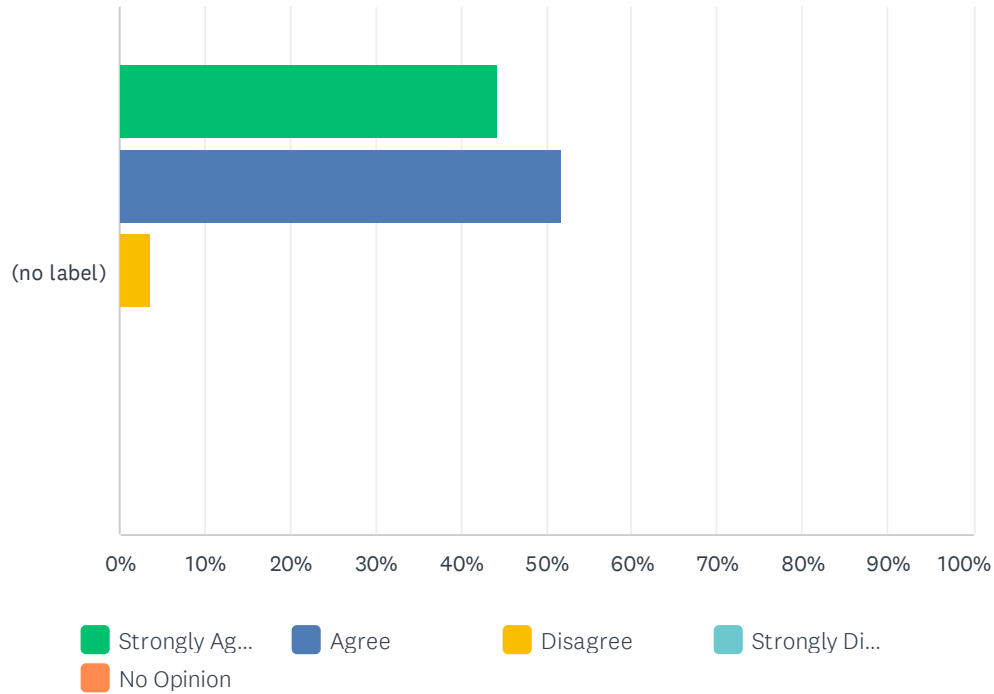


Q2 Material changes to the Department's rules, policies and procedures are communicated and explained to us in a timely fashion.

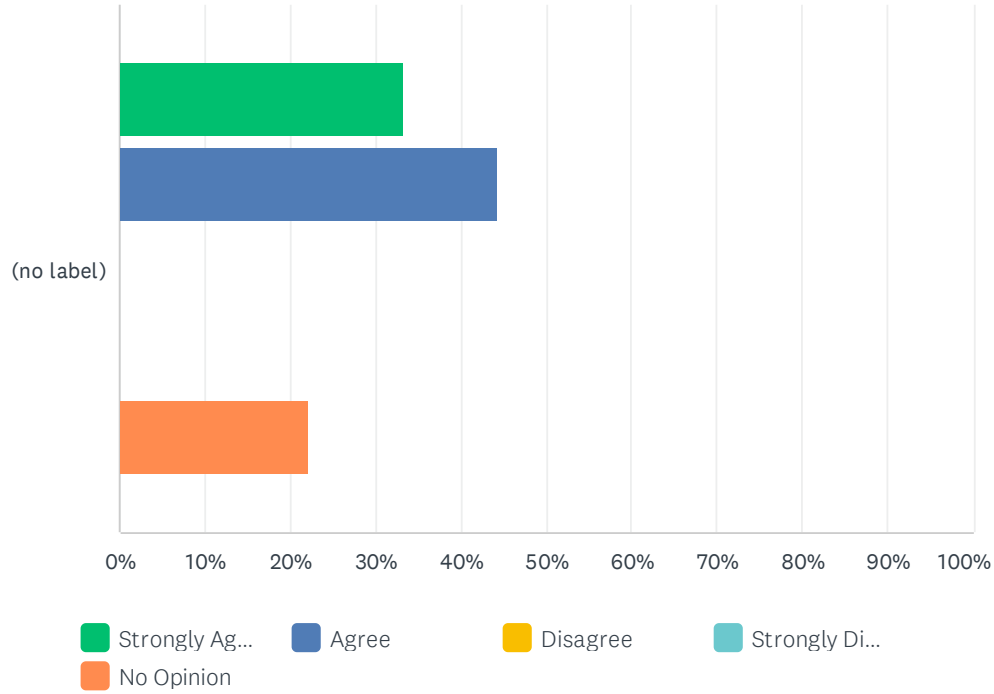
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.44% 12	51.85% 14	3.70% 1	0.00% 0	0.00% 0	27	1.59

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

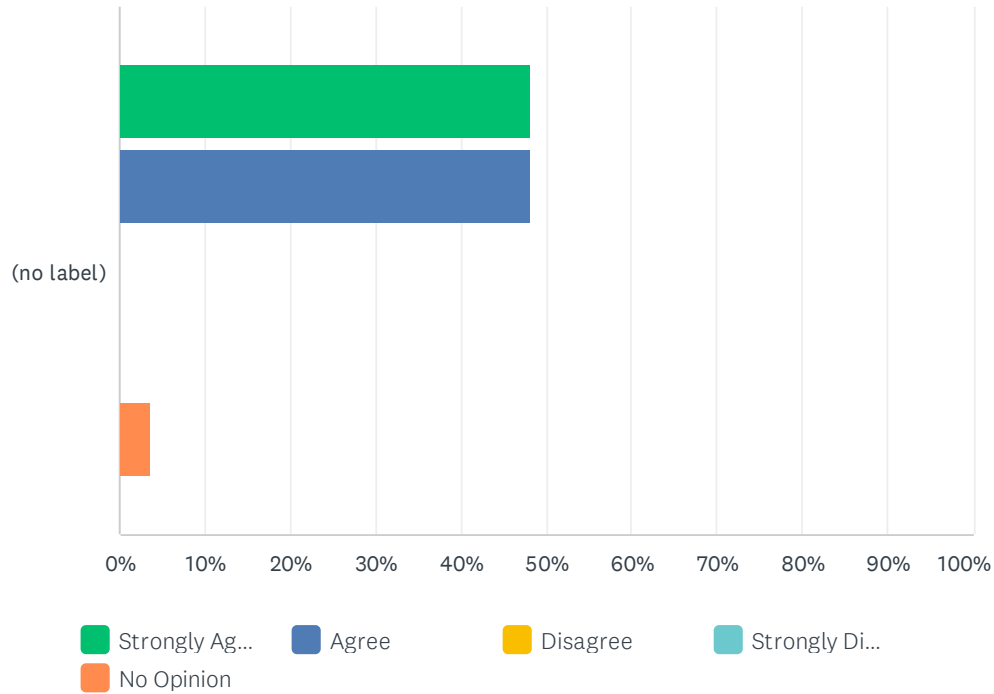
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33%	44.44%	0.00%	0.00%	22.22%	27	2.33
	9	12	0	0	6		

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

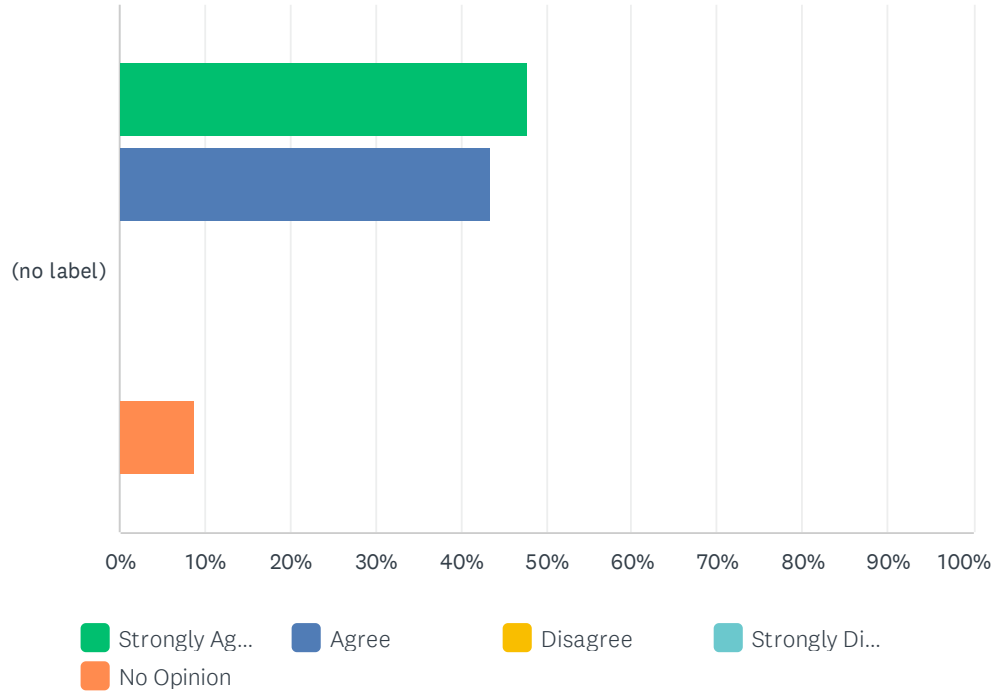
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	48.15% 13	48.15% 13	0.00% 0	0.00% 0	3.70% 1	27	1.63

