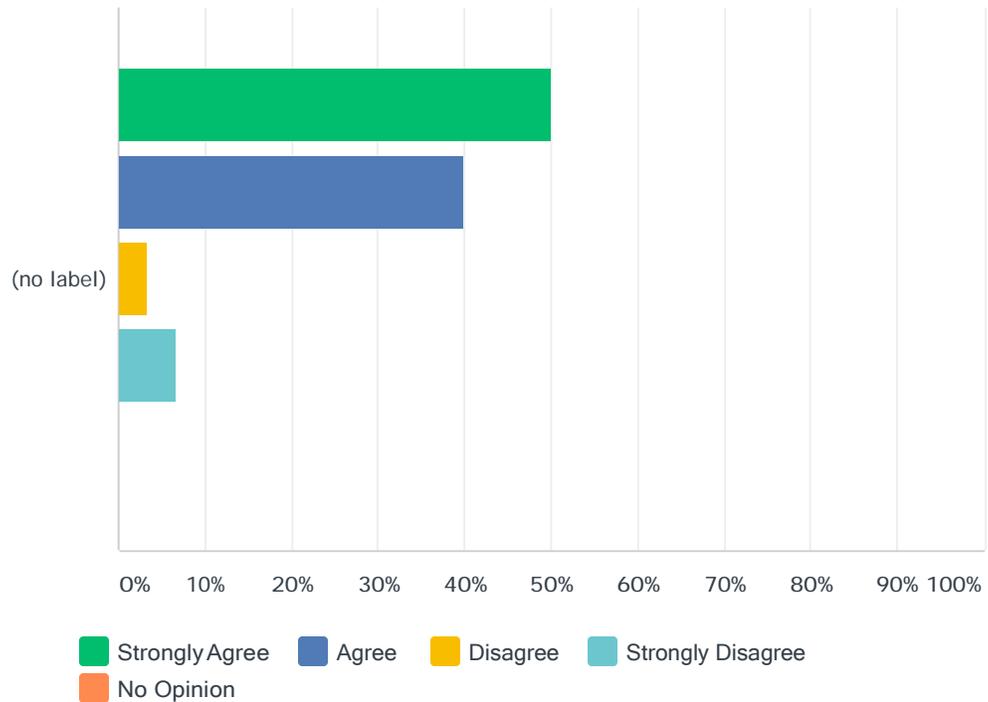
Answered: 30 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	53.33%	36.67%	0.00%		6.67%	3.33%	
	16	11	0		2	1	30
							1.70

Q4 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)	50.00%	40.00%	3.33%	6.67%	0.00%	30	1.67
	15	12	1	2	0		

Q5 What issues need to be addressed by the Department to improve the money services business industry in Texas?

Answered: 14 Skipped: 16

Q6 What issues need to be addressed by the Department to reduce or minimize regulatory burden?

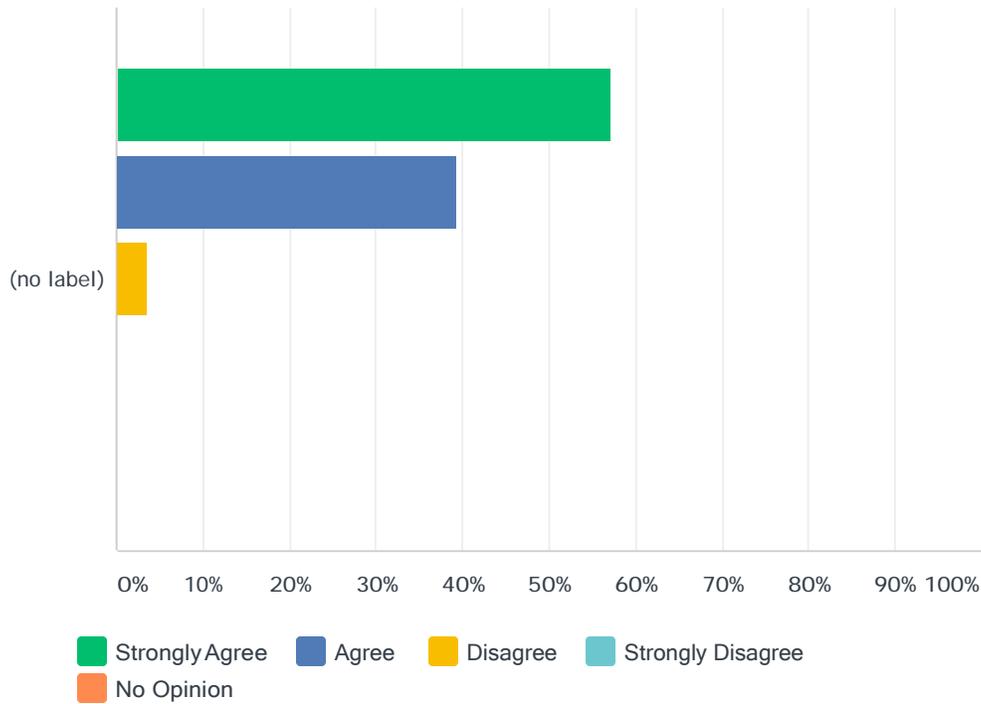
Answered: 13 Skipped: 17

Q7 Other suggestions or comments regarding communication and correspondence.

Answered: 15 Skipped: 15

Q8 The scope and goals of examinations are clearly communicated to management prior to the start of the examination.

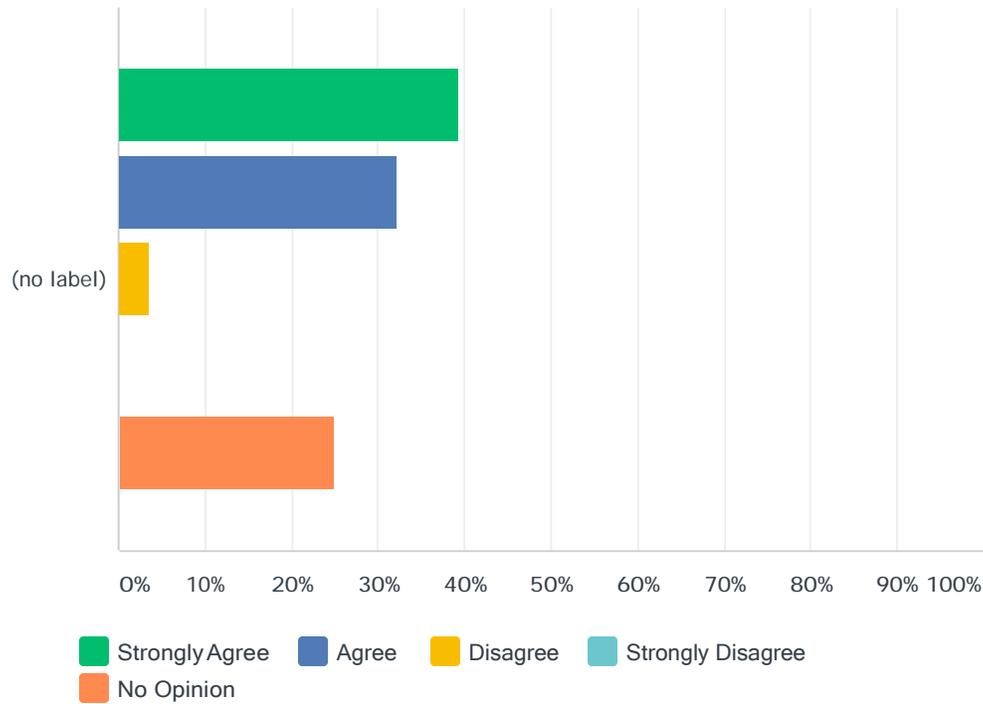
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	39.29%	3.57%	0.00%	0.00%	28	1.46
	16	11	1	0	0		

Q9 Access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

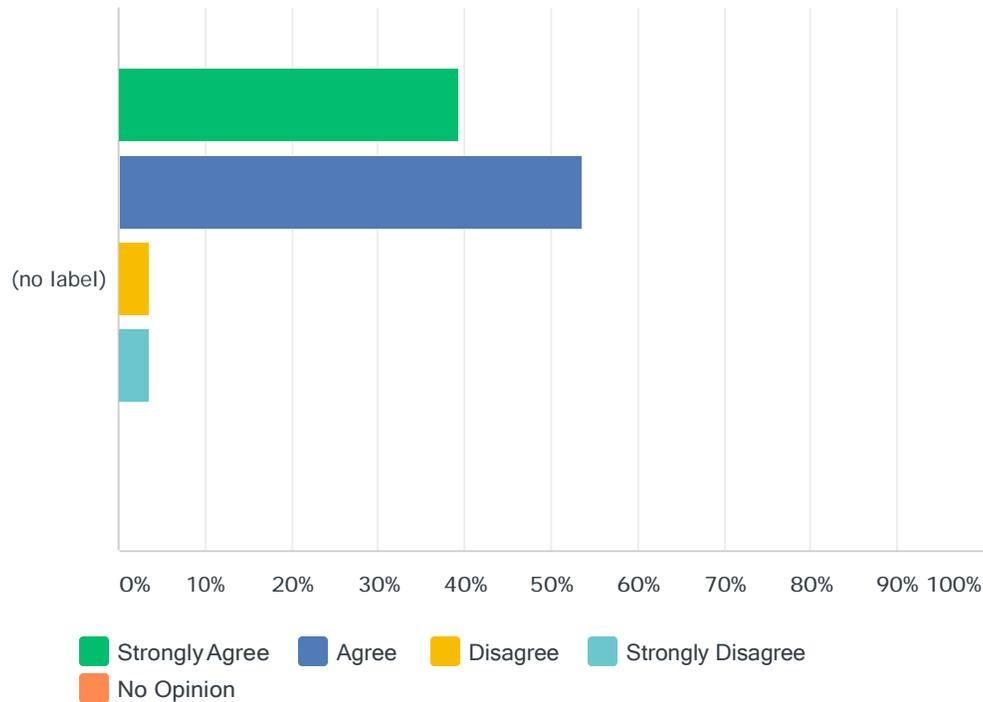
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	39.29%	32.14%	3.57%	0.00%	25.00%	28	2.39
	11	9	1	0	7		

Q10 Examiners' requests for information prior to and during the examinations are timely and reasonable.

