

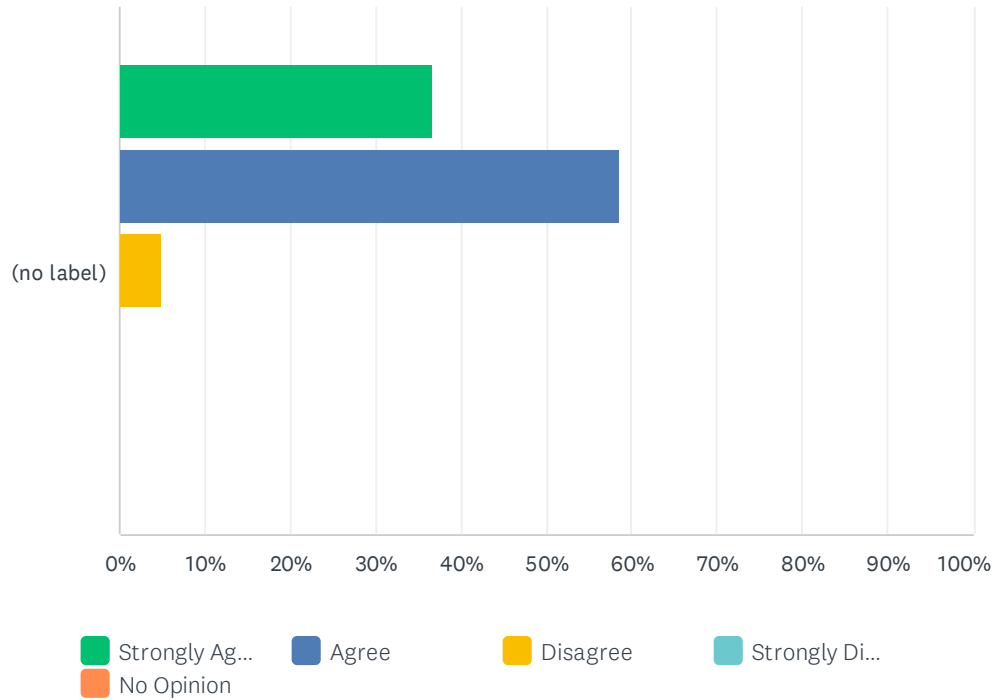
Q1 Person Completing the Survey?

Answered: 18 Skipped: 23

ANSWER CHOICES	RESPONSES	
Name (optional)	100.00%	18
Name of Entity (optional)	100.00%	18

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

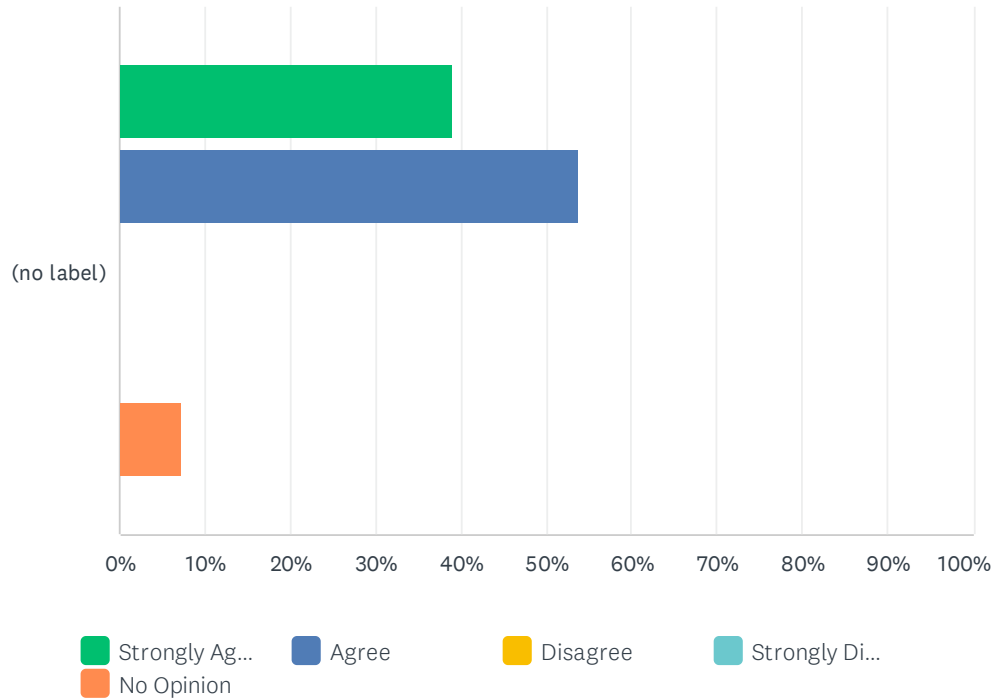
Answered: 41 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	36.59% 15	58.54% 24	4.88% 2	0.00% 0	0.00% 0	41	1.68

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

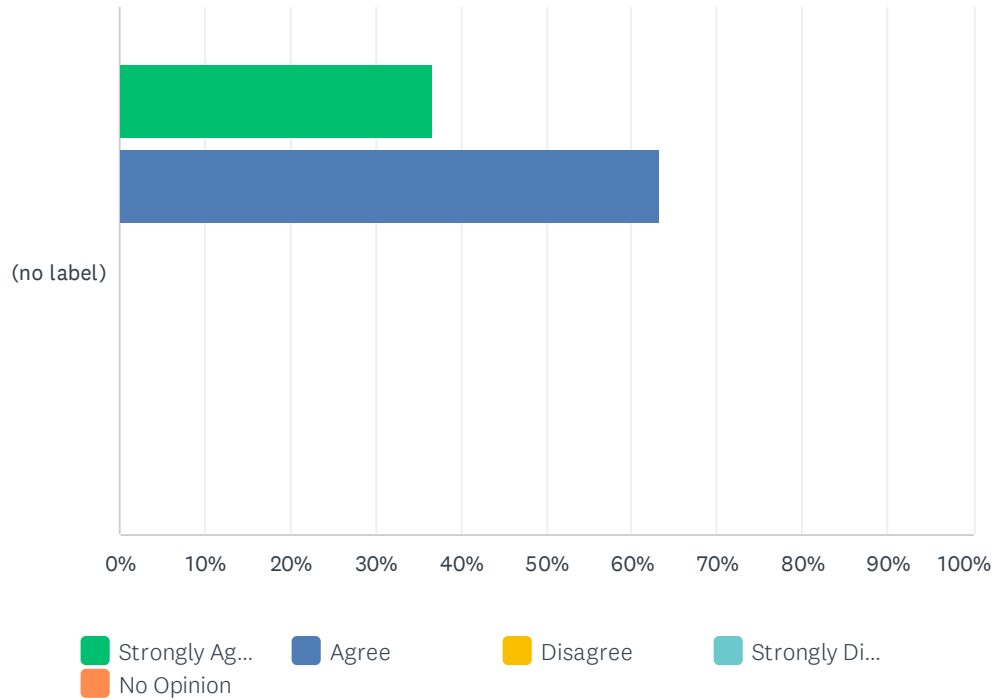
Answered: 41 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	39.02%	53.66%	0.00%	0.00%	7.32%	41	1.83
	16	22	0	0	3		

Q4 Correspondence regarding routine business matters are handled in a prompt and effective manner.

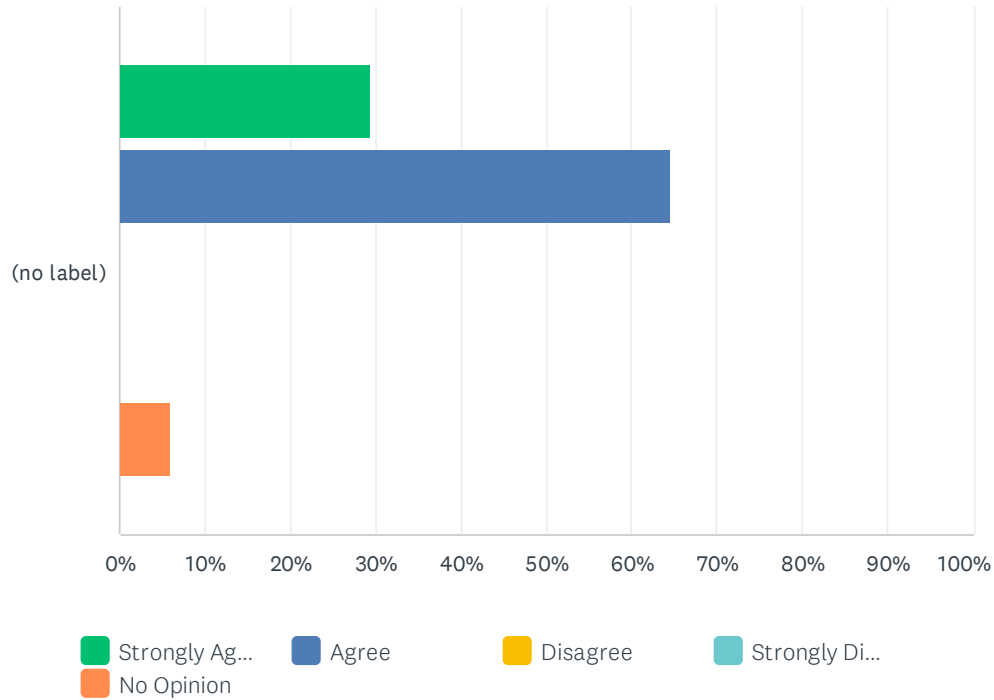
Answered: 41 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	36.59% 15	63.41% 26	0.00% 0	0.00% 0	0.00% 0	41	1.63