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

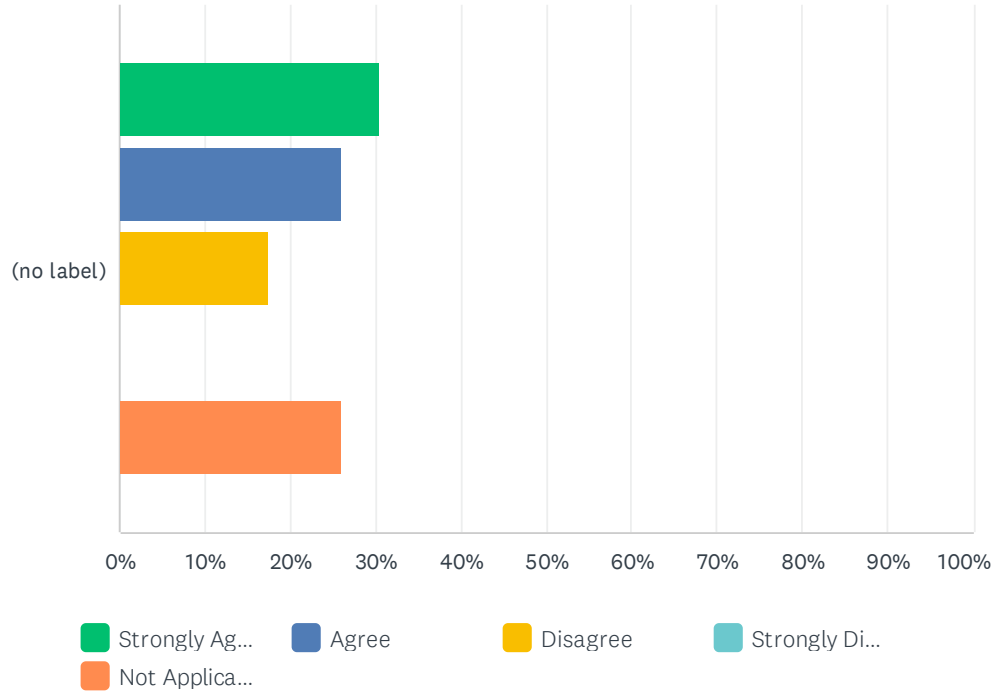
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.83% 11	43.48% 10	0.00% 0	0.00% 0	8.70% 2	23	1.78

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

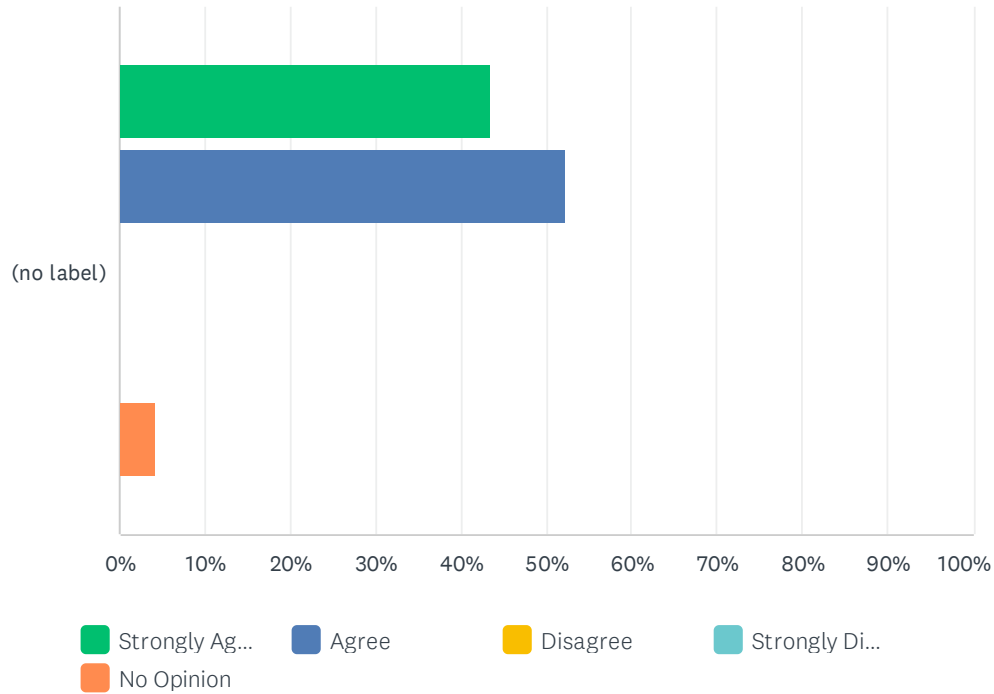
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	30.43% 7	26.09% 6	17.39% 4	0.00% 0	26.09% 6	23	2.65

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

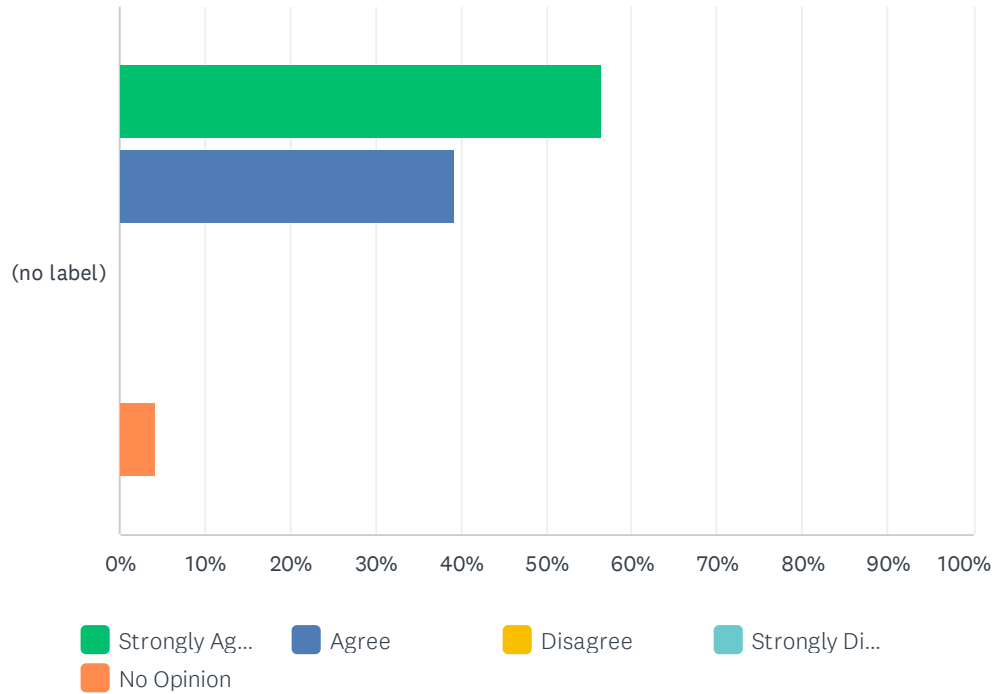
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	43.48%	52.17%	0.00%	0.00%	4.35%	23	1.70
	10	12	0	0	1		

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

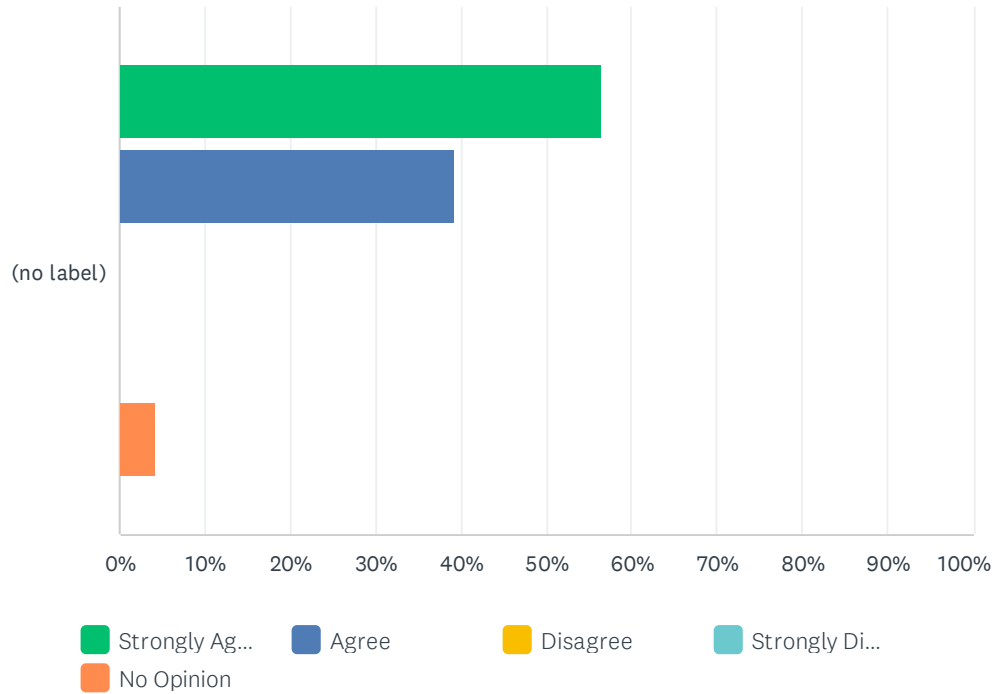
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.52% 13	39.13% 9	0.00% 0	0.00% 0	4.35% 1	23	1.57

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

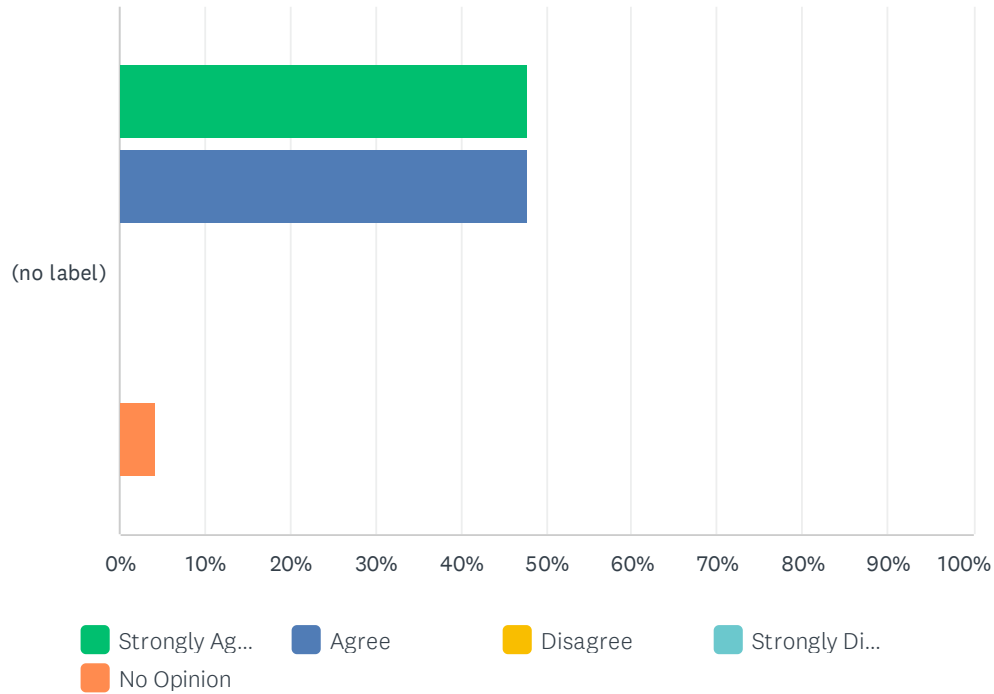
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.52% 13	39.13% 9	0.00% 0	0.00% 0	4.35% 1	23	1.57