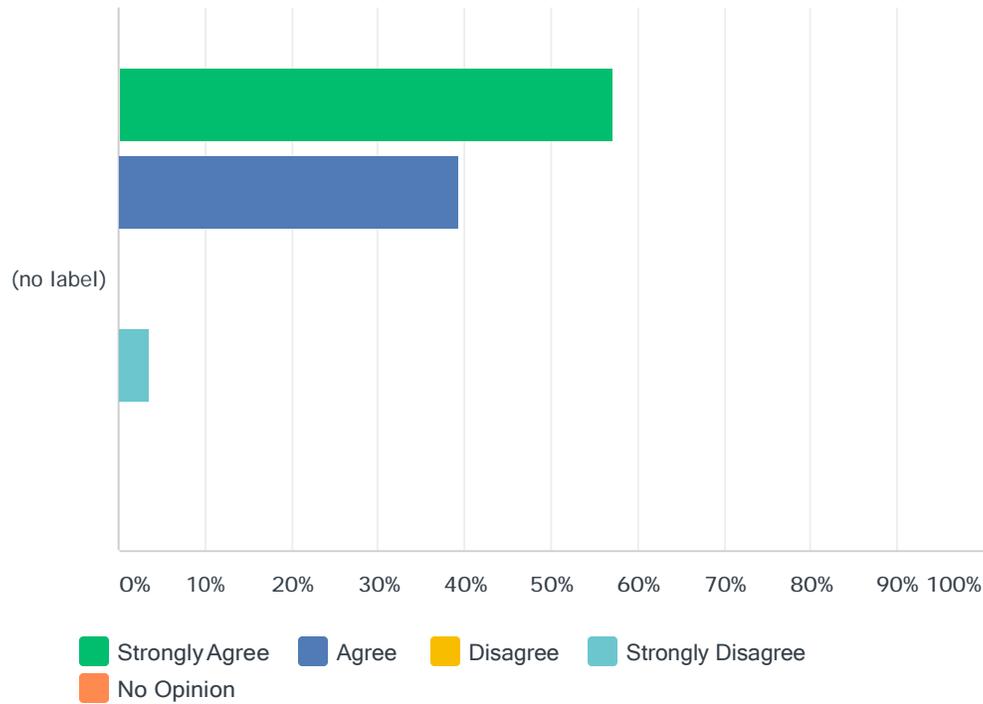
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	39.29%	53.57%	3.57%	3.57%	0.00%	28	1.71
	11	15	1	1	0		

Q11 Department examiners acted in a professional and courteous manner during the examination.

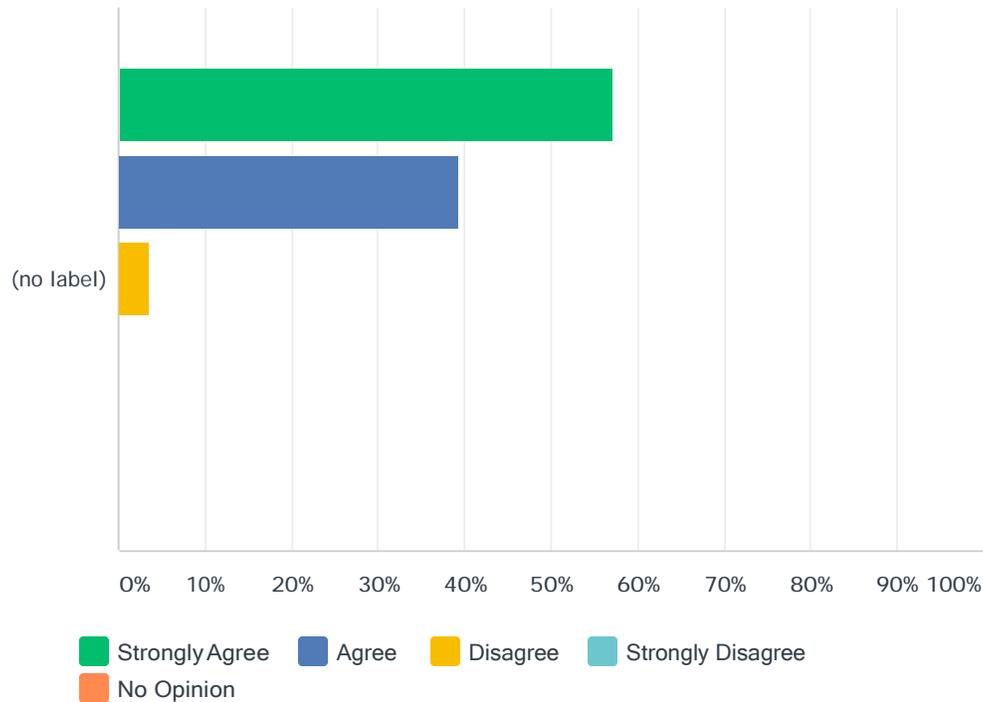
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	39.29%	0.00%		0.00%		
	16	11	0	1	0	28	1.50

Q12 Examiners adequately communicated with management throughout the examination and at the exit meeting.

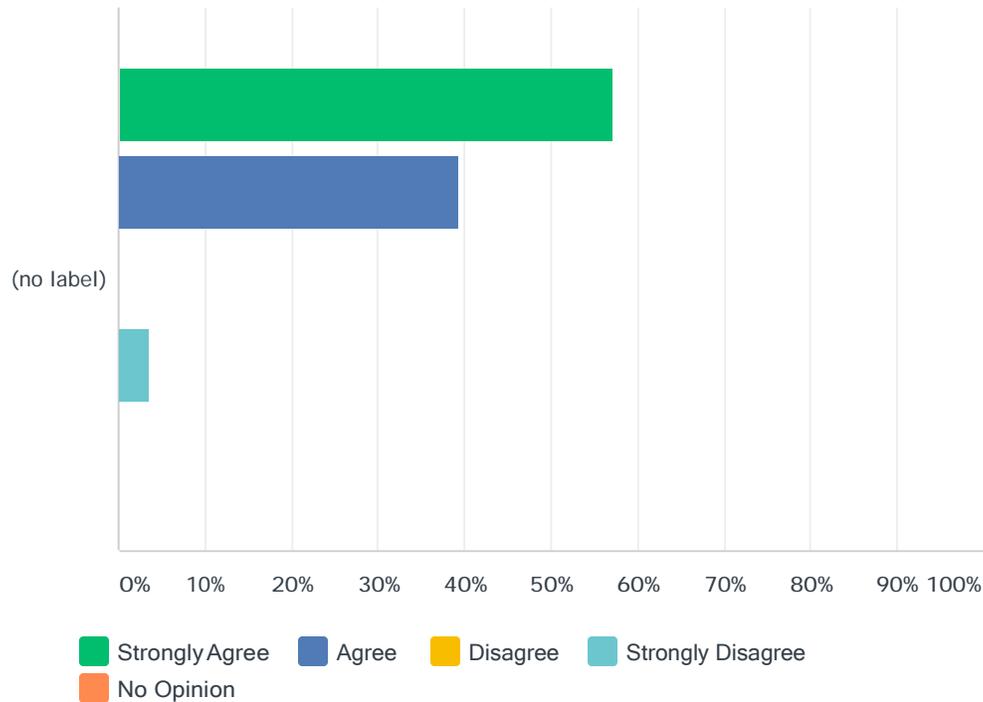
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	39.29%	3.57%	0.00%	0.00%	28	1.46
	16	11	1	0	0		

Q13 Examiners appear to be informed of current industry issues and are adequately trained and qualified to examine the licensee.

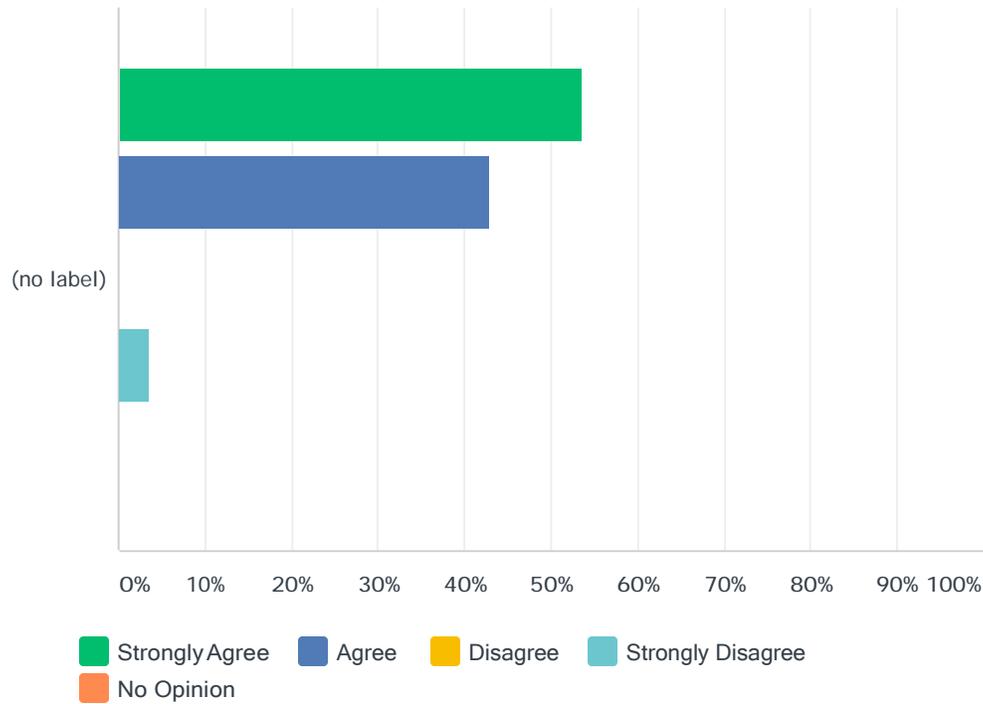
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	39.29%	0.00%		0.00%		
	16	11	0	1	0	28	1.50

Q14 Examiners remained focused on the key issues confronting your company.