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

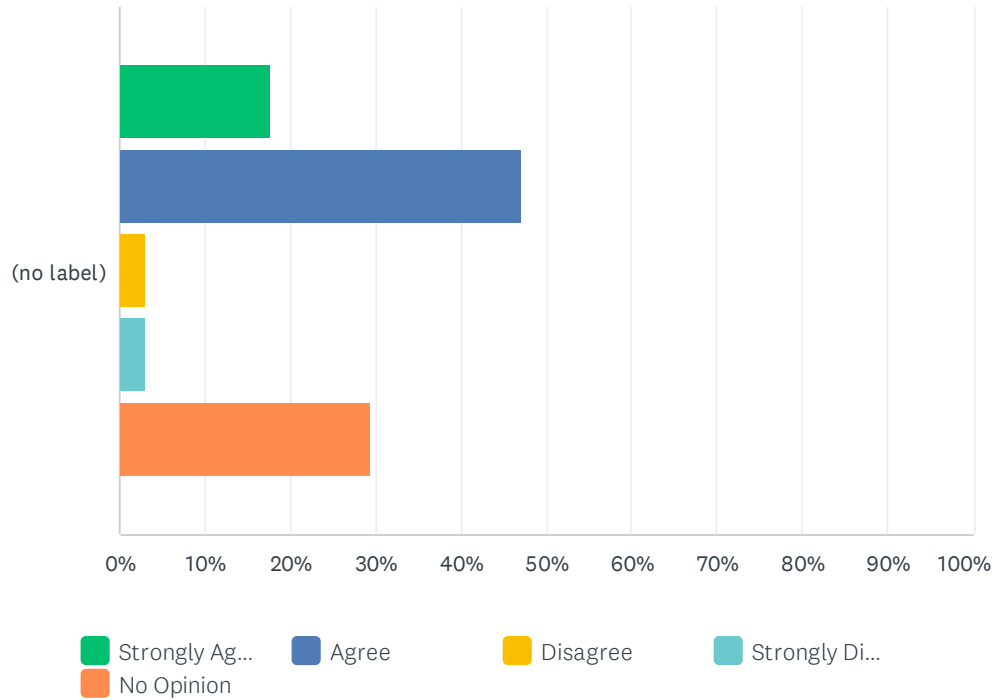
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	29.41% 10	64.71% 22	0.00% 0	0.00% 0	5.88% 2	34	1.88

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

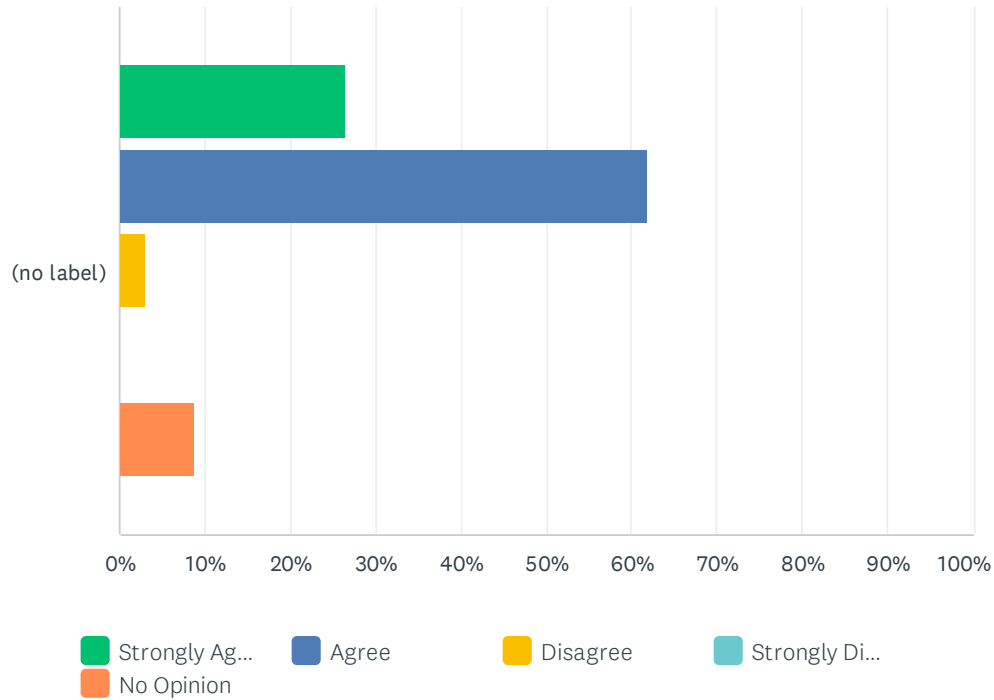
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	17.65% 6	47.06% 16	2.94% 1	2.94% 1	29.41% 10	34	2.79

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

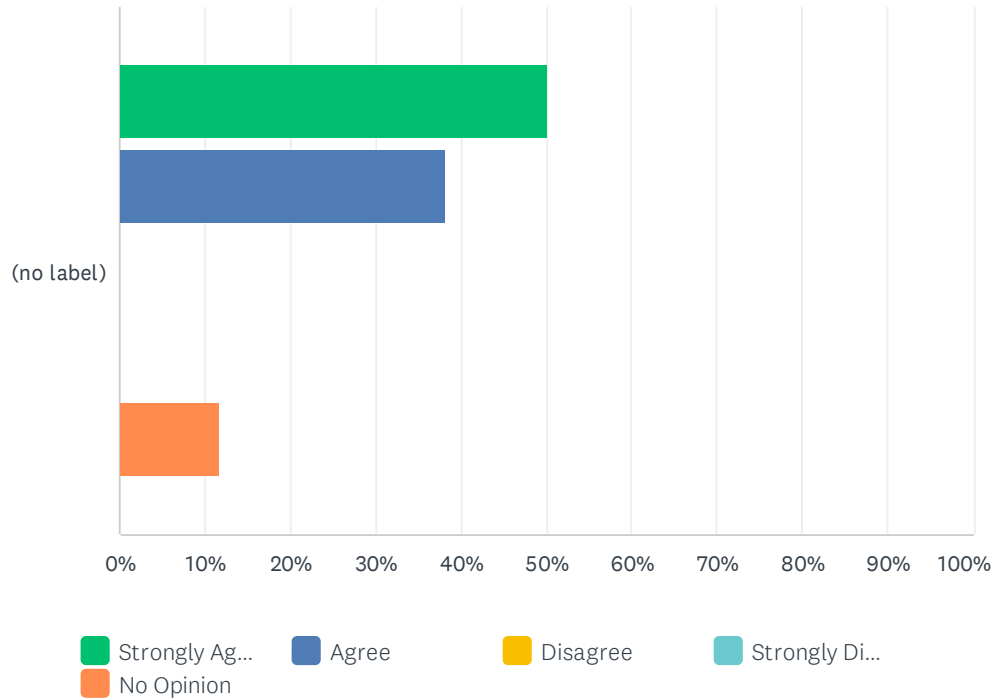
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.47%	61.76%	2.94%	0.00%	8.82%	34	2.03
	9	21	1	0	3		

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

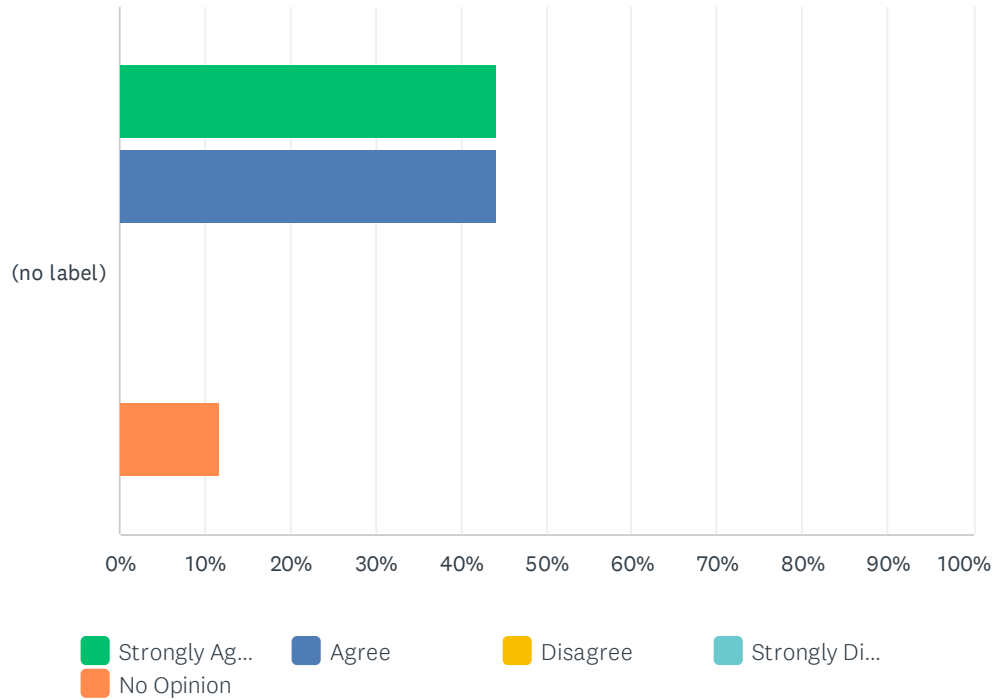
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 17	38.24% 13	0.00% 0	0.00% 0	11.76% 4	34	1.85