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

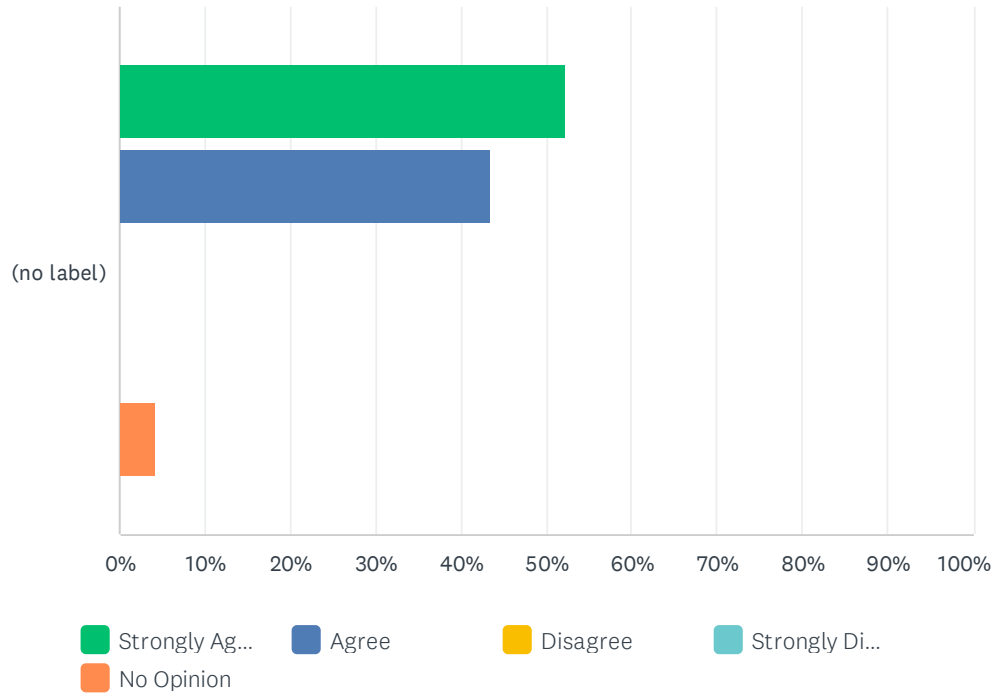
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.83% 11	47.83% 11	0.00% 0	0.00% 0	4.35% 1	23	1.65

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

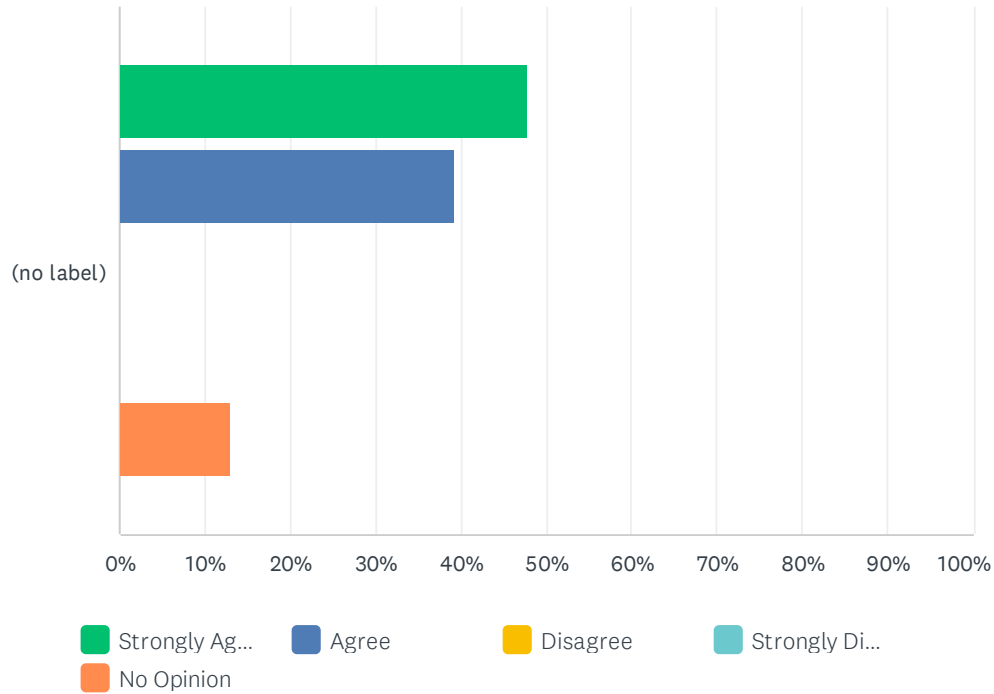
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	52.17% 12	43.48% 10	0.00% 0	0.00% 0	4.35% 1	23	1.61

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

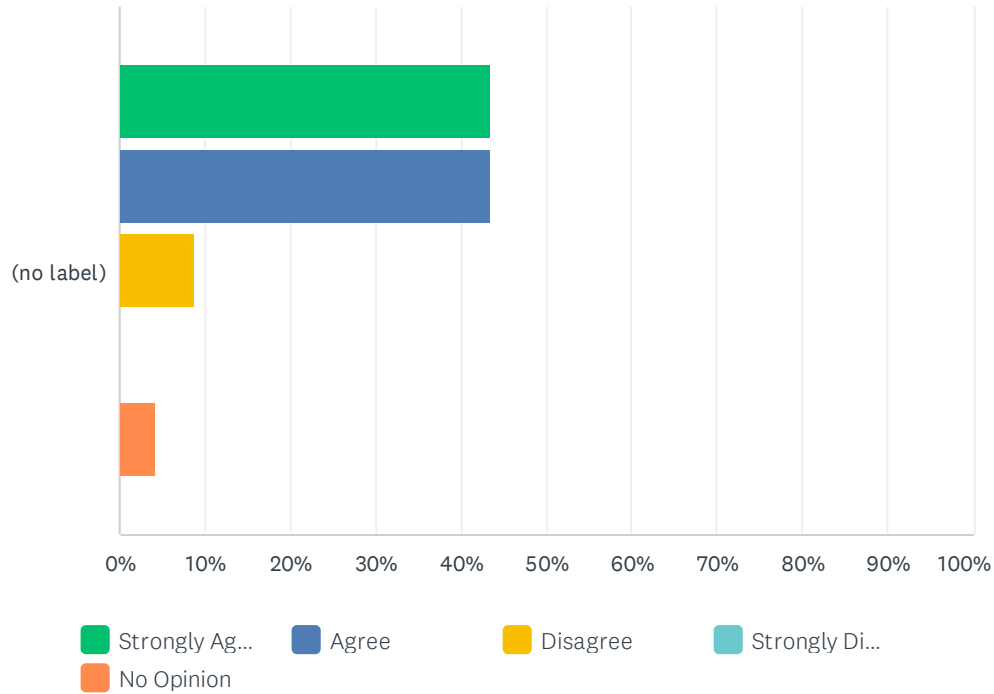
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.83% 11	39.13% 9	0.00% 0	0.00% 0	13.04% 3	23	1.91

Q17 The timeframe for the examination was reasonable and examiners worked to minimize the disruptions to your daily duties.

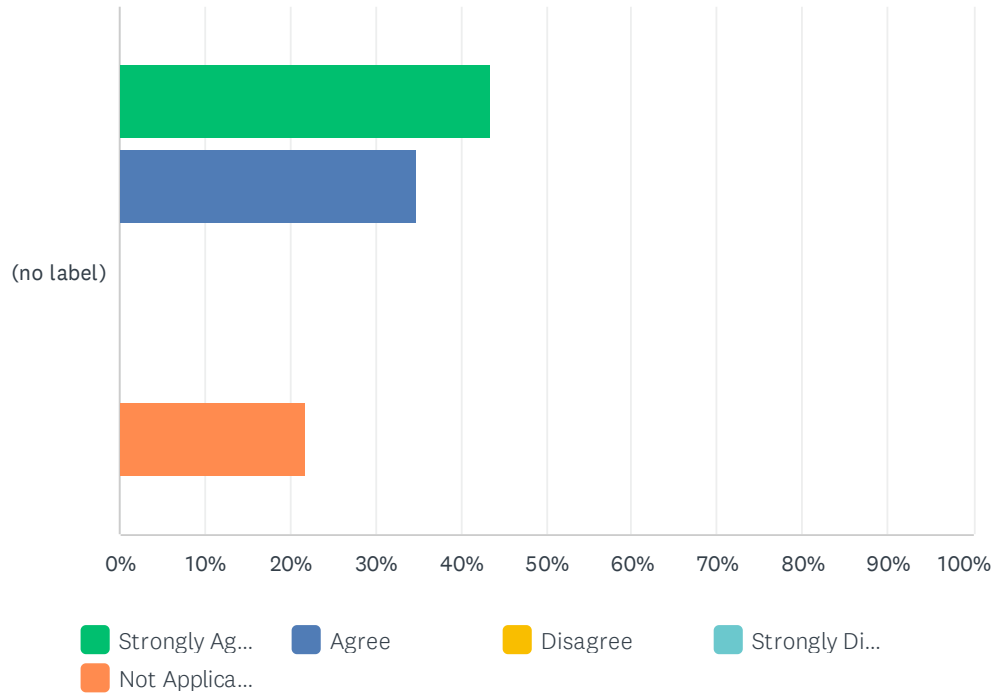
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	43.48% 10	43.48% 10	8.70% 2	0.00% 0	4.35% 1	23	1.78

Q19 The Texas independent report of examination was received in a timely fashion.