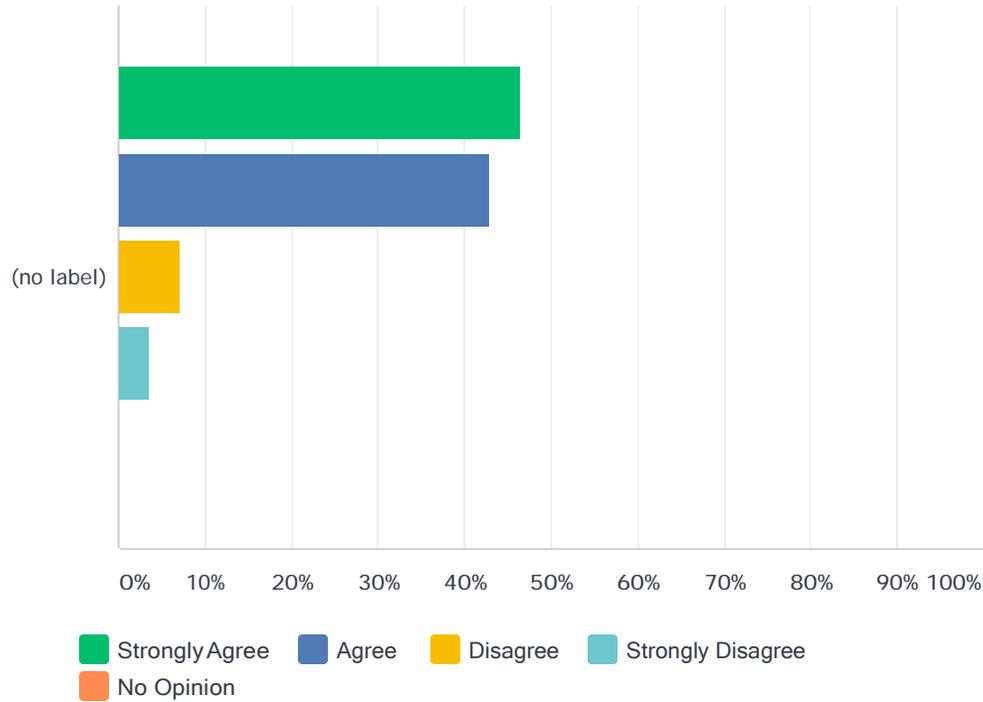
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	53.57%	42.86%	0.00%		0.00%		
	15	12	0	1	0	28	1.54

Q15 Conclusions regarding the company's condition and recommendations for corrective actions were well supported.

Answered: 28 Skipped: 2



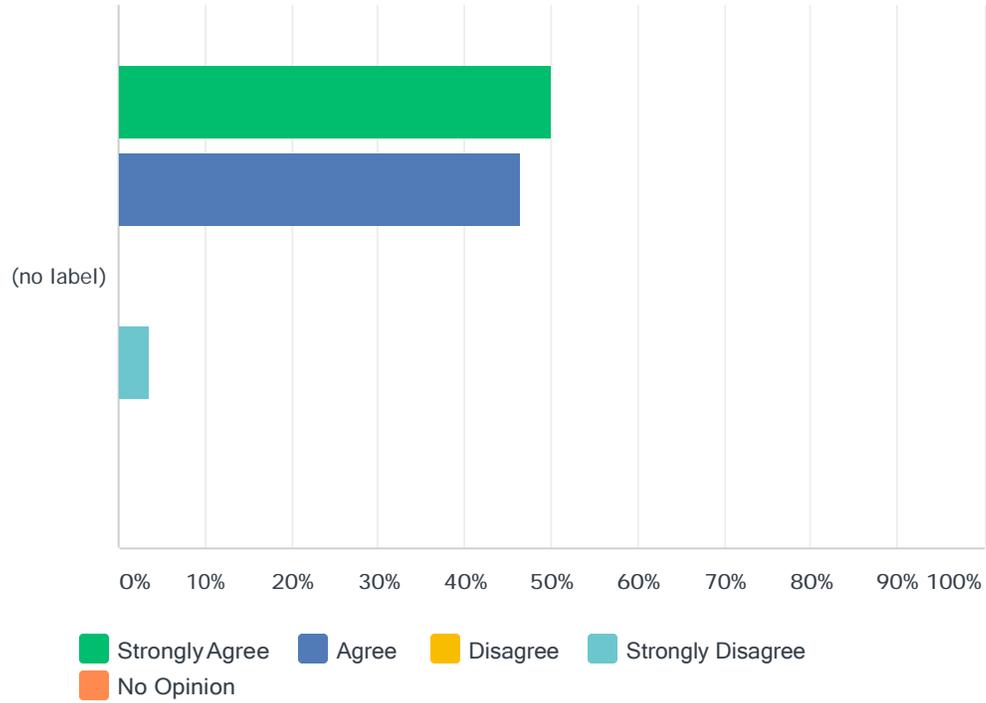
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.43%	42.86%	7.14%	3.57%	0.00%	28	1.68
	13	12	2	1	0		

Q16 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: 13 Skipped: 17

Q17 The report of examination was received in a timely fashion.

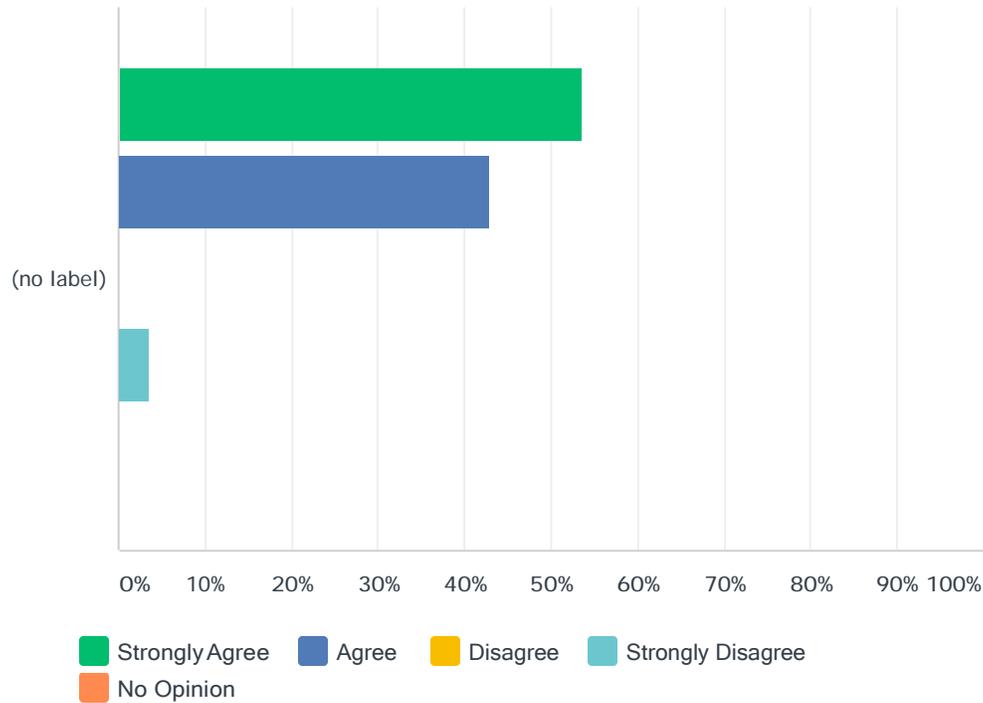
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 14	46.43% 13	0.00% 0	3.57% 1	0.00% 0	28	1.57

Q18 The report of examination clearly communicated the examination findings from the exit meeting, and corrective actions management needs to take.

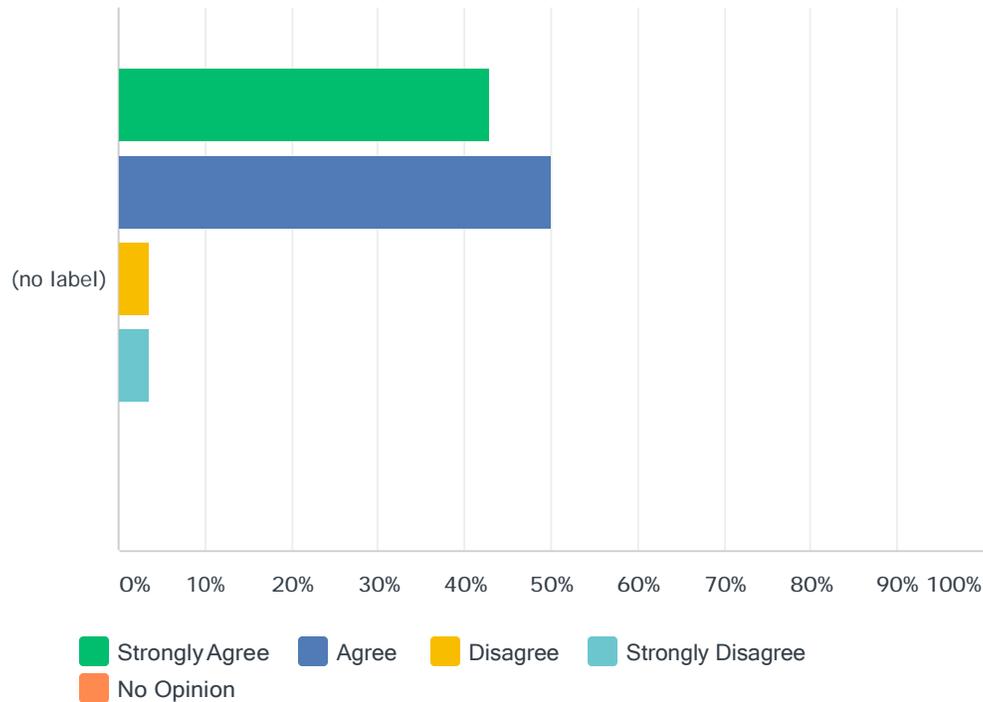
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	53.57%	42.86%	0.00%		3.57%	0.00%	
	15	12	0	1	0	28	1.54

Q19 The on-site timeframe for the examination was reasonable and examiners worked to minimize the disruptions to your daily duties.