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

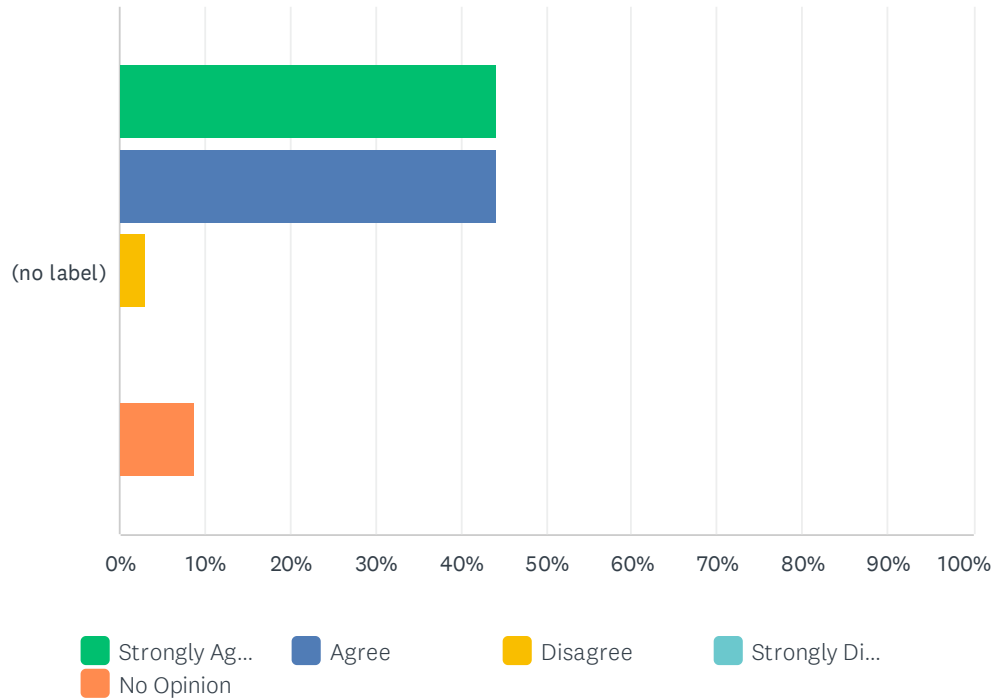
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.12% 15	44.12% 15	0.00% 0	0.00% 0	11.76% 4	34	1.91

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

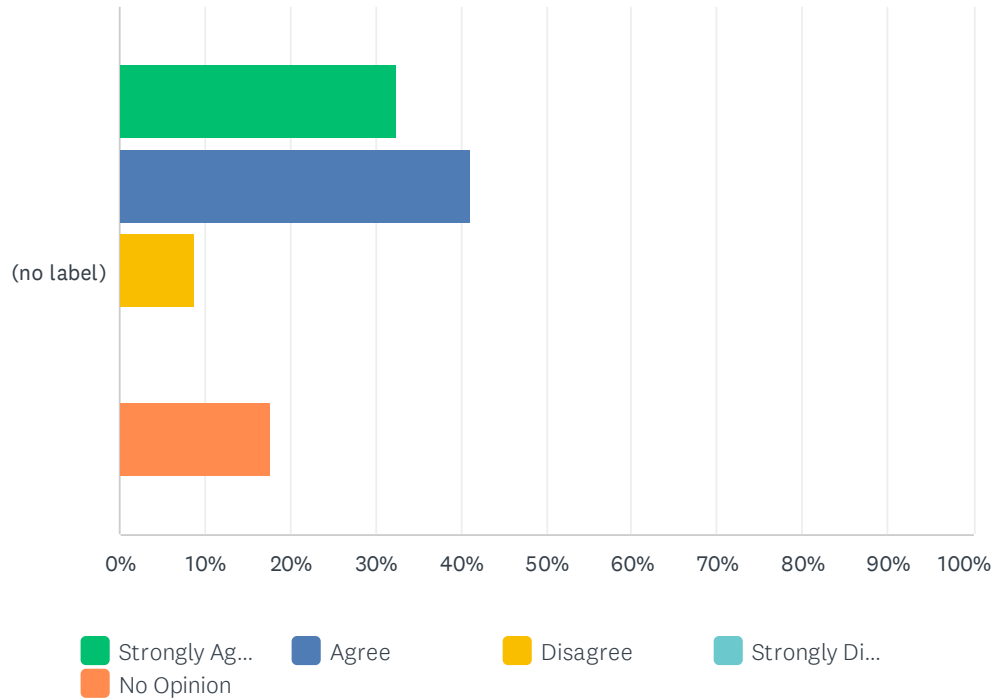
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.12%	44.12%	2.94%	0.00%	8.82%	34	1.85
	15	15	1	0	3		

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

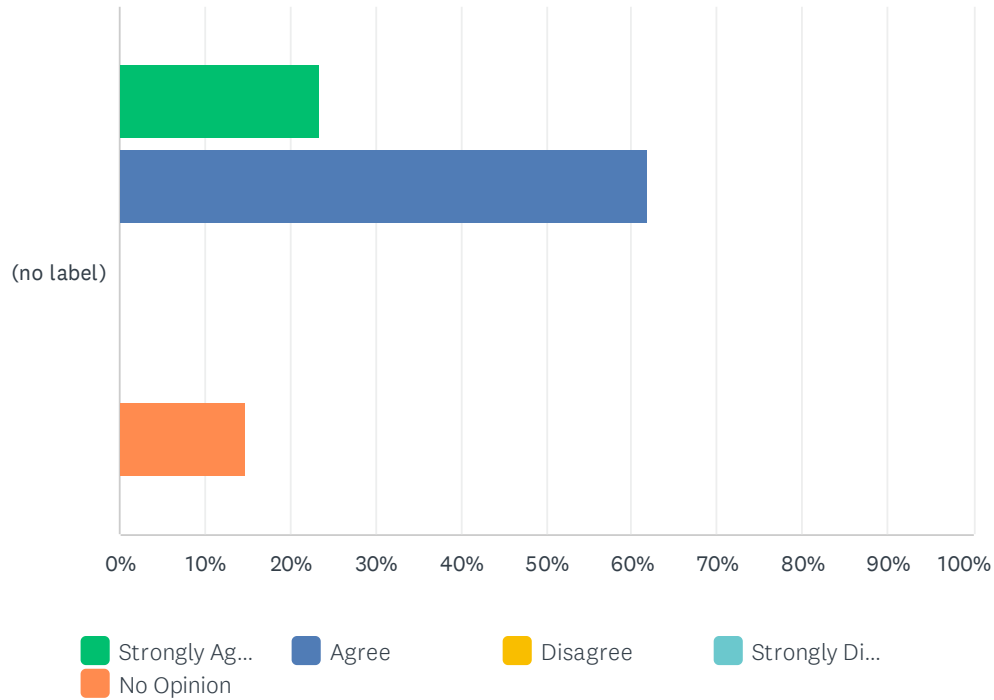
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	32.35% 11	41.18% 14	8.82% 3	0.00% 0	17.65% 6	34	2.29

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

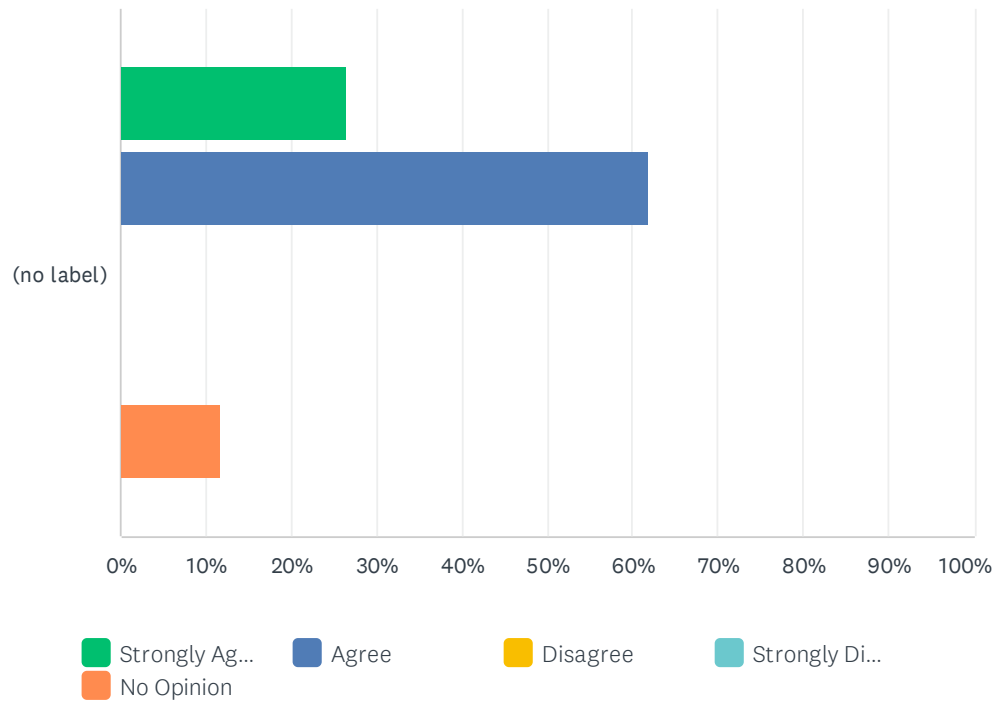
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.53% 8	61.76% 21	0.00% 0	0.00% 0	14.71% 5	34	2.21

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

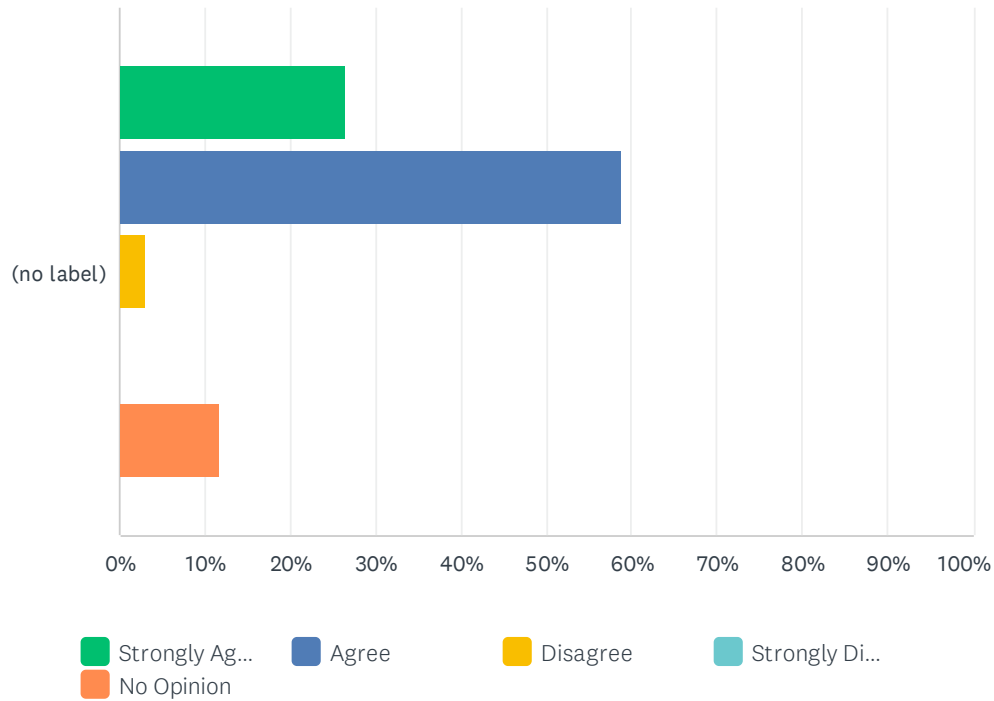
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.47%	61.76%	0.00%	0.00%	11.76%	34	2.09
	9	21	0	0	4		