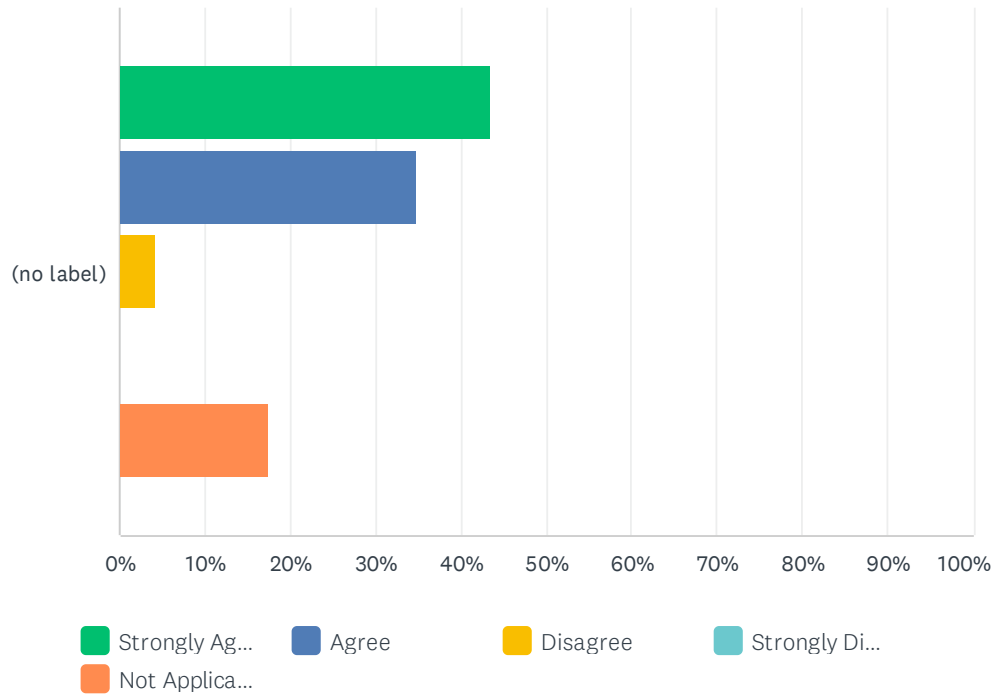
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	43.48% 10	34.78% 8	0.00% 0	0.00% 0	21.74% 5	23	2.22

Q20 The Texas independent report of examination clearly communicated the examination findings from the exit meeting, and corrective actions management needs to take.

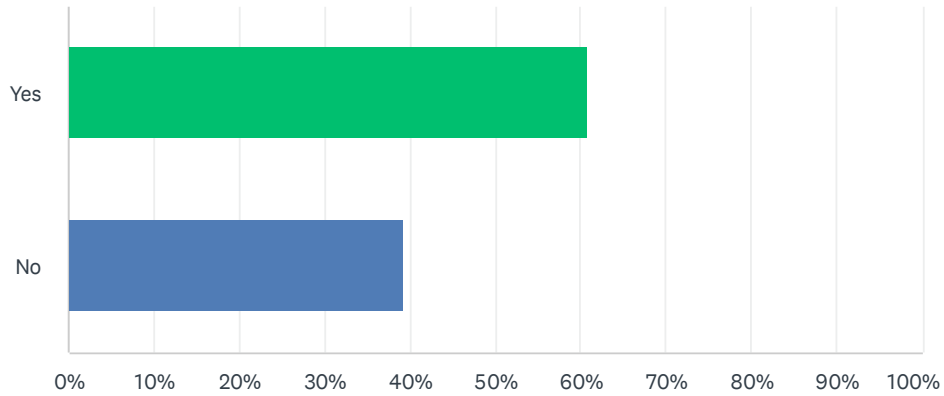
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	43.48% 10	34.78% 8	4.35% 1	0.00% 0	17.39% 4	23	2.13

Q21 Has your company been examined by a multi-state joint examination in the last 12 months?

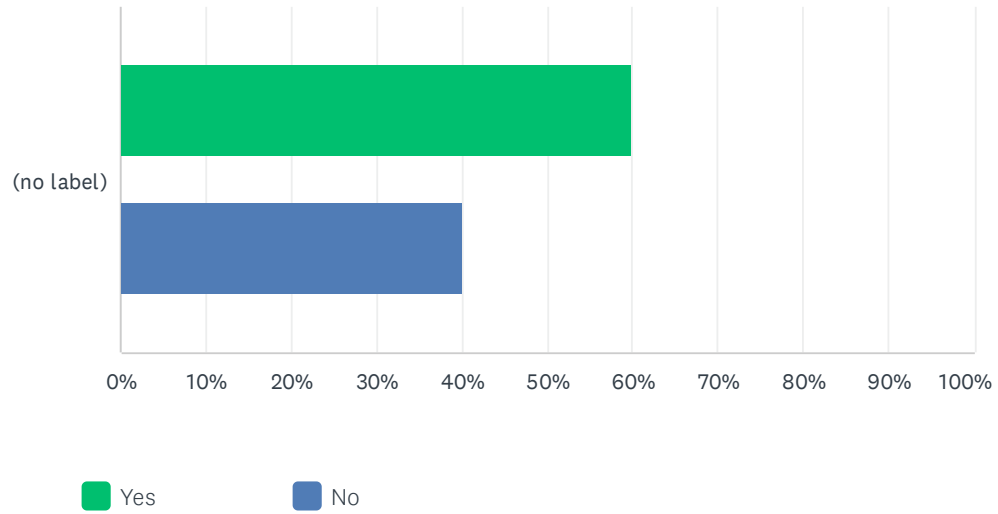
Answered: 23 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	60.87%	14
No	39.13%	9
TOTAL		23

Q22 Was Texas a participant of this joint examination?

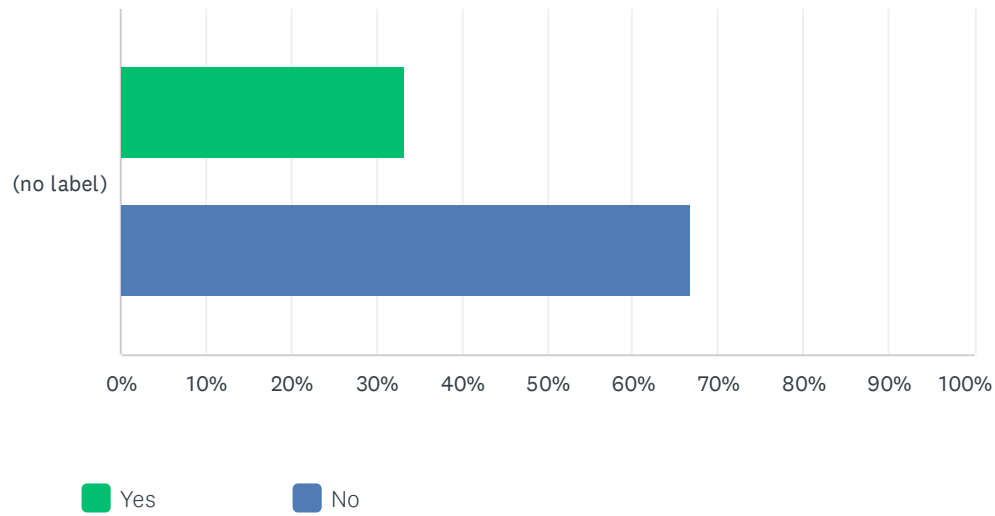
Answered: 15 Skipped: 12



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 9	40.00% 6	15	1.40

Q23 Was Texas the lead State of the joint examination?