Answered: 28 Skipped: 2



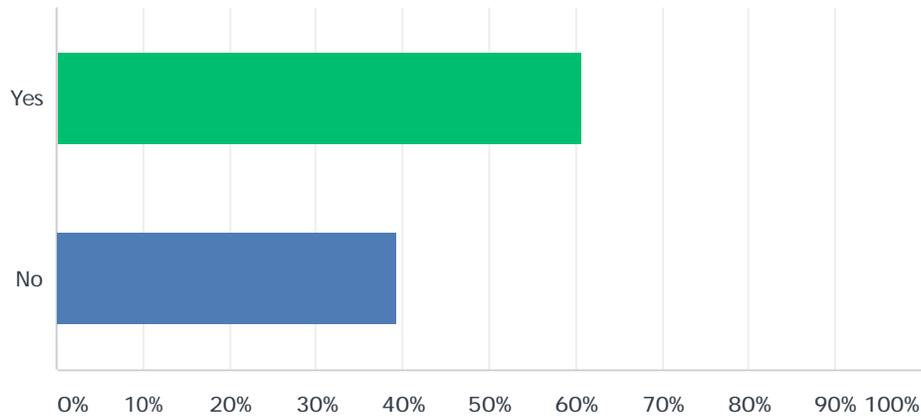
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	42.86%	50.00%	3.57%	3.57%	0.00%	28	1.68
	12	14	1	1	0		

Q20 Other suggestions or comments regarding examination communication.

Answered: 7 Skipped: 23

Q21 Has your company been examined by a multi-state joint examination in 2019?

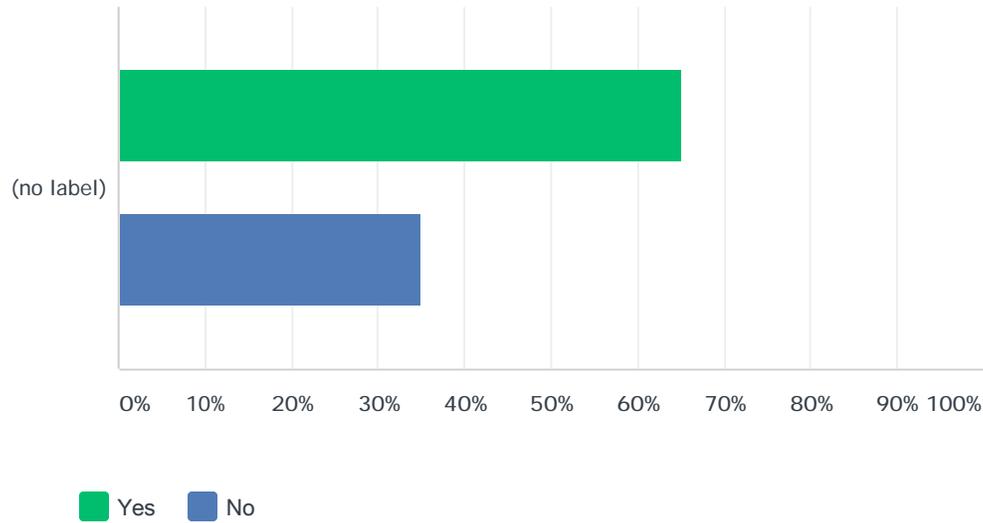
Answered: 28 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	60.71%	17
No	39.29%	11
TOTAL		28

Q22 Was Texas a participant of this joint examination?

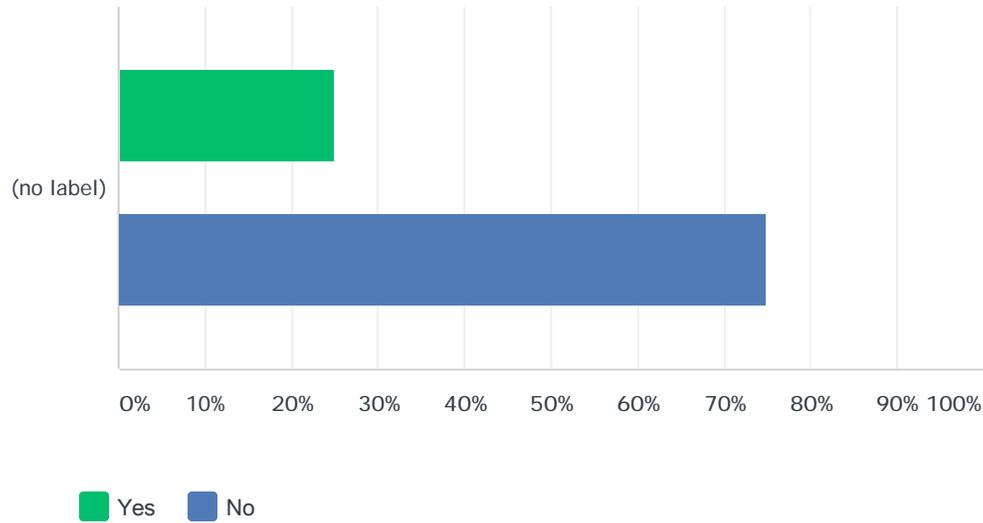
Answered: 20 Skipped: 10



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	65.00% 13	35.00% 7	20	1.35

Q23 Was Texas the lead State of the joint examination?

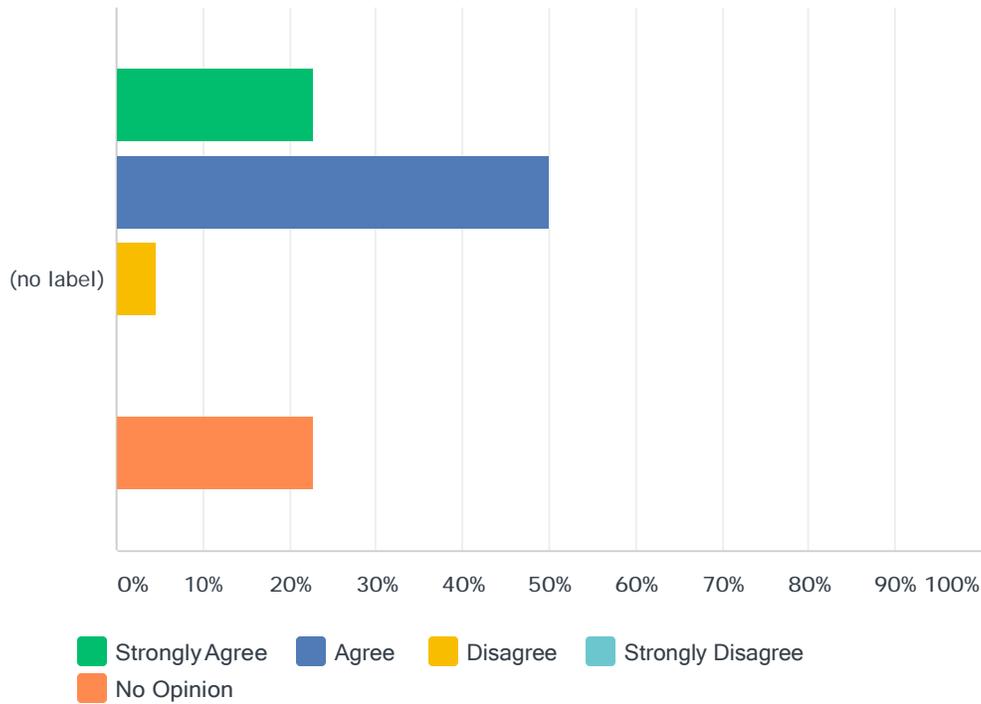
Answered: 20 Skipped: 10



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 5	75.00% 15	20	1.75

Q24 Multi-state requests for information prior to and during the multi-state examination were timely and reasonable.

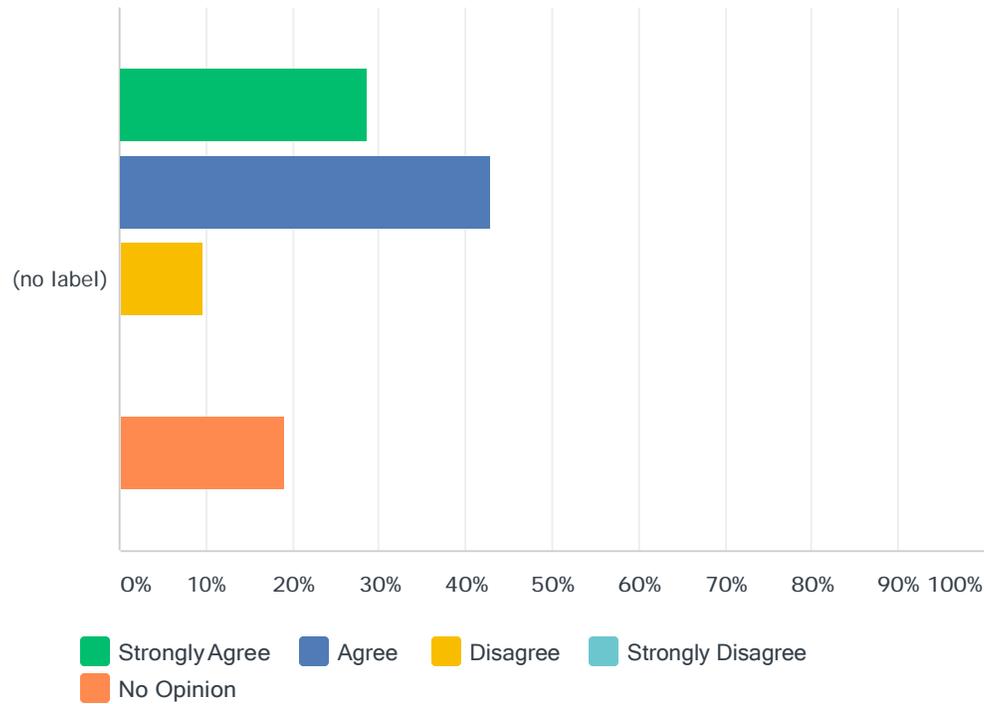
Answered: 22 Skipped: 8



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	22.73%	50.00%	4.55%	0.00%	22.73%	22	2.50
	5	11	1	0	5		

Q25 The lead state adequately managed communication between examining states and the company.