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

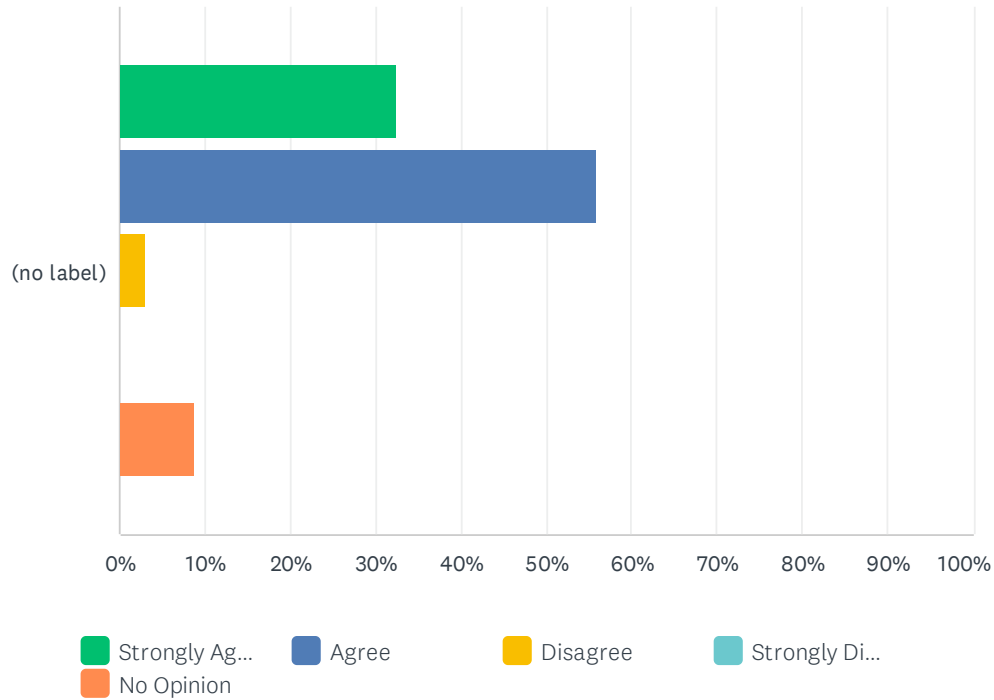
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	26.47% 9	58.82% 20	2.94% 1	0.00% 0	11.76% 4	34	2.12

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

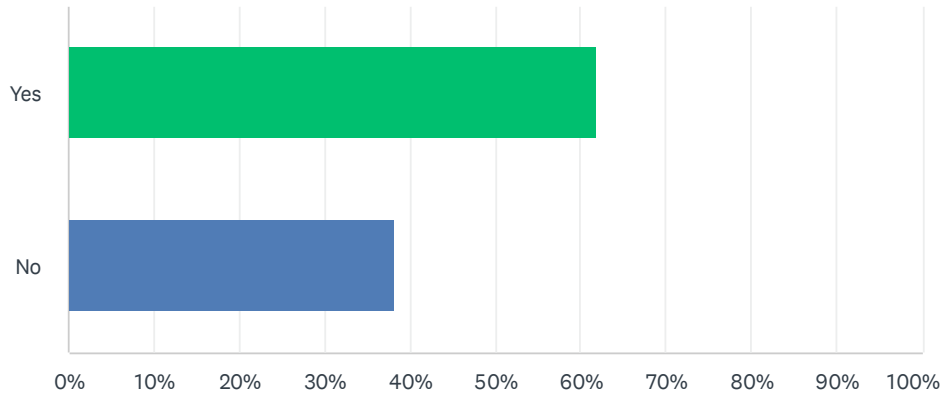
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	32.35% 11	55.88% 19	2.94% 1	0.00% 0	8.82% 3	34	1.97

Q21 Has your company been examined by a multi-state joint examination in 2021?

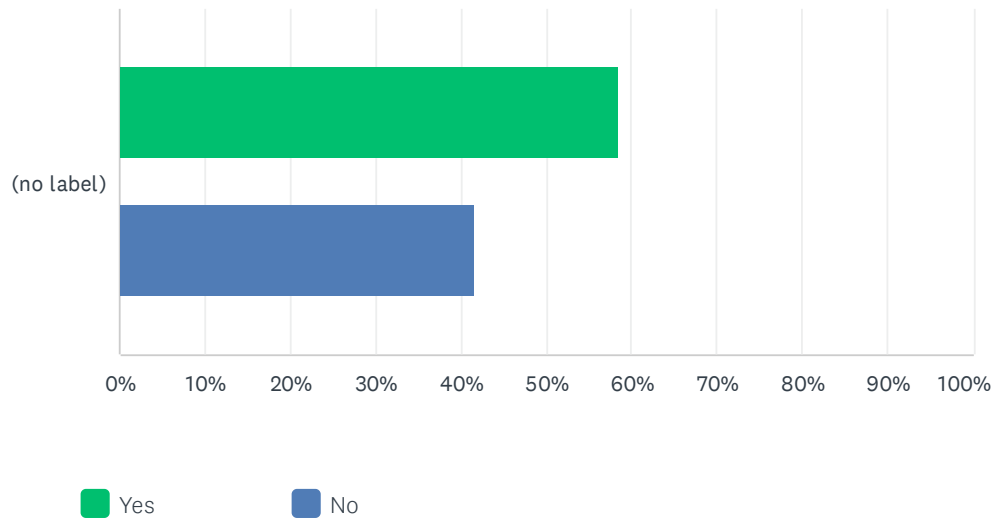
Answered: 34 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	61.76%	21
No	38.24%	13
TOTAL		34

Q22 Was Texas a participant of this joint examination?

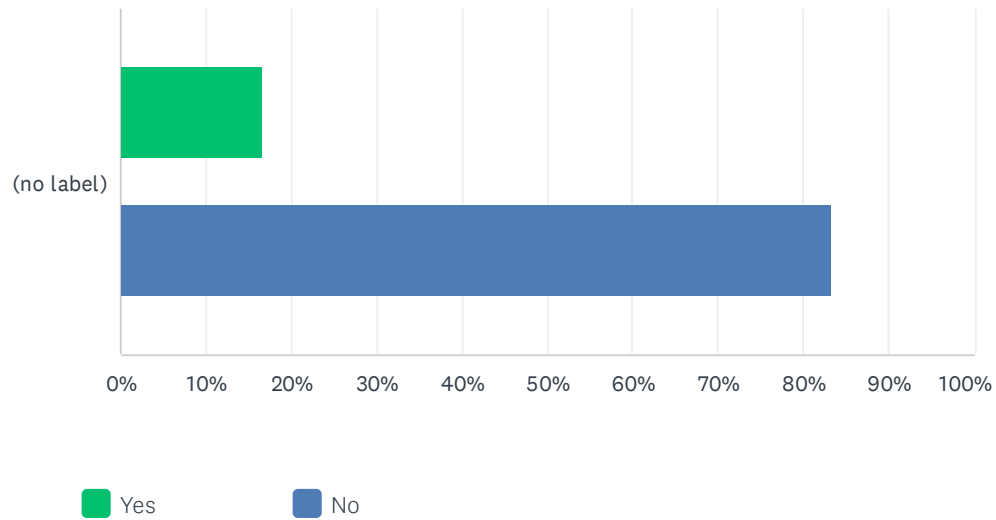
Answered: 24 Skipped: 17



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	58.33% 14	41.67% 10	24	1.42

Q23 Was Texas the lead State of the joint examination?