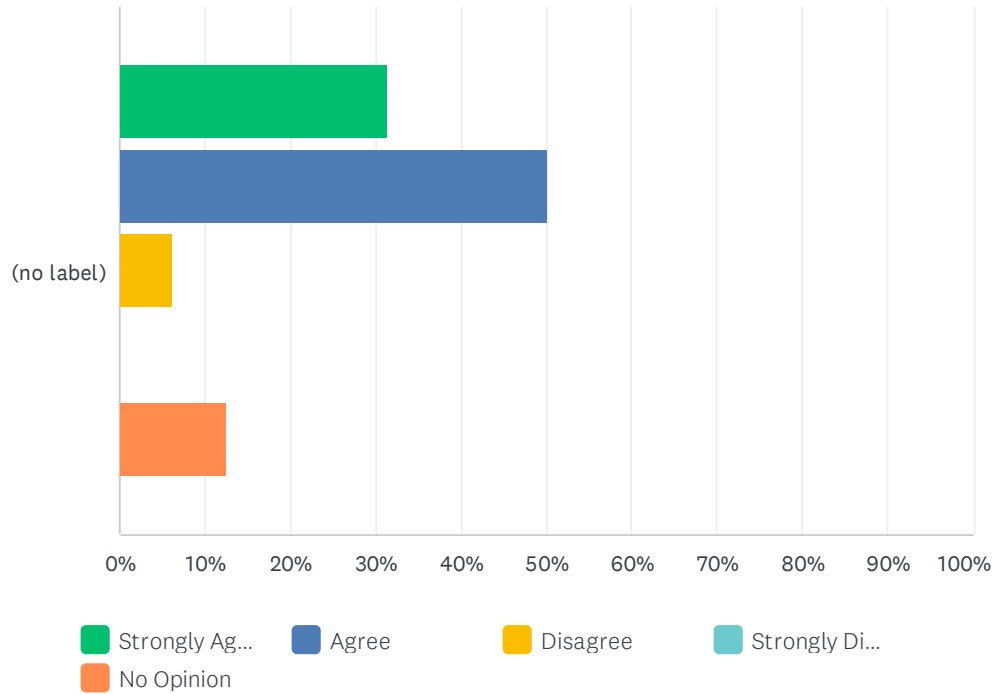
Answered: 15 Skipped: 12



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 5	66.67% 10	15	1.67

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

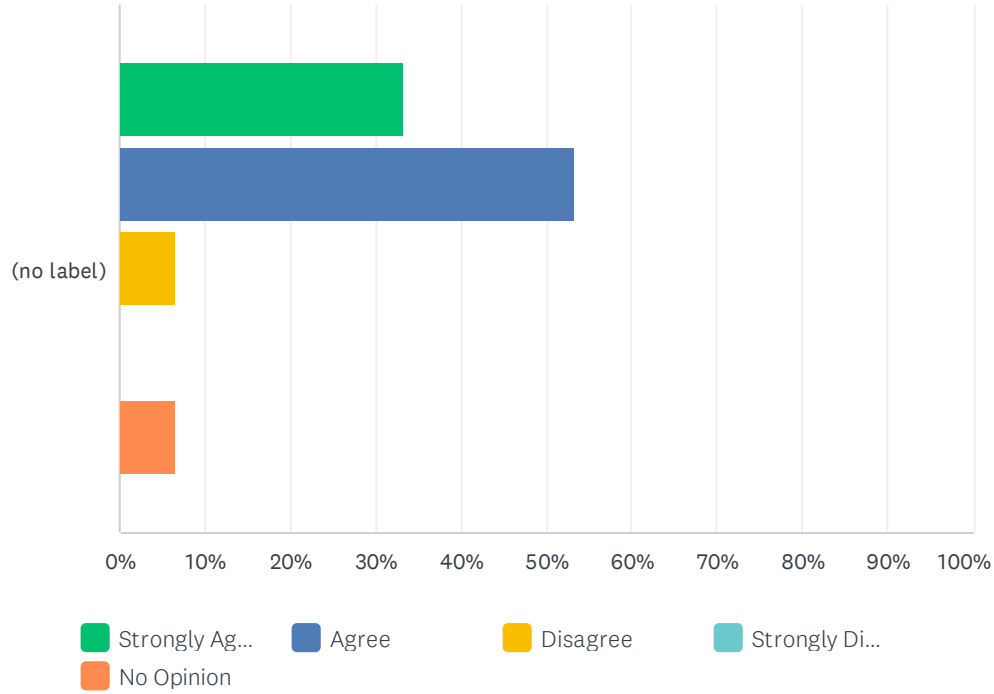
Answered: 16 Skipped: 11



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	31.25% 5	50.00% 8	6.25% 1	0.00% 0	12.50% 2	16	2.13

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

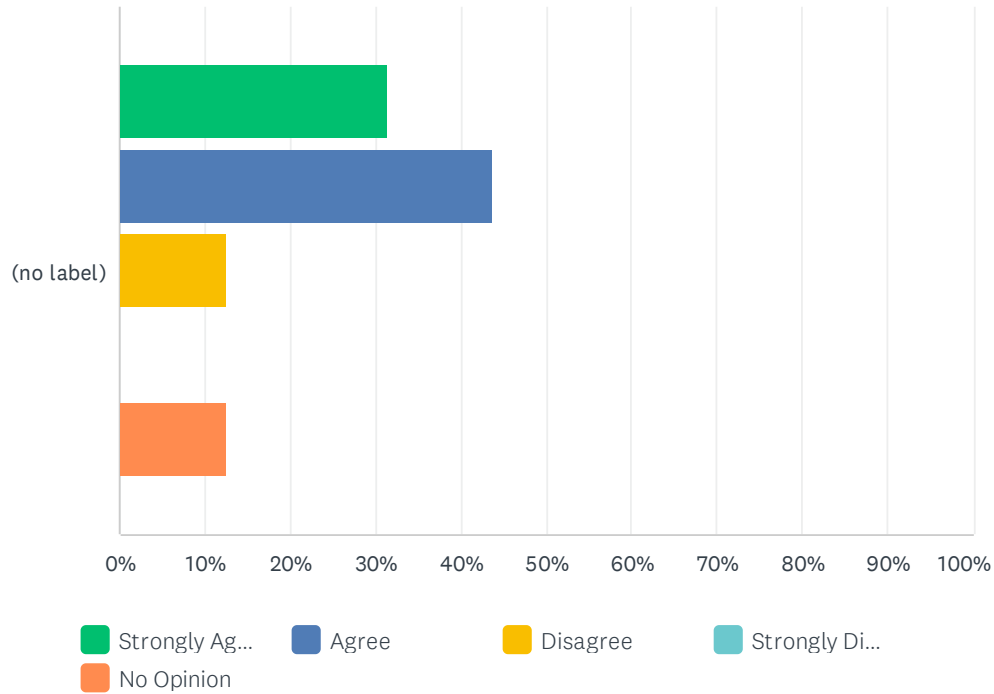
Answered: 15 Skipped: 12



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 5	53.33% 8	6.67% 1	0.00% 0	6.67% 1	15	1.93

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

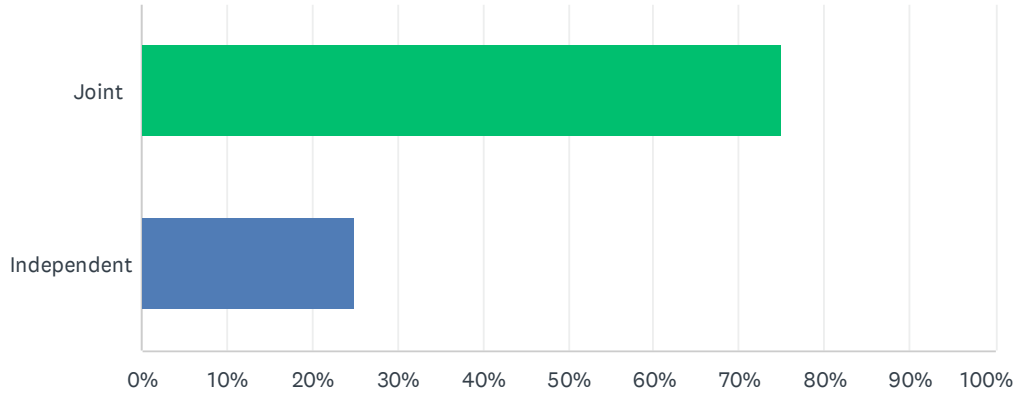
Answered: 16 Skipped: 11



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	31.25% 5	43.75% 7	12.50% 2	0.00% 0	12.50% 2	16	2.19

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

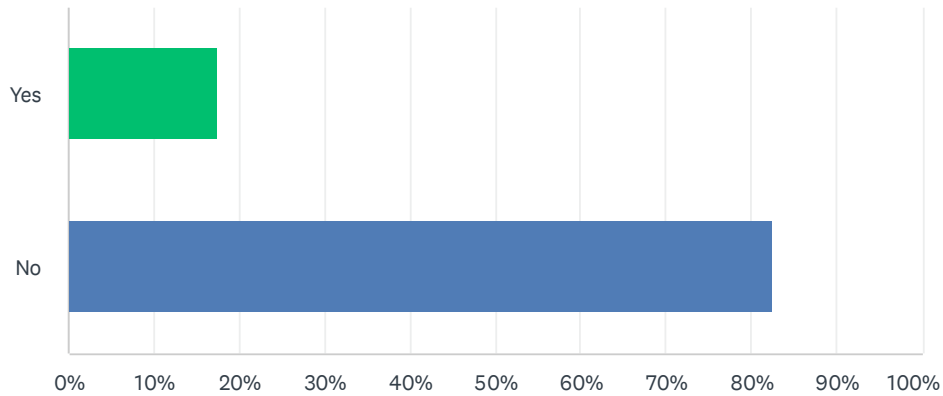
Answered: 16 Skipped: 11



ANSWER CHOICES	RESPONSES	
Joint	75.00%	12
Independent	25.00%	4
TOTAL		16

Q34 Have you worked with our Corporate Division for services including license applications and/or change of control within the last 12 months? If no, skip to the next section

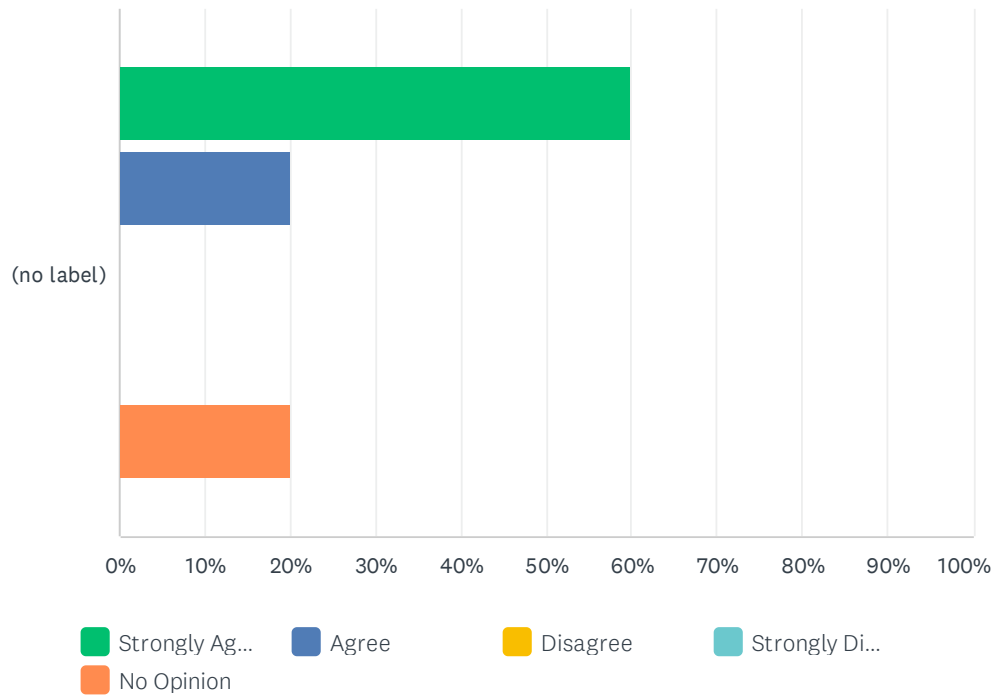
Answered: 23 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	17.39%	4
No	82.61%	19
TOTAL		23

Q35 The Corporate Division is accessible and professional.