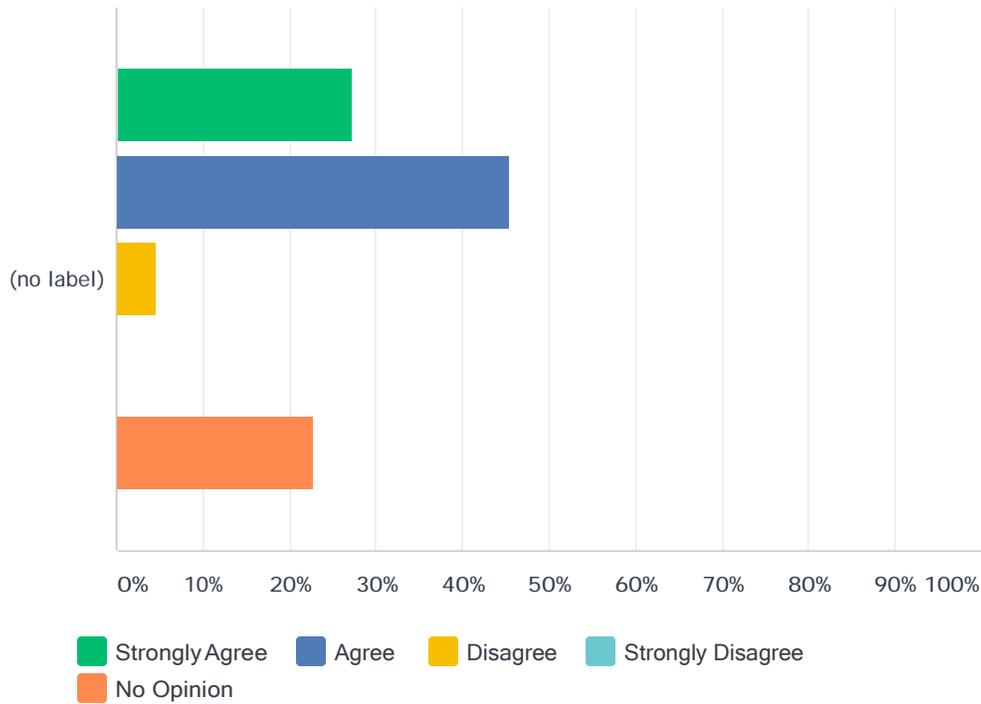
Answered: 21 Skipped: 9



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	28.57%	42.86%	9.52%	0.00%	19.05%	21	2.38
	6	9	2	0	4		

Q26 The multi-state examination timeframe was reasonable and examiners worked to minimize the disruptions to your daily duties.

Answered: 22 Skipped: 8



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	27.27%	45.45%	4.55%	0.00%	22.73%	22	2.45
	6	10	1	0	5		

Q27 The number of participating states in the most recent multi-state examination of your company.

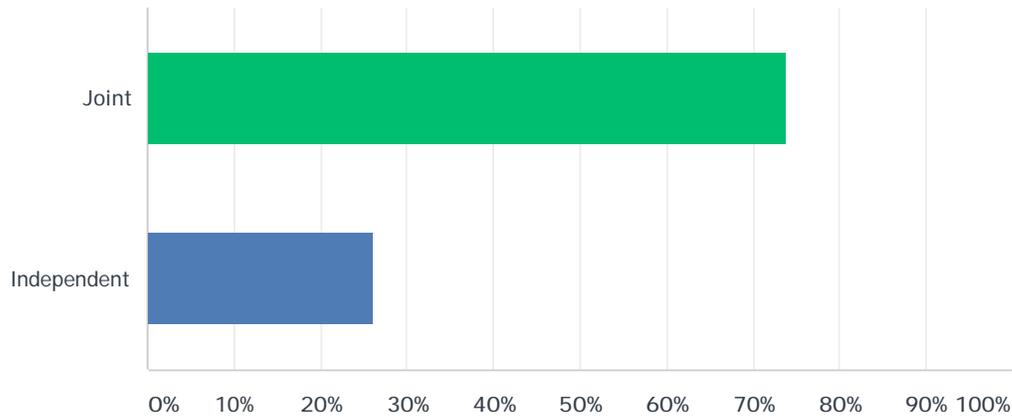
Answered: 16 Skipped: 14

Q28 The maximum number of states that should participate in a multi-state examination.

Answered: 15 Skipped: 15

Q29 Do you prefer one multi-state examination versus multiple independent examinations?

Answered: 23 Skipped: 7



ANSWER CHOICES	RESPONSES	
Joint	73.91%	17
Independent	26.09%	6
TOTAL		23

Q30 Please list the state(s) that was/were the lead in 2019.

Answered: 16 Skipped: 14

Q31 Please list the benefits of a multi-state examination, if any.

Answered: 14 Skipped: 16

Q32 Please list the areas in need of improvement regarding multi-state examinations, if any.

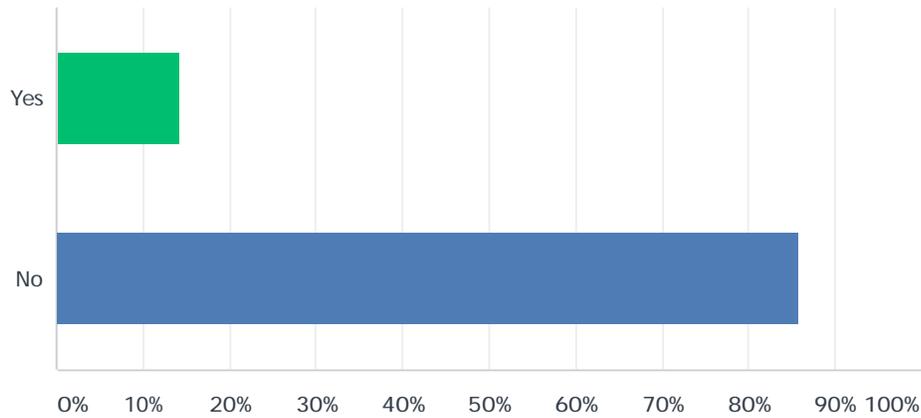
Answered: 10 Skipped: 20

Q33 Other suggestions or comments regarding multi-state examinations.

Answered: 7 Skipped: 23

Q34 Have you used the services of our Corporate Division within the last 12 months? If no, skip to the next section

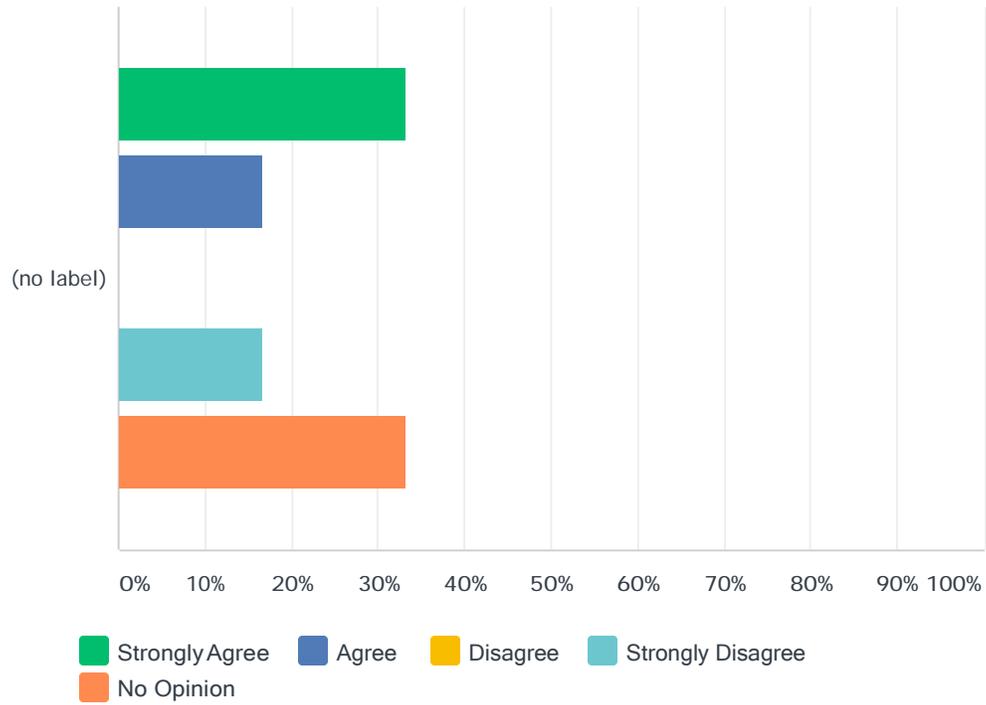
Answered: 28 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	14.29%	4
No	85.71%	24
TOTAL		28

Q35 The Corporate Division is accessible and professional.