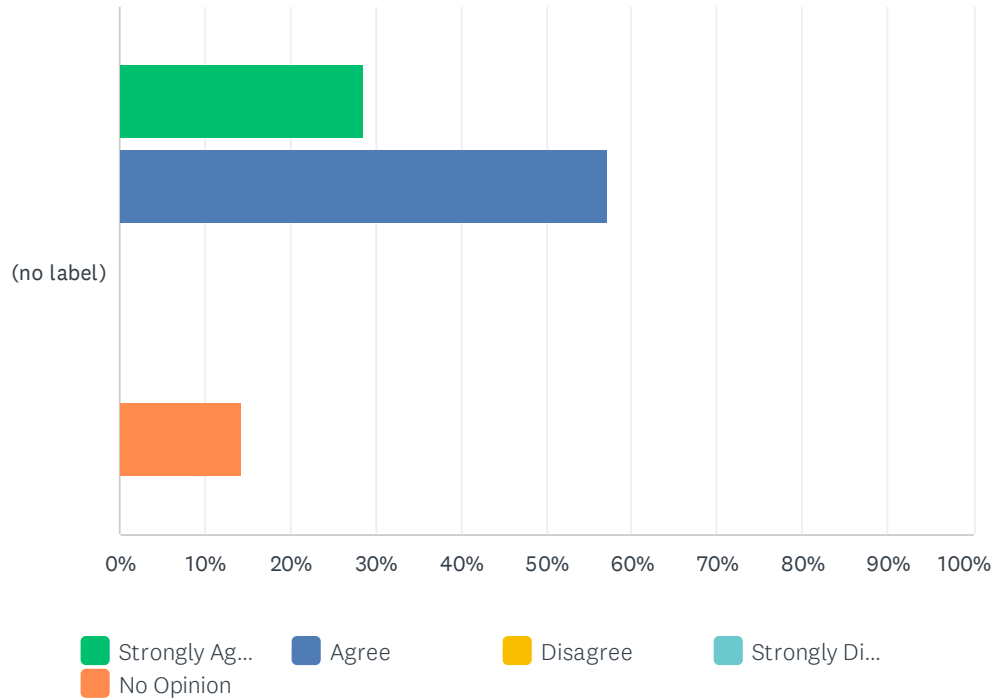
Answered: 24 Skipped: 17



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	16.67% 4	83.33% 20	24	1.83

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

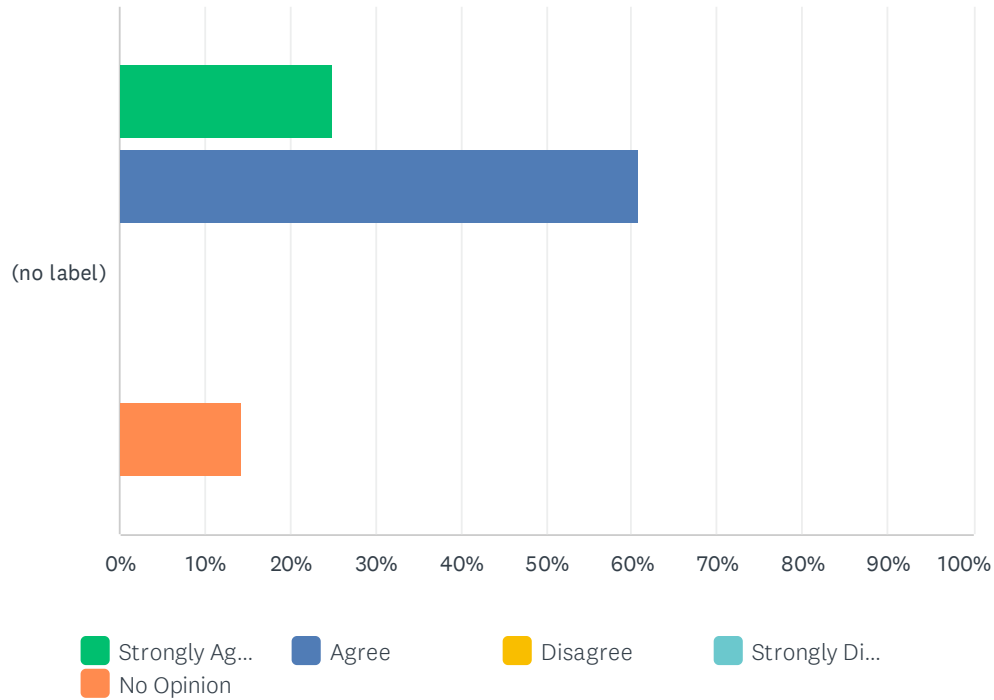
Answered: 28 Skipped: 13



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	28.57%	57.14%	0.00%	0.00%	14.29%	28	2.14
	8	16	0	0	4		

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

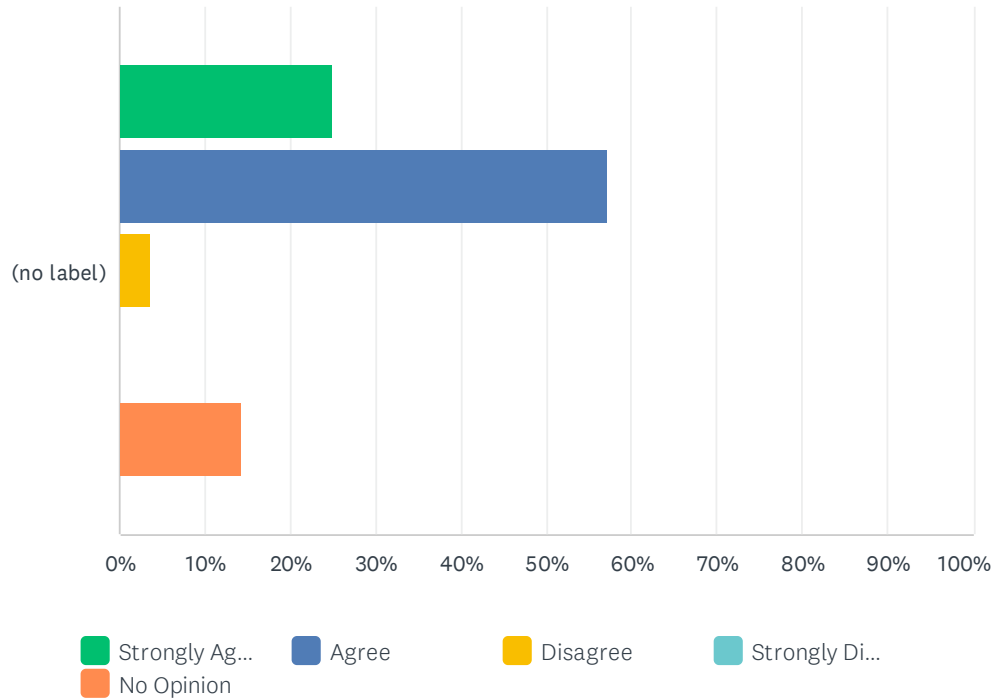
Answered: 28 Skipped: 13



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 7	60.71% 17	0.00% 0	0.00% 0	14.29% 4	28	2.18

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

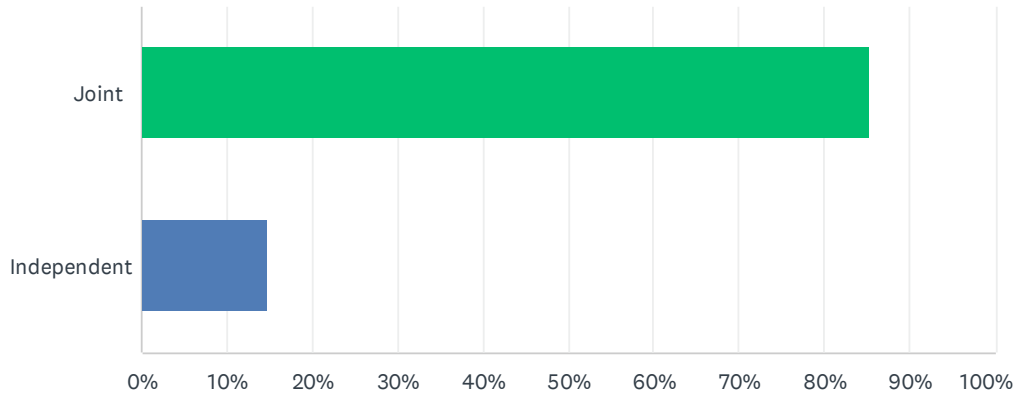
Answered: 28 Skipped: 13



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.00%	57.14%	3.57%	0.00%	14.29%	28	2.21
	7	16	1	0	4		

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

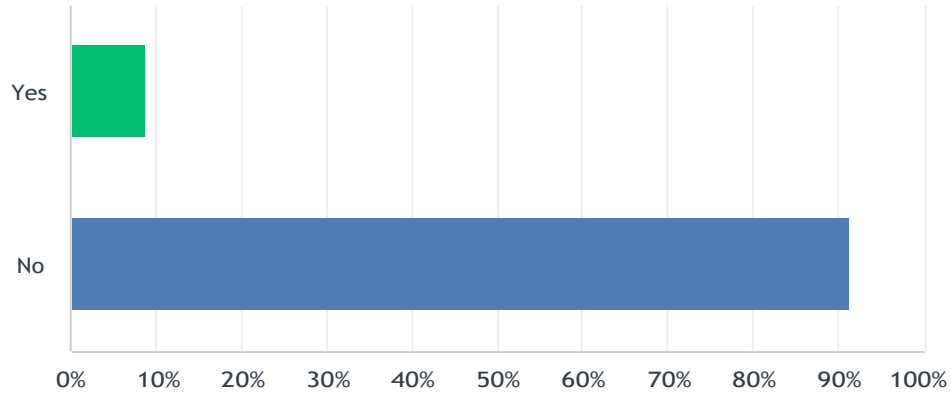
Answered: 27 Skipped: 14



ANSWER CHOICES	RESPONSES	
Joint	85.19%	23
Independent	14.81%	4
TOTAL		27

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

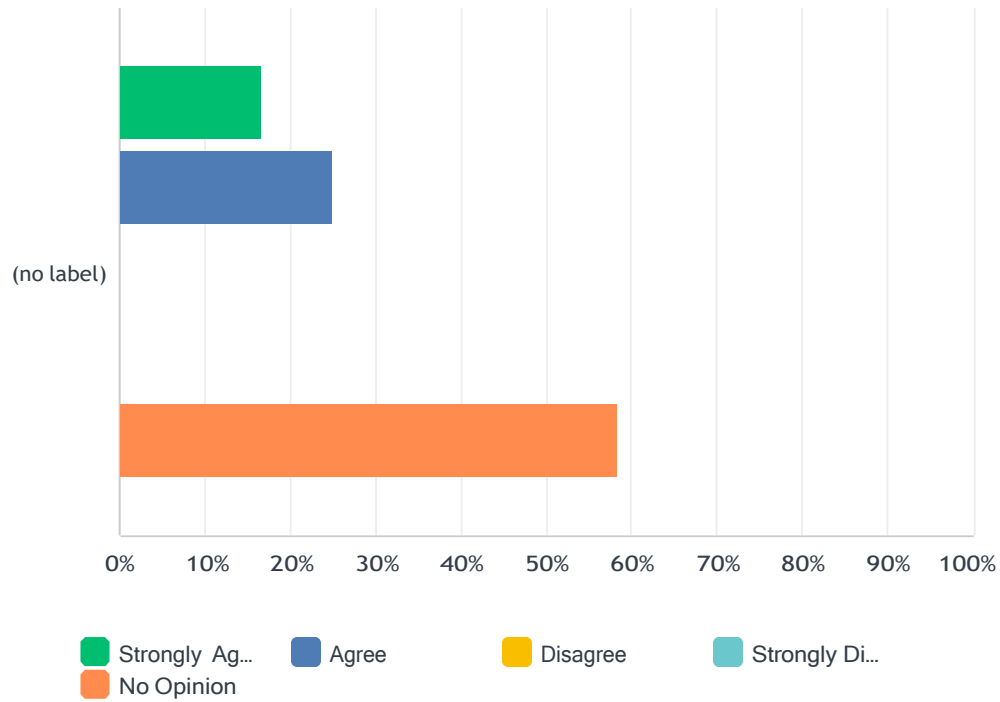
Answered: 34 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	8.82%	3
No	91.18%	31
TOTAL		34

Q35 The Corporate Division is accessible and professional.