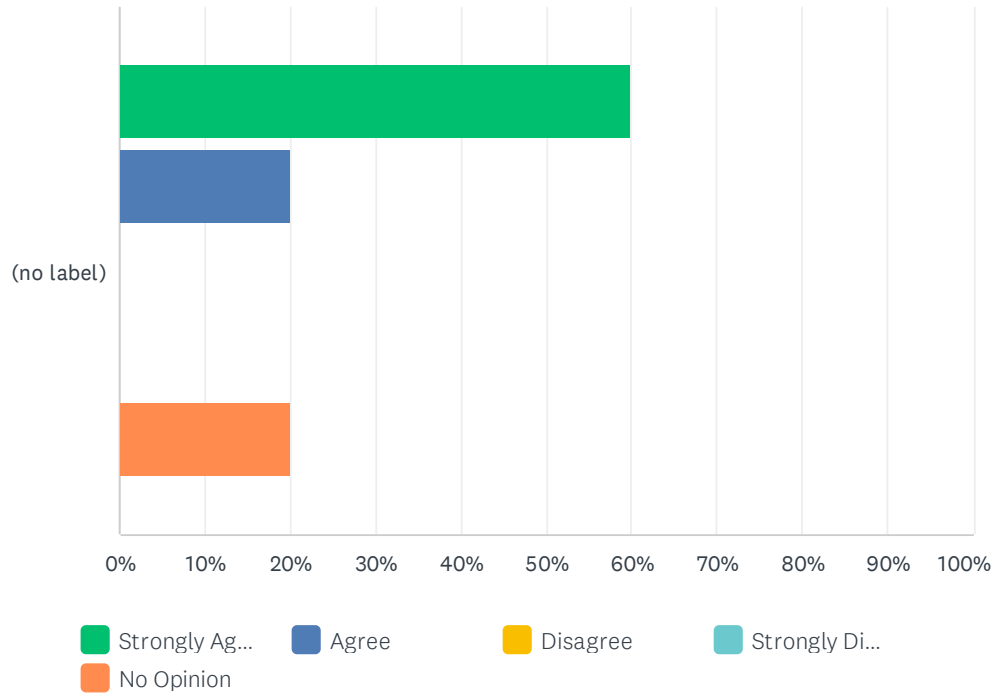
Answered: 5 Skipped: 22



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 3	20.00% 1	0.00% 0	0.00% 0	20.00% 1	5	2.00

Q36 Responses are generally timely.

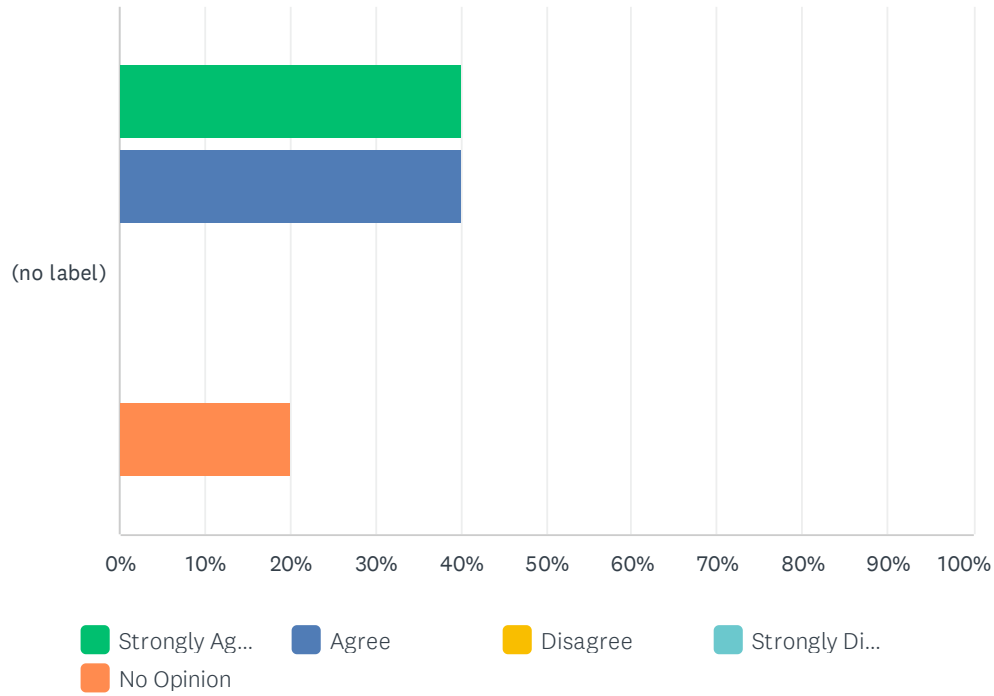
Answered: 5 Skipped: 22



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 3	20.00% 1	0.00% 0	0.00% 0	20.00% 1	5	2.00

Q37 The content and substance of responses are appropriate and timely.

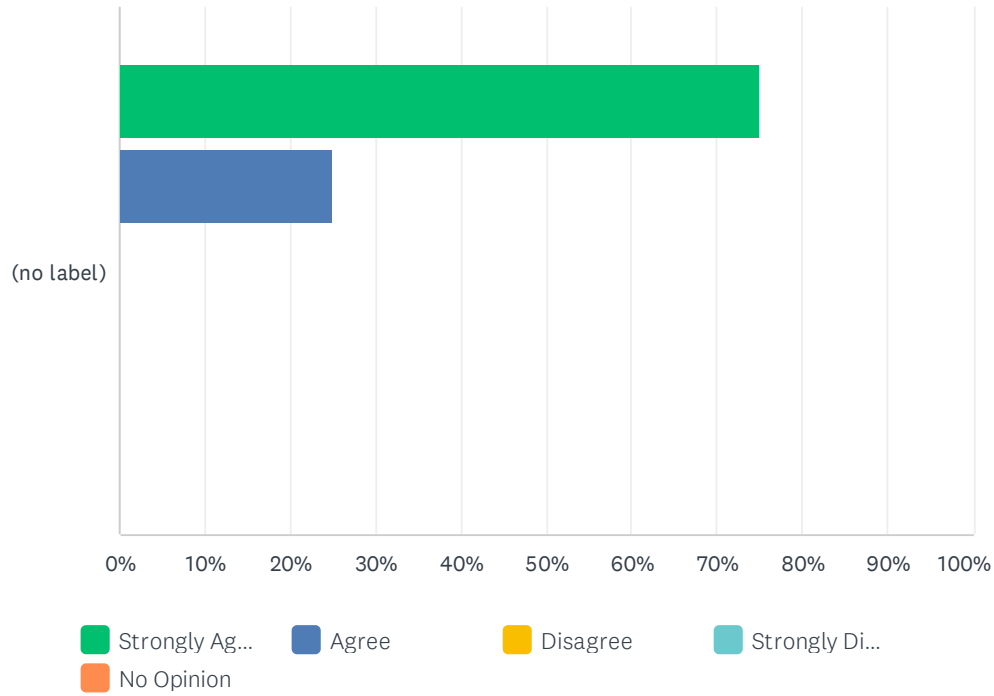
Answered: 5 Skipped: 22



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	40.00% 2	40.00% 2	0.00% 0	0.00% 0	20.00% 1	5	2.20

Q38 Requests for information are reasonable.

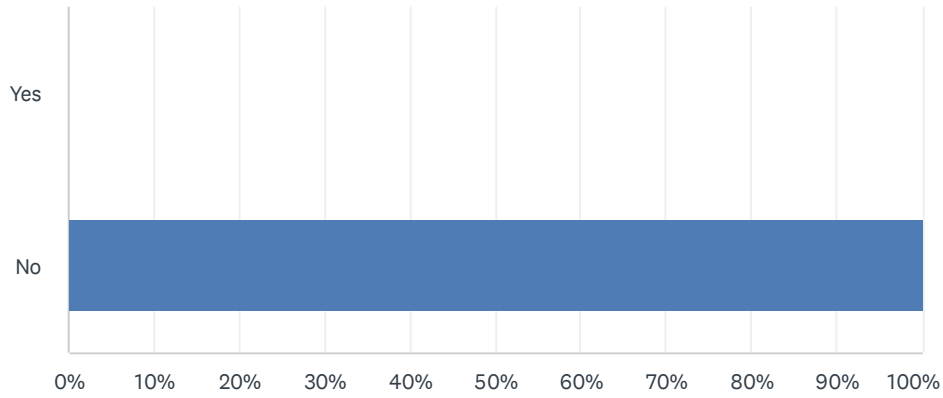
Answered: 4 Skipped: 23



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	75.00% 3	25.00% 1	0.00% 0	0.00% 0	0.00% 0	4	1.25

Q40 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

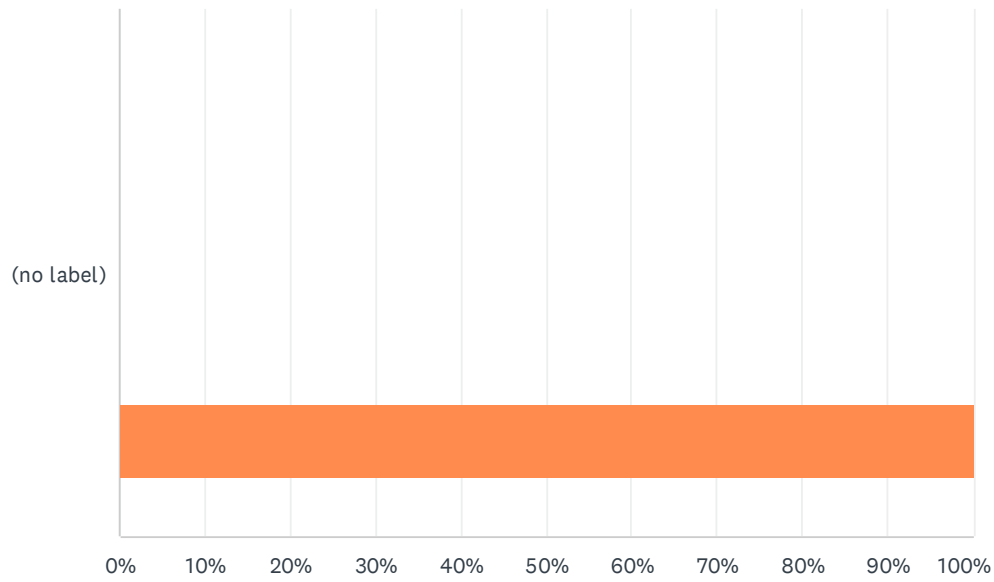
Answered: 23 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	23
TOTAL		23

Q41 The Legal Division is accessible and professional.