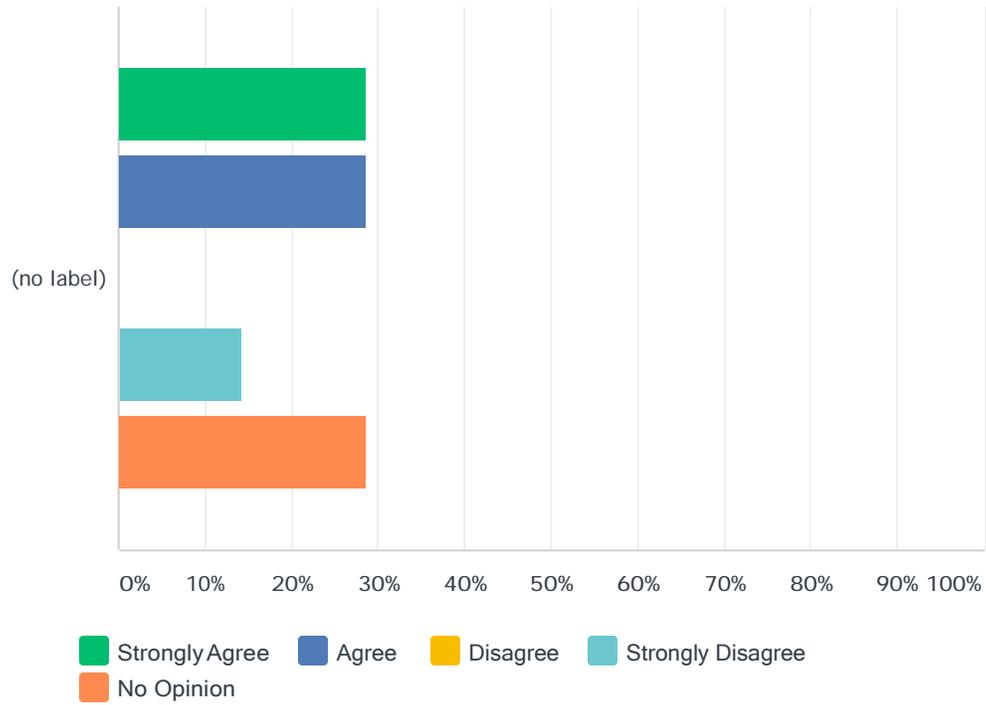
Answered: 6 Skipped: 24



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 2	16.67% 1	0.00% 0	16.67% 1	33.33% 2	6	3.00

Q36 The content and substance of responses are appropriate and timely.

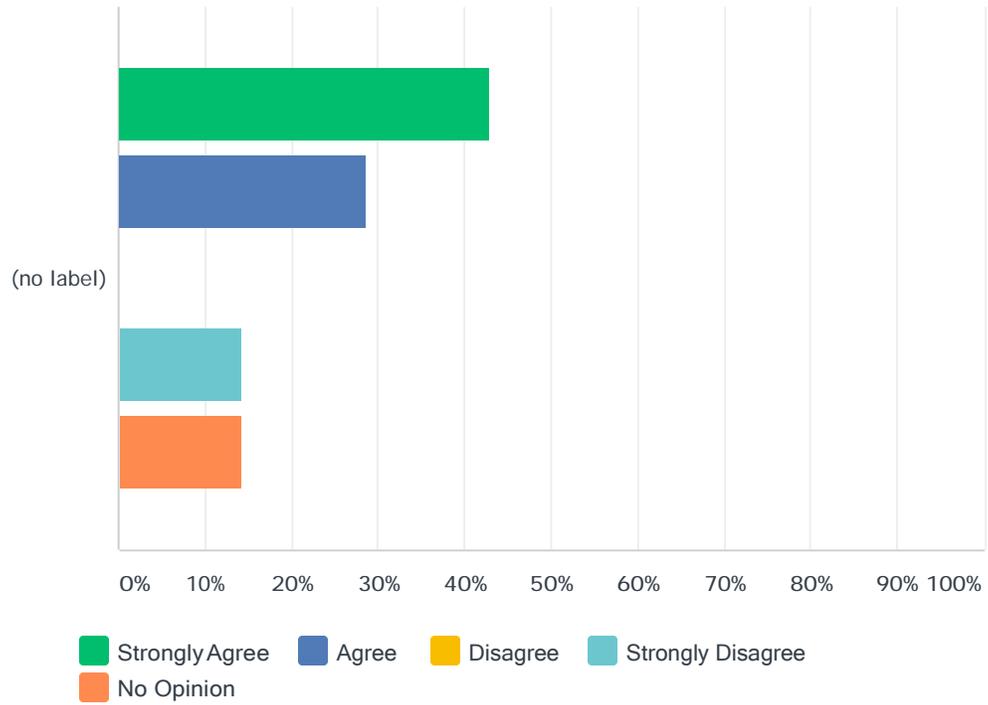
Answered: 7 Skipped: 23



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	28.57%	28.57%	0.00%		14.29%	28.57%	
	2	2	0	1	2	7	2.86

Q37 Requests for information are reasonable.

Answered: 7 Skipped: 23



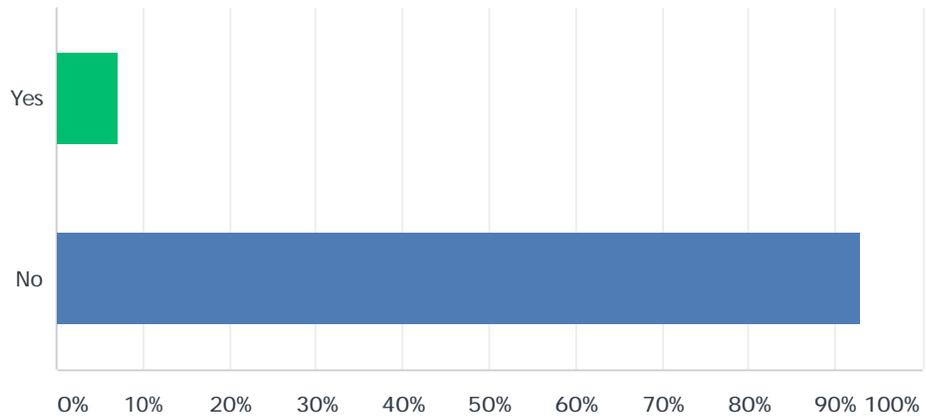
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	42.86%	28.57%	0.00%		14.29%	14.29%	
	3	2	0	1	1	7	2.29

Q38 Other suggestions or comments regarding the corporate division.

Answered: 2 Skipped: 28

Q39 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

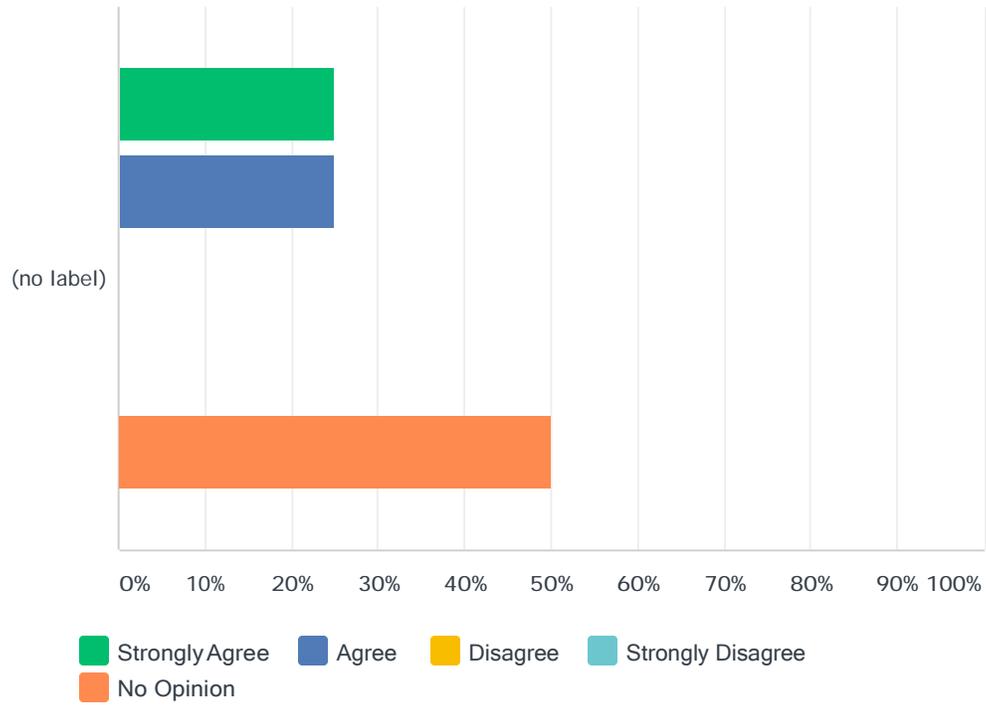
Answered: 28 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	7.14%	2
No	92.86%	26
TOTAL		28

Q40 The Legal Division is accessible and professional.