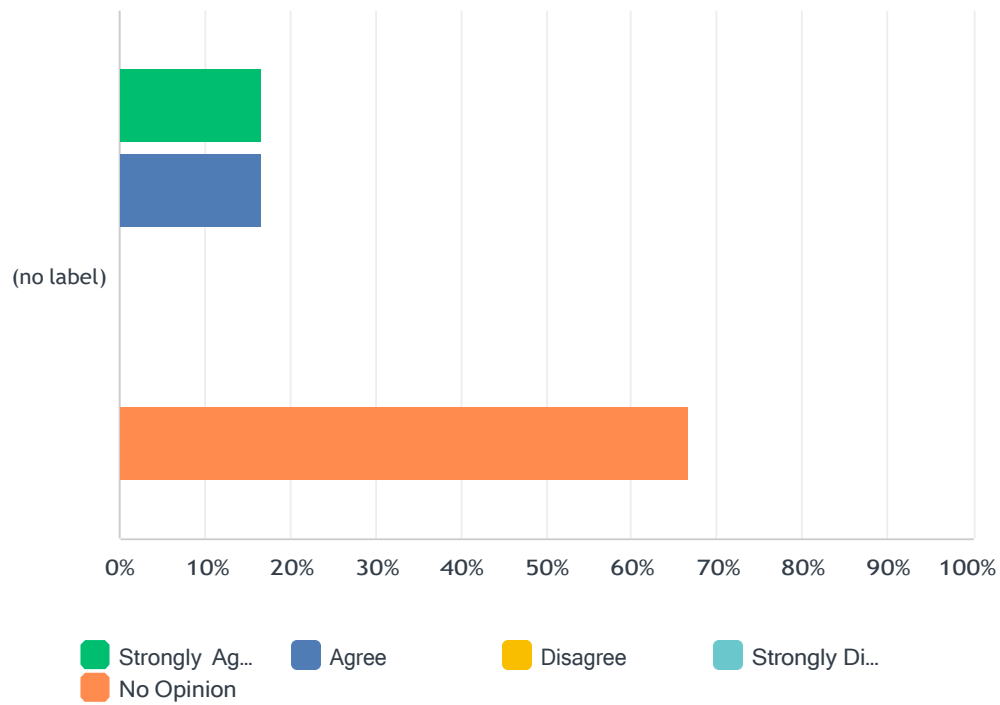
Answered: 12 Skipped: 29



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	16.67%	25.00%	0.00%	0.00%	58.33%	12	3.58
	2	3	0	0	7		

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

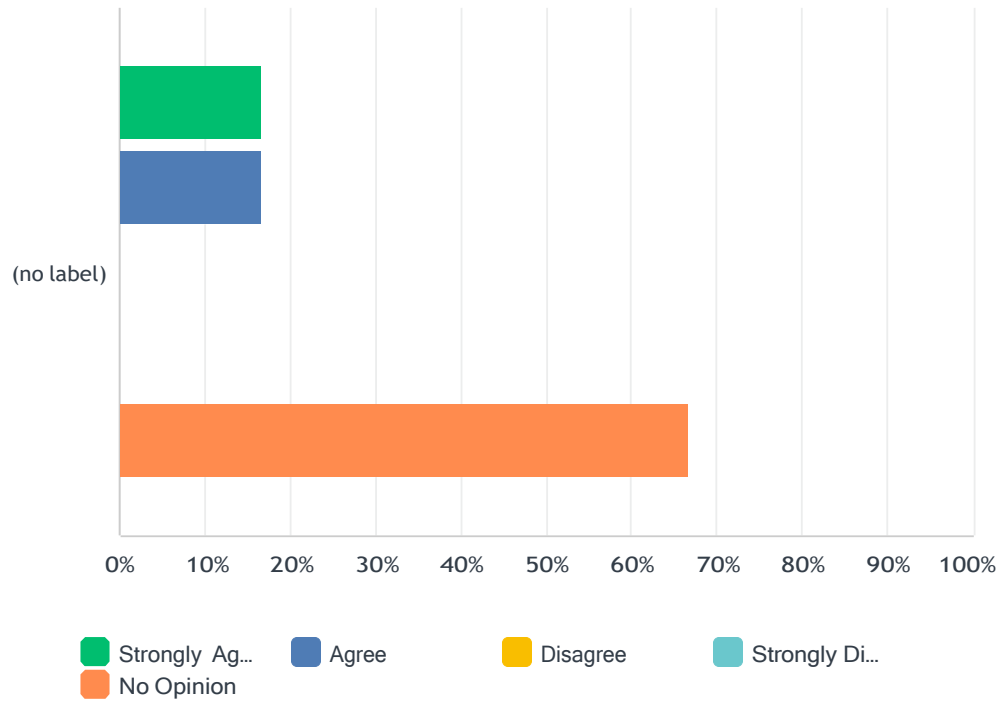
Answered: 12 Skipped: 29



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	16.67% 2	16.67% 2	0.00% 0	0.00% 0	66.67% 8	12	3.83

Q37 Requests for information are reasonable.

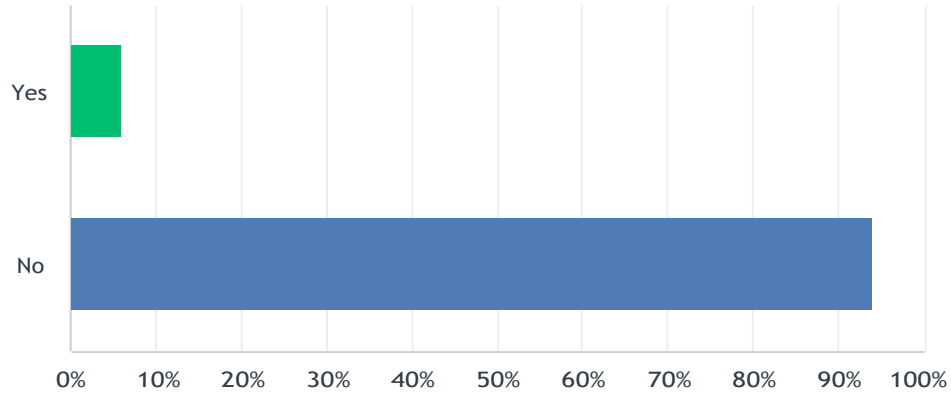
Answered: 12 Skipped: 29



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	16.67% 2	16.67% 2	0.00% 0	0.00% 0	66.67% 8	12	3.83

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

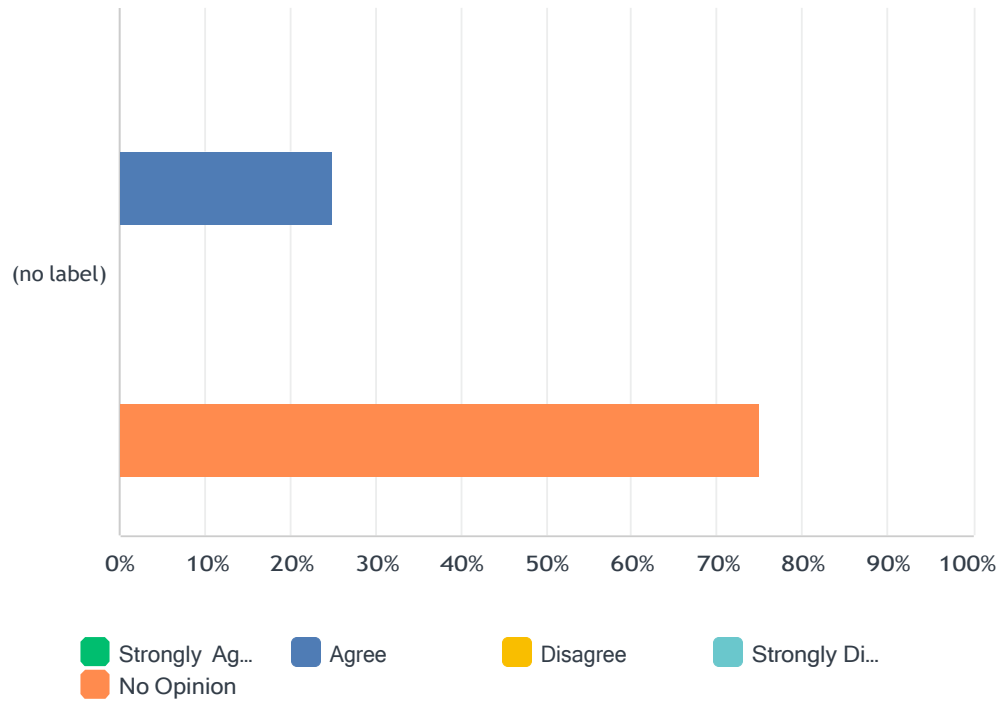
Answered: 34 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	5.88%	2
No	94.12%	32
		34

Q40 The Legal Division is accessible and professional.