Answered: 1 Skipped: 26

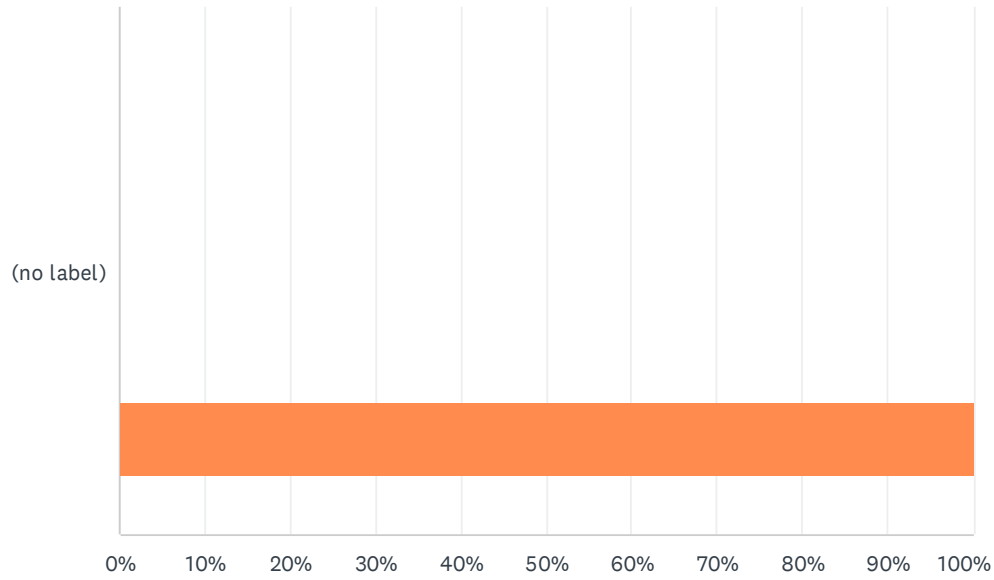


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
 ■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	5.00

Q42 Responses are generally timely.

Answered: 1 Skipped: 26

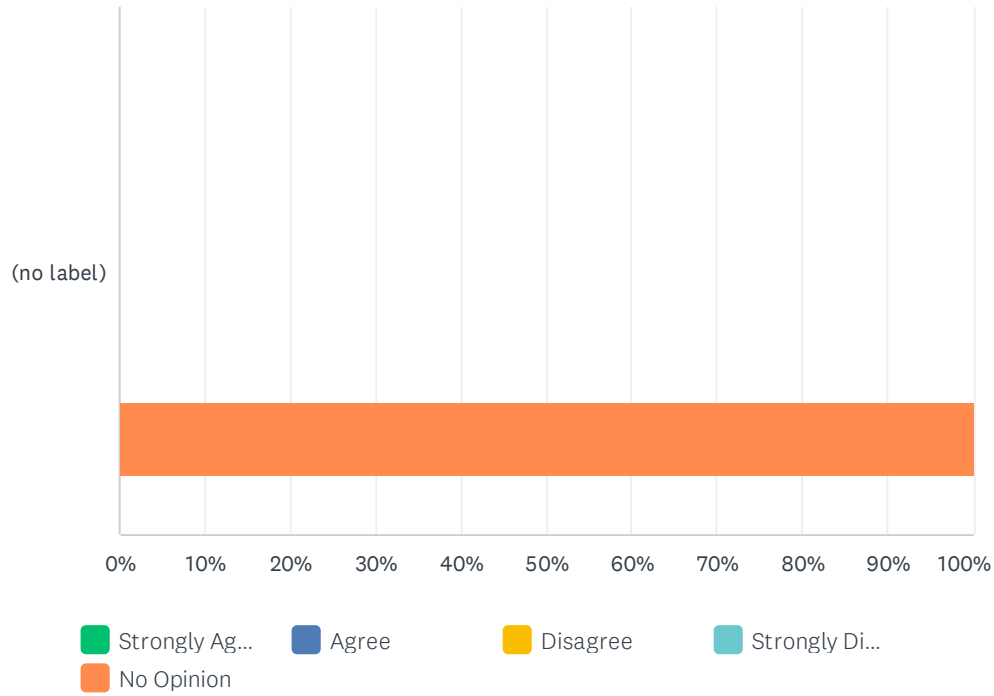


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
 ■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	5.00

Q43 The content and substance of responses are appropriate and timely.

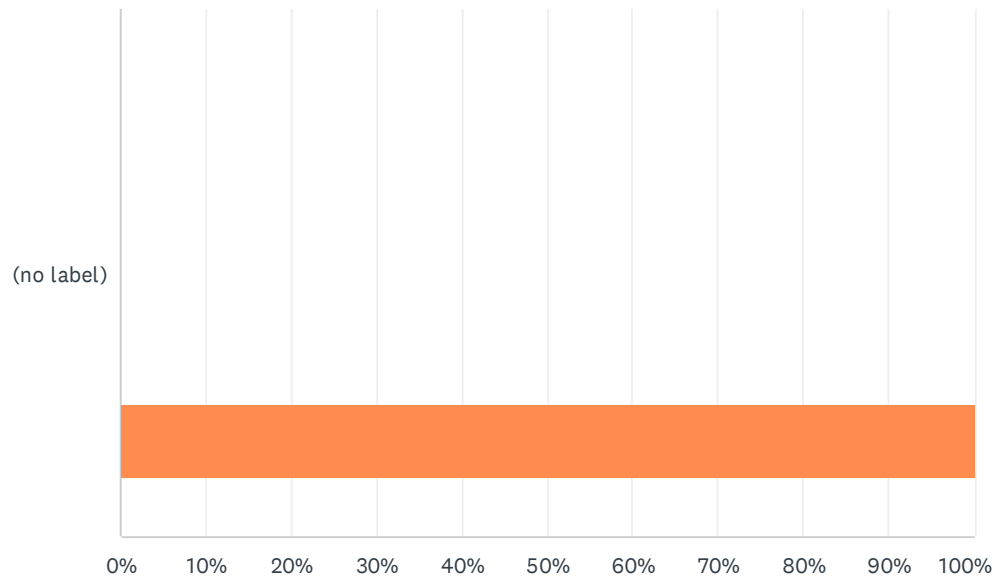
Answered: 1 Skipped: 26



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	5.00

Q44 Requests for information are reasonable.

Answered: 1 Skipped: 26

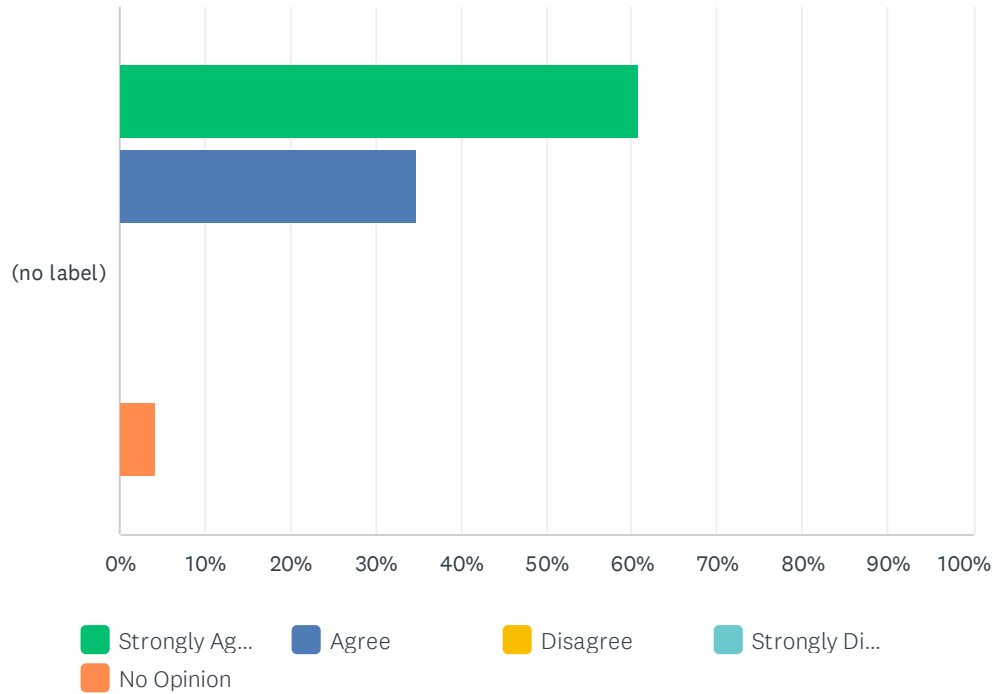


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
 ■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1	5.00

Q46 Overall, Department personnel are responding satisfactorily to my needs.