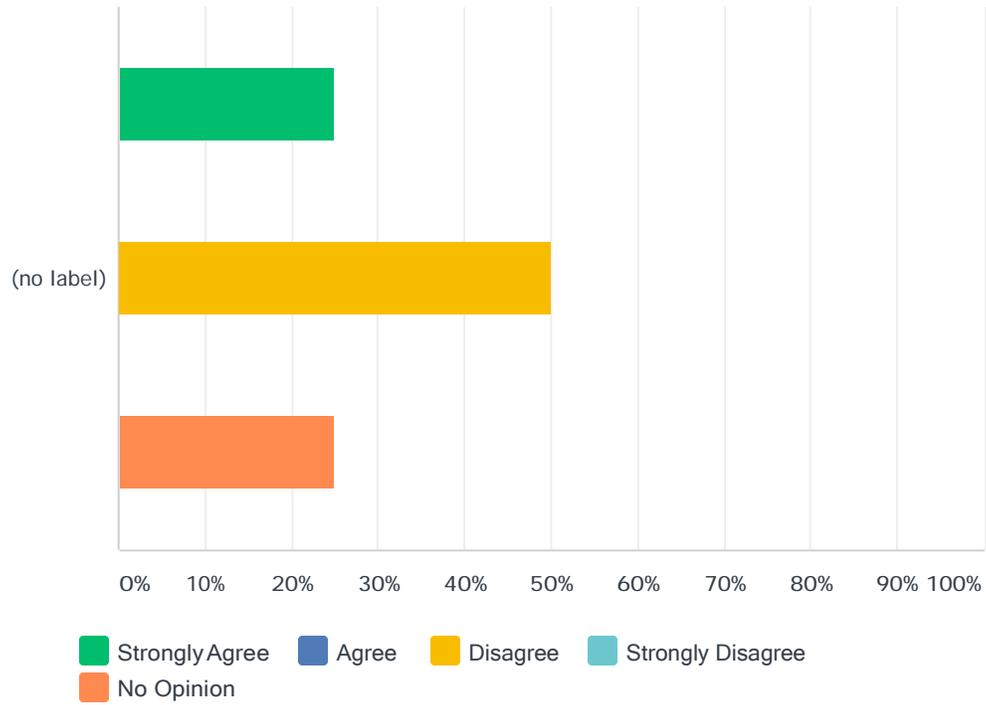
Answered: 4 Skipped: 26



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 1	25.00% 1	0.00% 0	0.00% 0	50.00% 2	4	3.25

Q41 Responses are generally timely.

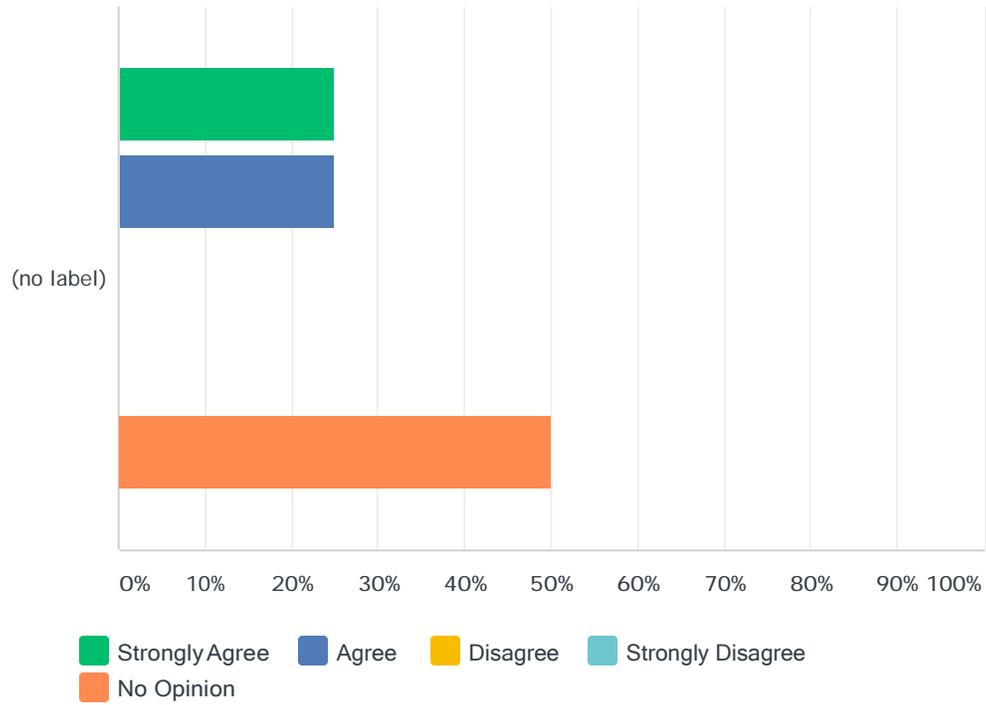
Answered: 4 Skipped: 26



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 1	0.00% 0	50.00% 2	0.00% 0	25.00% 1	4	3.00

Q42 The content and substance of responses are appropriate and timely.

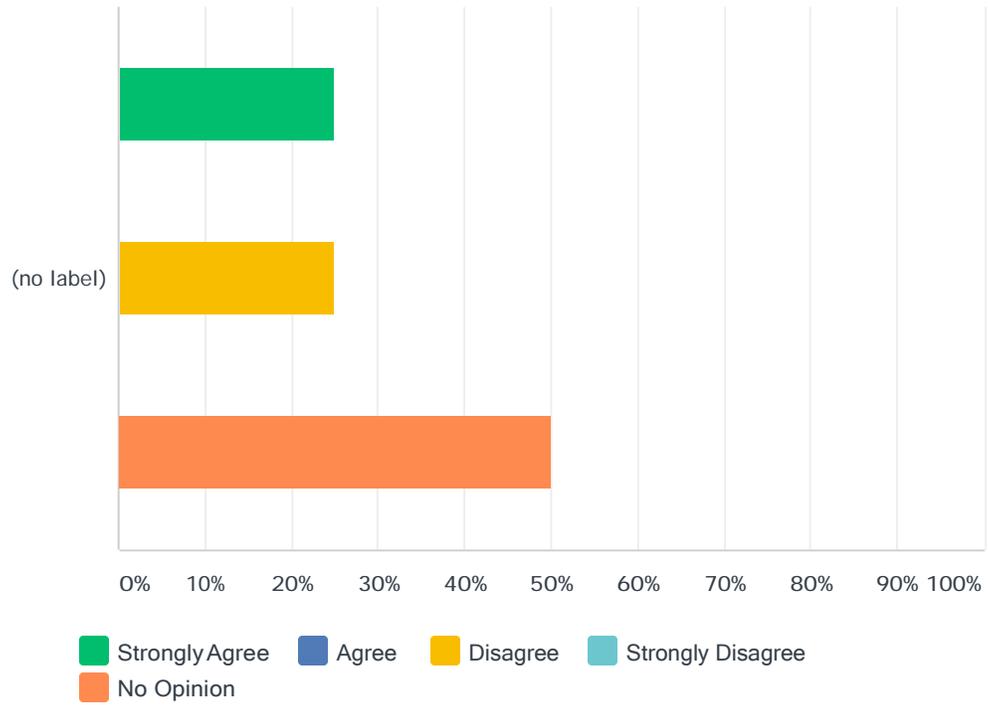
Answered: 4 Skipped: 26



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00%	25.00%	0.00%	0.00%	50.00%	4	3.25
	1	1	0	0	2		

Q43 Requests for information are reasonable.

Answered: 4 Skipped: 26



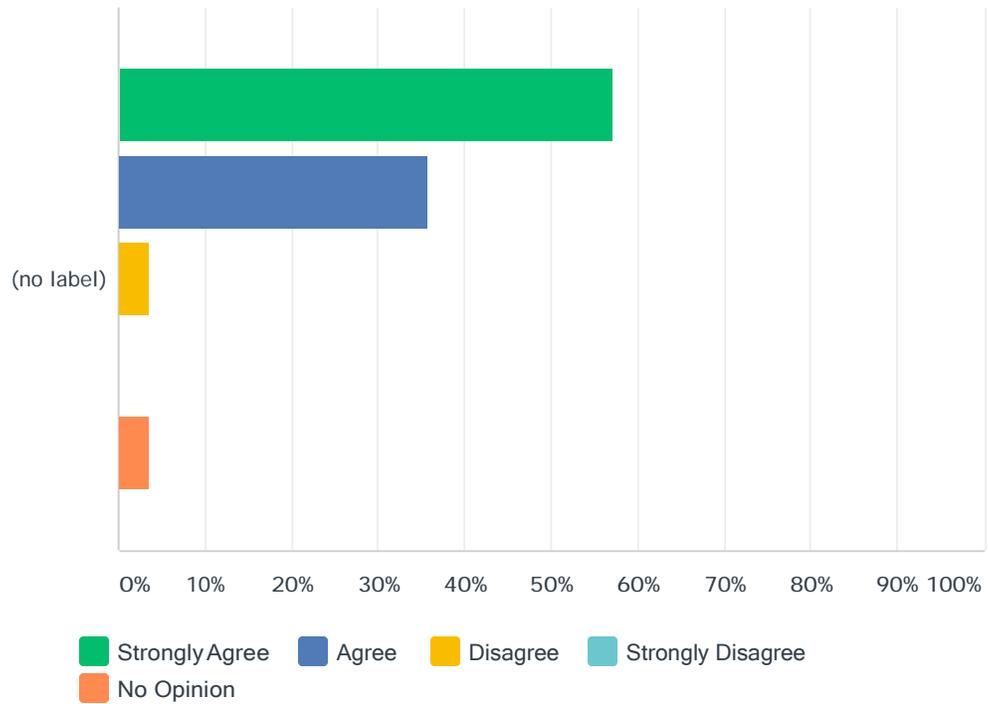
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 1	0.00% 0	25.00% 1	0.00% 0	50.00% 2	4	3.50

Q44 Other suggestions or comments regarding the legal division.

Answered: 1 Skipped: 29

Q45 Overall, Department personnel are responding satisfactorily to my needs.