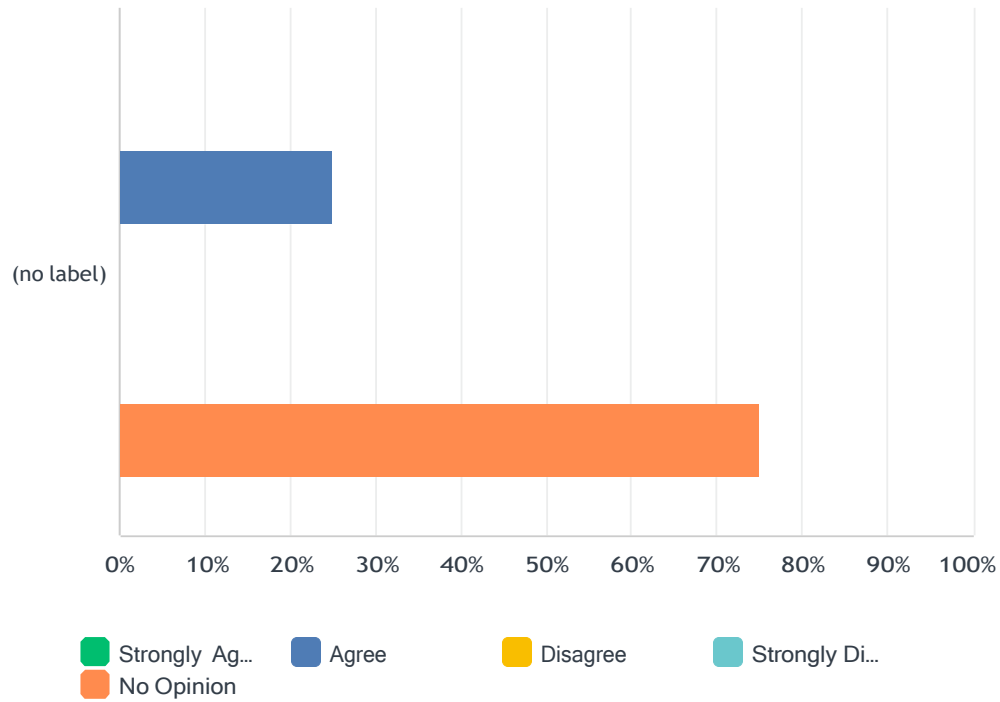
Answered: 8 Skipped: 33



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	25.00% 2	0.00% 0	0.00% 0	75.00% 6	8	4.25

Q41 Responses are generally timely.

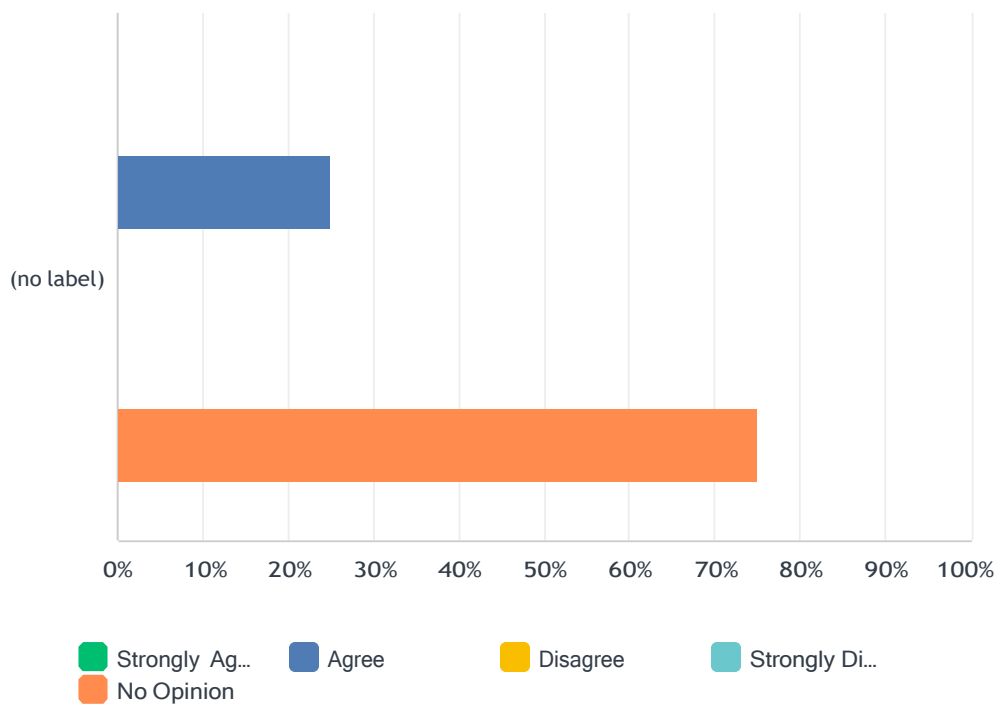
Answered: 8 Skipped: 33



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	25.00% 2	0.00% 0	0.00% 0	75.00% 6	8	4.25

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

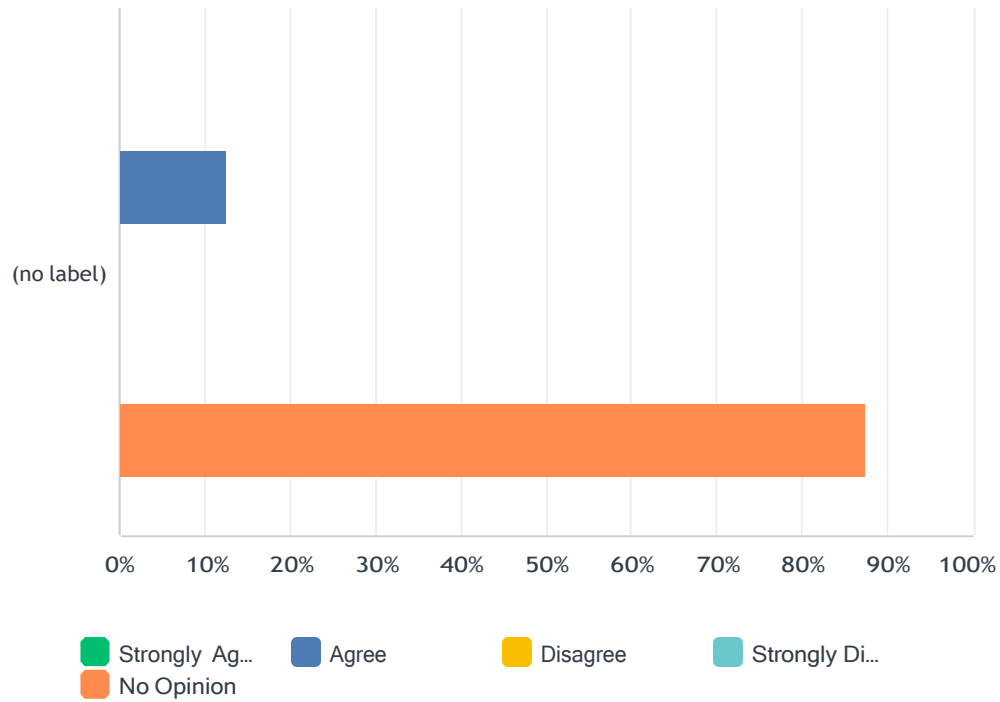
Answered: 8 Skipped: 33



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	25.00% 2	0.00% 0	0.00% 0	75.00% 6	8	4.25

Q43 Requests for information are reasonable.

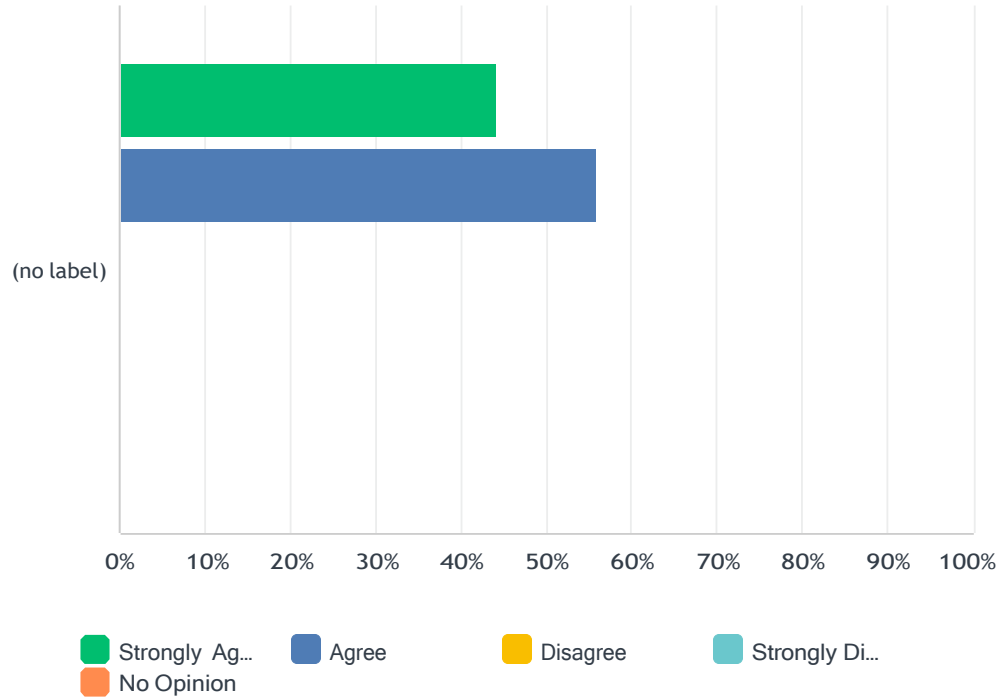
Answered: 8 Skipped: 33



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	12.50% 1	0.00% 0	0.00% 0	87.50% 7	8	4.63