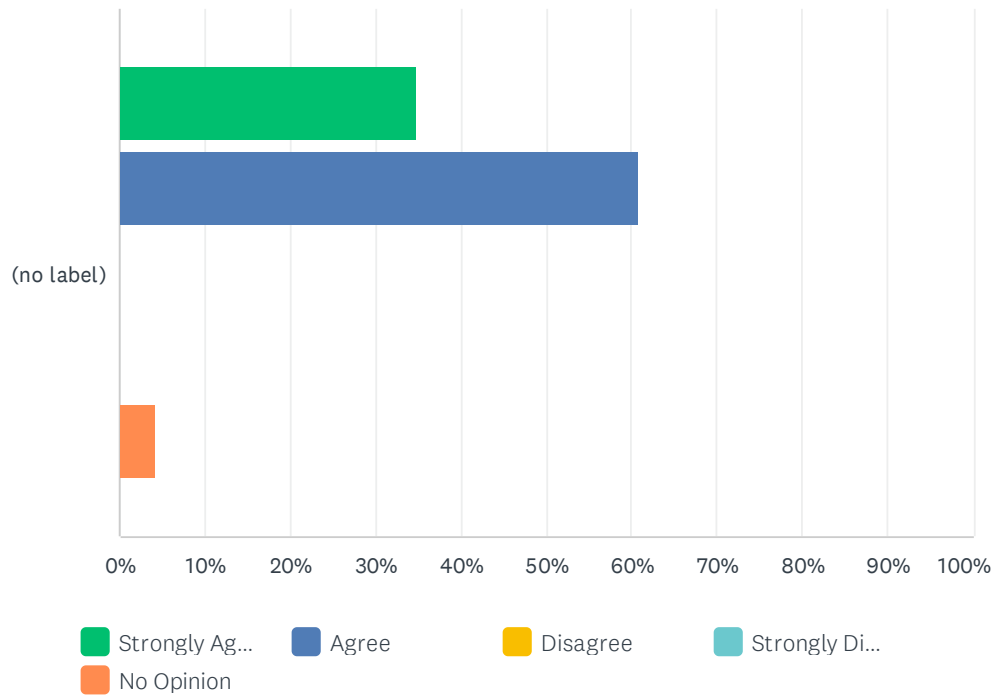
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	60.87% 14	34.78% 8	0.00% 0	0.00% 0	4.35% 1	23	1.52

Q47 I find the Department's website easy to navigate.

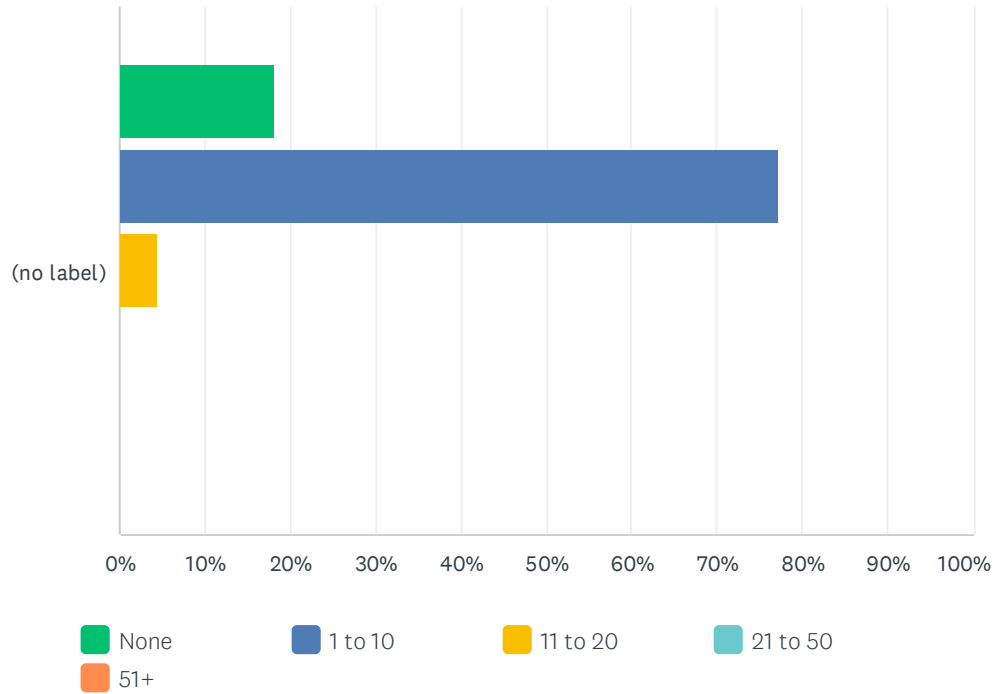
Answered: 23 Skipped: 4



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	34.78% 8	60.87% 14	0.00% 0	0.00% 0	4.35% 1	23	1.78

Q48 I or my staff have visited the Department’s website approximately XX times during the last 12 months.

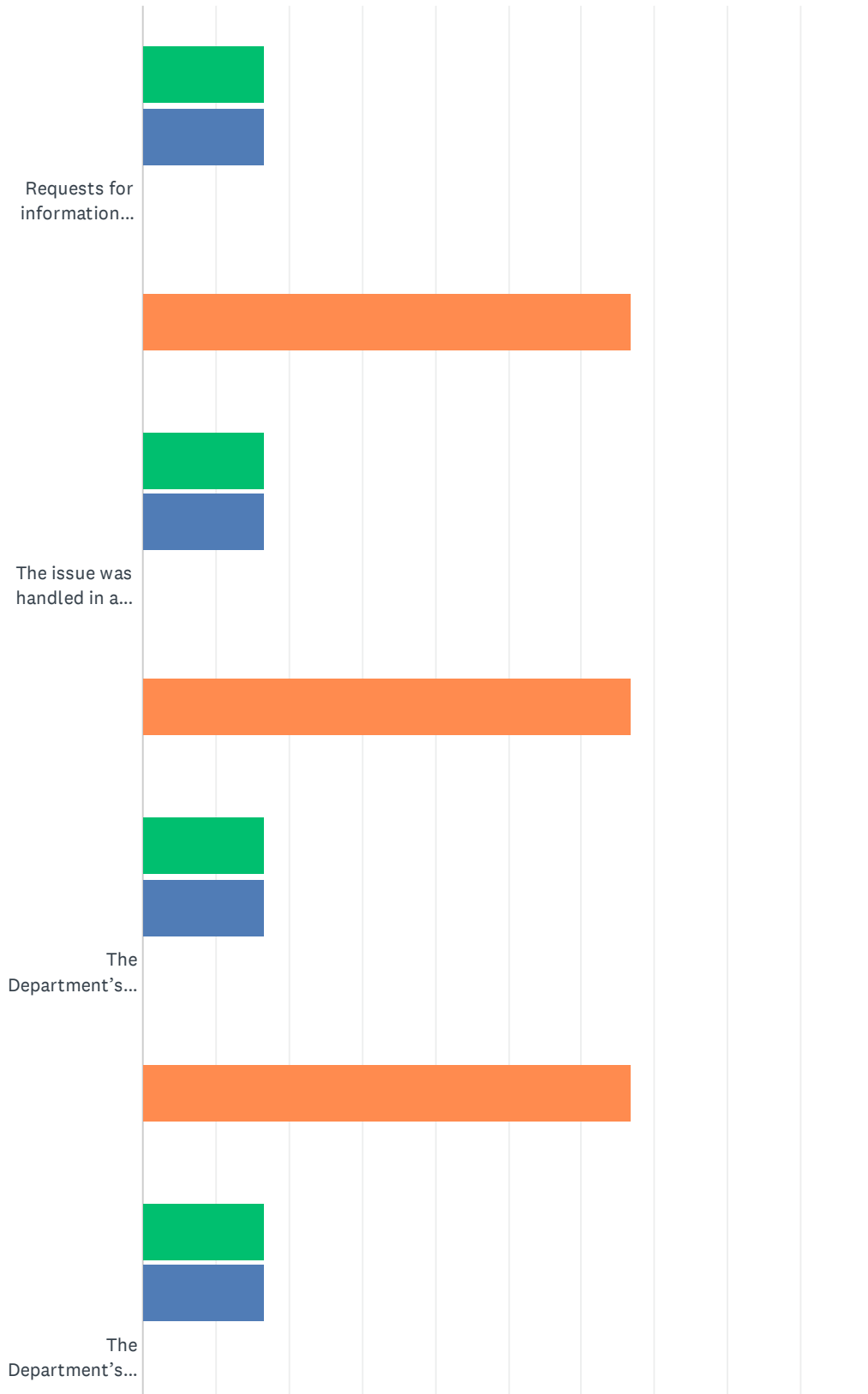
Answered: 22 Skipped: 5



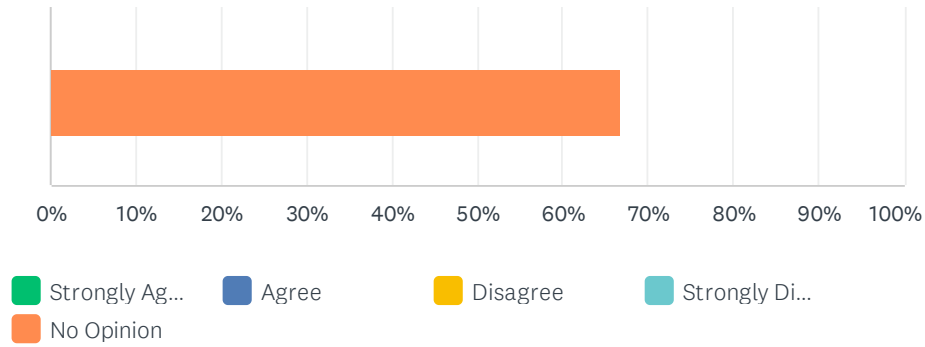
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	18.18%	77.27%	4.55%	0.00%	0.00%	22	1.86
	4	17	1	0	0		

Q51 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 6 Skipped: 21



Non-Depository Supervision - Rate the Department Survey - 2023 MSB



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	16.67% 1	16.67% 1	0.00% 0	0.00% 0	66.67% 4	6	3.83
The issue was handled in a professional manner.	16.67% 1	16.67% 1	0.00% 0	0.00% 0	66.67% 4	6	3.83
The Department's findings were based on a logical interpretation of applicable law.	16.67% 1	16.67% 1	0.00% 0	0.00% 0	66.67% 4	6	3.83
The Department's suggestion for resolving the matter was reasonable.	16.67% 1	16.67% 1	0.00% 0	0.00% 0	66.67% 4	6	3.83