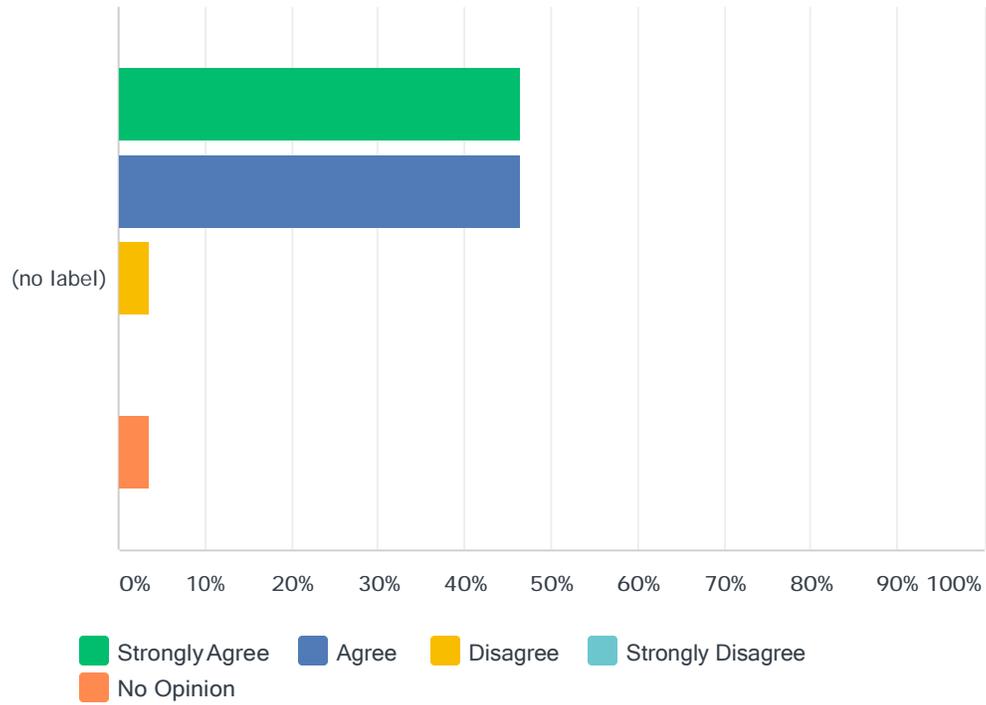
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	57.14%	35.71%	3.57%	0.00%	3.57%	28	1.57
	16	10	1	0	1		

Q46 I find the Department's website easy to navigate.

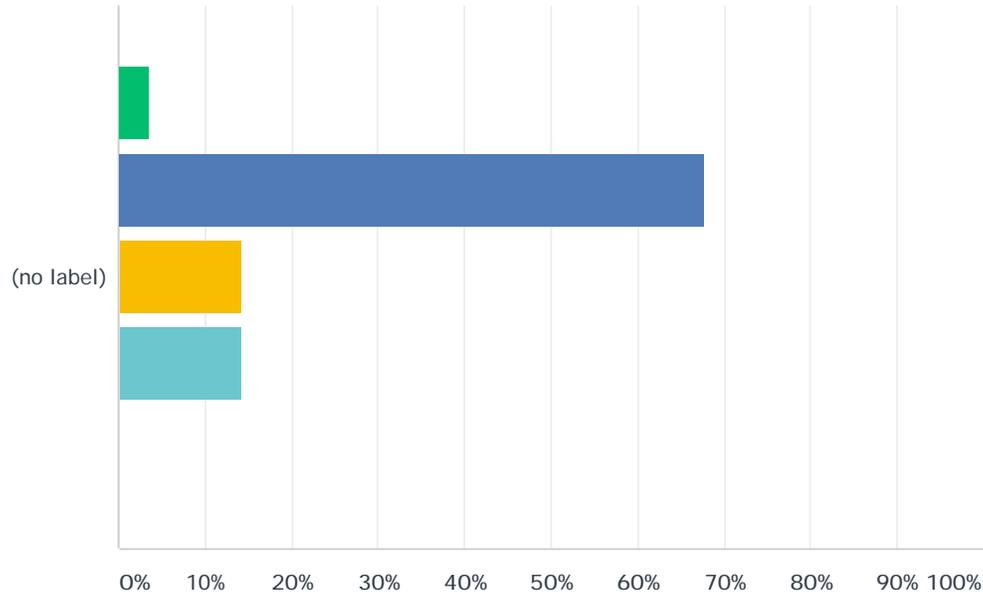
Answered: 28 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.43%	46.43%	3.57%	0.00%	3.57%	28	1.68
	13	13	1	0	1		

Q47 I or my staff have visited the Department’s website approximately XX times during the last 12 months.

Answered: 28 Skipped: 2



■ None
 ■ 1 to 10
 ■ 11 to 20
 ■ 21 to 50
 ■ 51+

	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	3.57%	67.86%	14.29%	14.29%	0.00%		
	1	19	4	4	0	28	2.39

Q48 What information is the most useful on the Department's website?

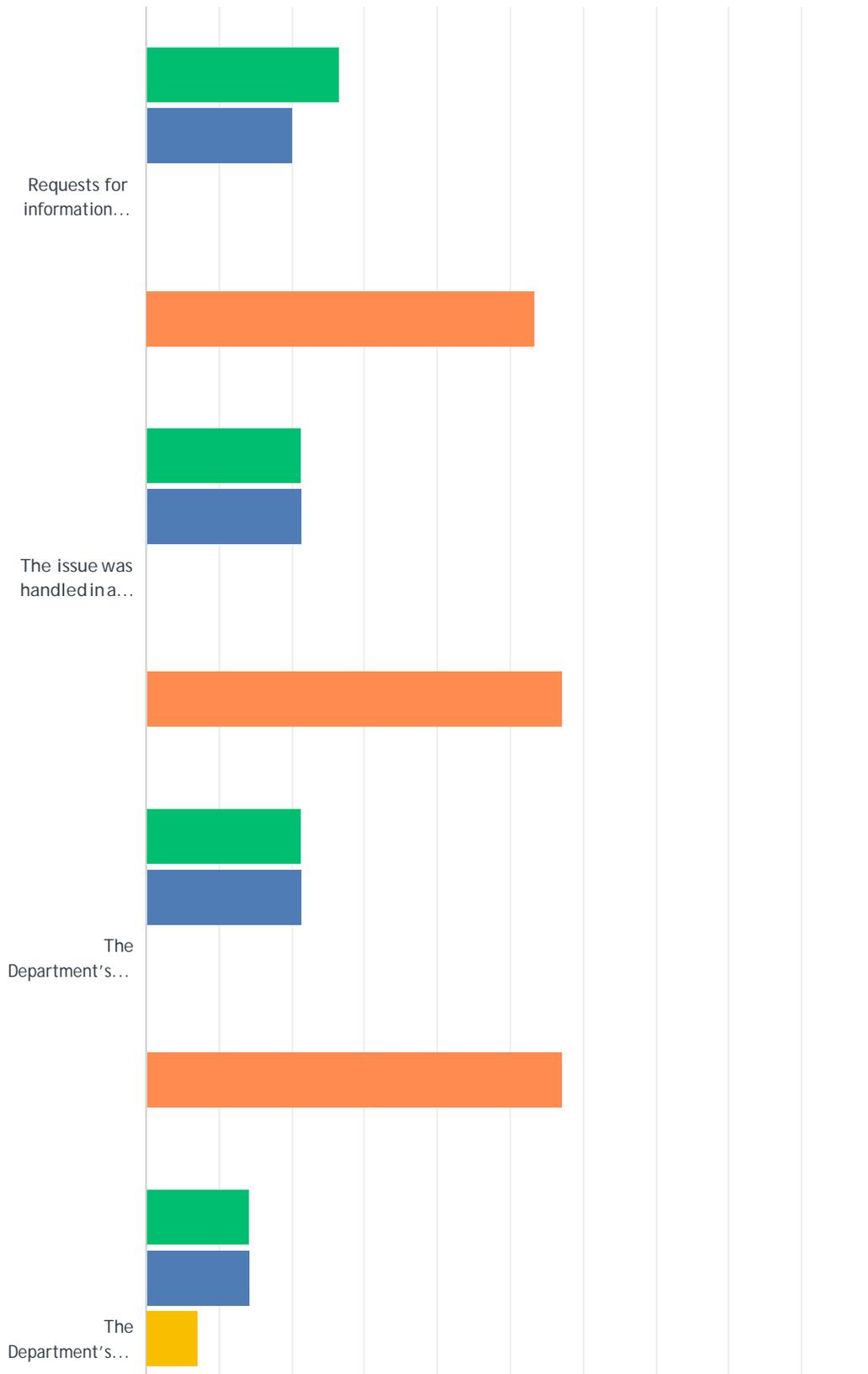
Answered: 14 Skipped: 16

Q49 What other type of information would you like to see on the Department's website?

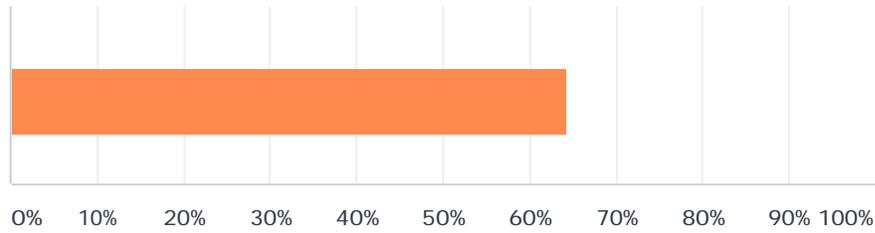
Answered: 5 Skipped: 25

Q50 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 15 Skipped: 15



Non-Depository Supervision - Rate the Department Survey - 2019MSB



■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree
■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	26.67% 4	20.00% 3	0.00% 0	0.00% 0	53.33% 8	15	3.33
The issue was handled in a professional manner.	21.43% 3	21.43% 3	0.00% 0	0.00% 0	57.14% 8	14	3.50
The Department's findings were based on a logical interpretation of applicable law.	21.43% 3	21.43% 3	0.00% 0	0.00% 0	57.14% 8	14	3.50
The Department's suggestion for resolving the matter was reasonable.	14.29% 2	14.29% 2	7.14% 1	0.00% 0	64.29% 9	14	3.86

Q51 Other suggestions or comments regarding overall Department effectiveness.

Answered: 5 Skipped: 25

Q52 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 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: 5 Skipped: 25