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

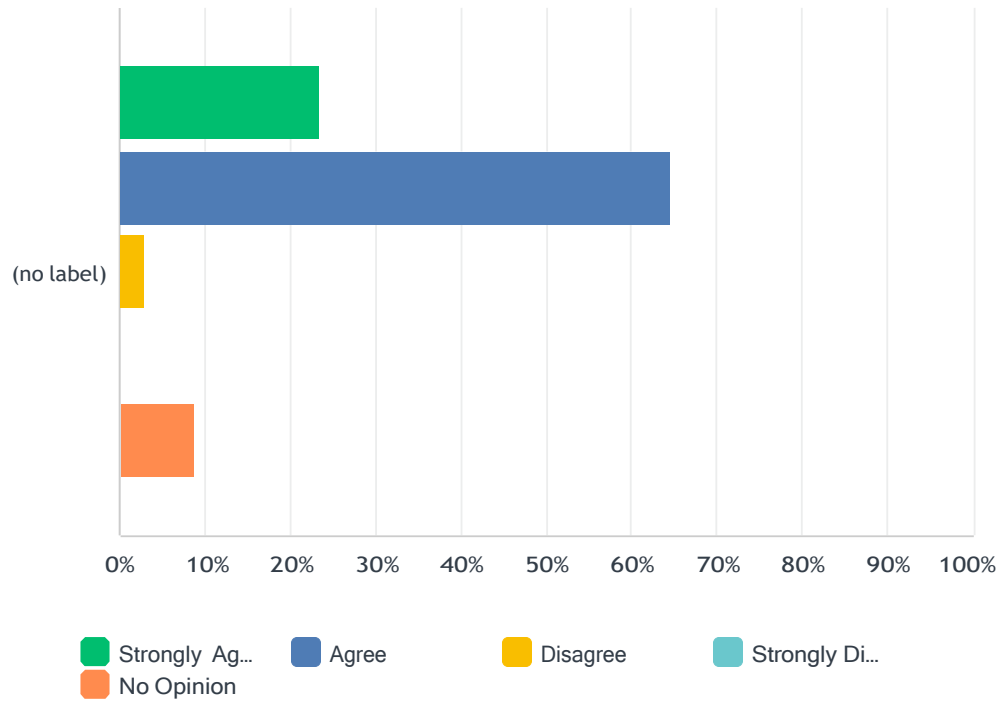
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.12%	55.88%	0.00%	0.00%	0.00%	34	1.56
	15	19	0	0	0		

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

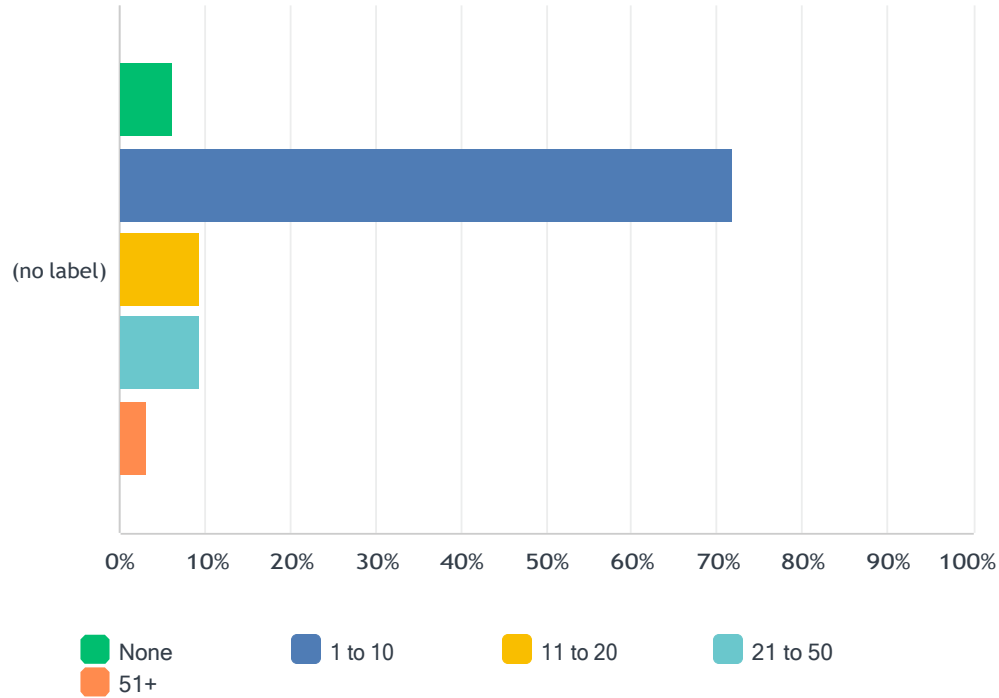
Answered: 34 Skipped: 7



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	23.53% 8	64.71% 22	2.94% 1	0.00% 0	8.82% 3	34	2.06

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

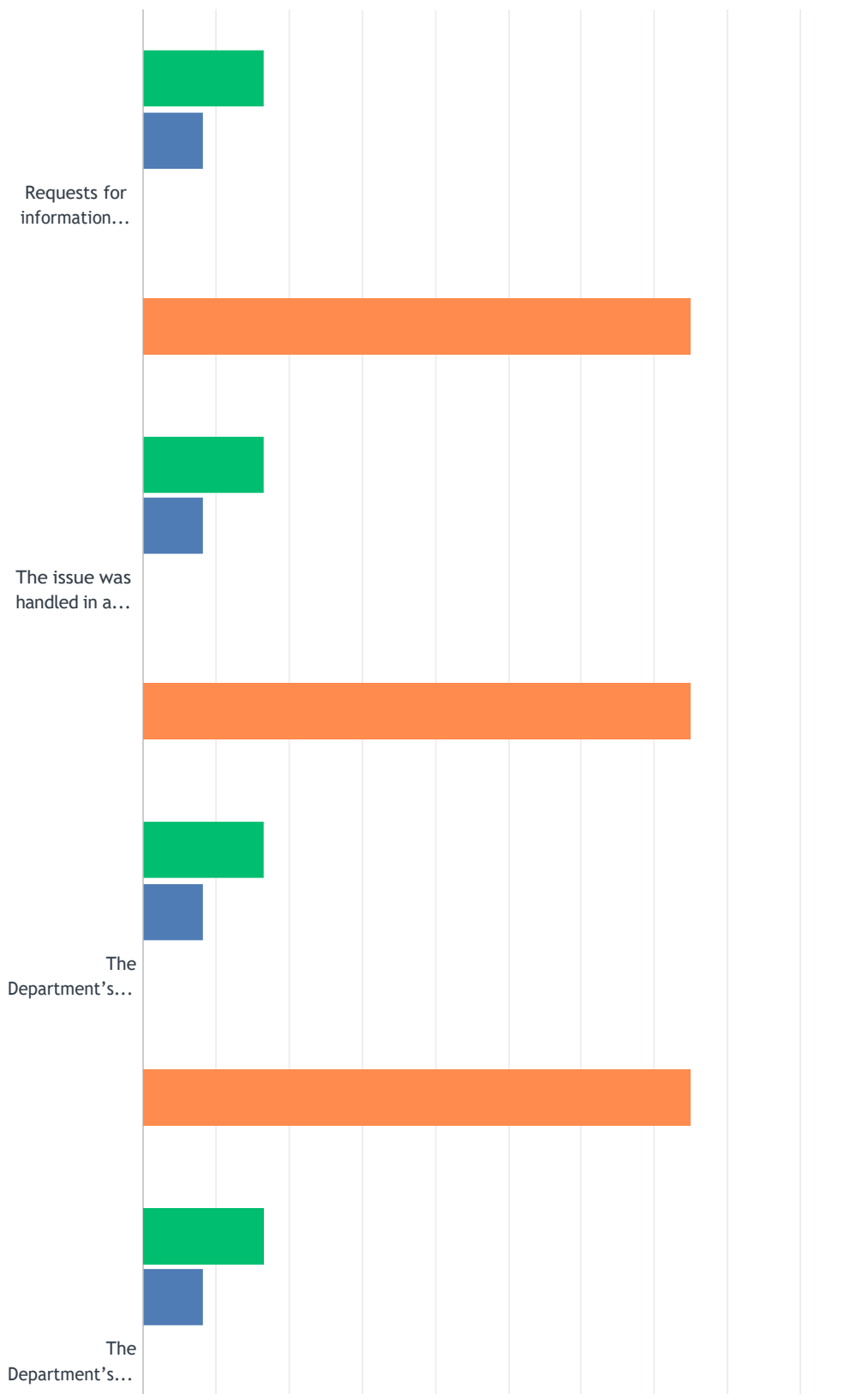
Answered: 32 Skipped: 9



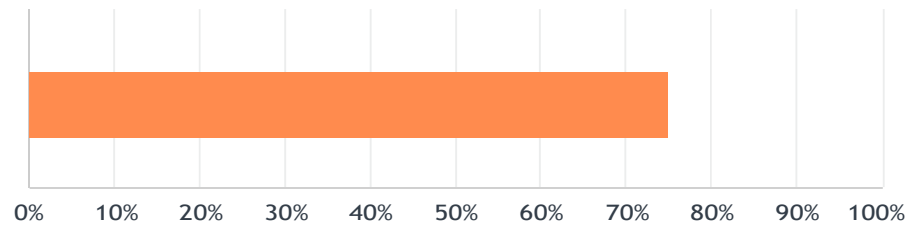
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	6.25%	71.88%	9.38%	9.38%	3.13%	32	2.31
	2	23	3	3	1		

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: 12 Skipped: 29



Non-Depository Supervision - Rate the Department Survey - 2021 MSB



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

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	16.67% 2	8.33% 1	0.00% 0	0.00% 0	75.00% 9	12	4.08
The issue was handled in a professional manner.	16.67% 2	8.33% 1	0.00% 0	0.00% 0	75.00% 9	12	4.08
The Department's findings were based on a logical interpretation of applicable law.	16.67% 2	8.33% 1	0.00% 0	0.00% 0	75.00% 9	12	4.08
The Department's suggestion for resolving the matter was reasonable.	16.67% 2	8.33% 1	0.00% 0	0.00% 0	75.00% 9	12	4.08