

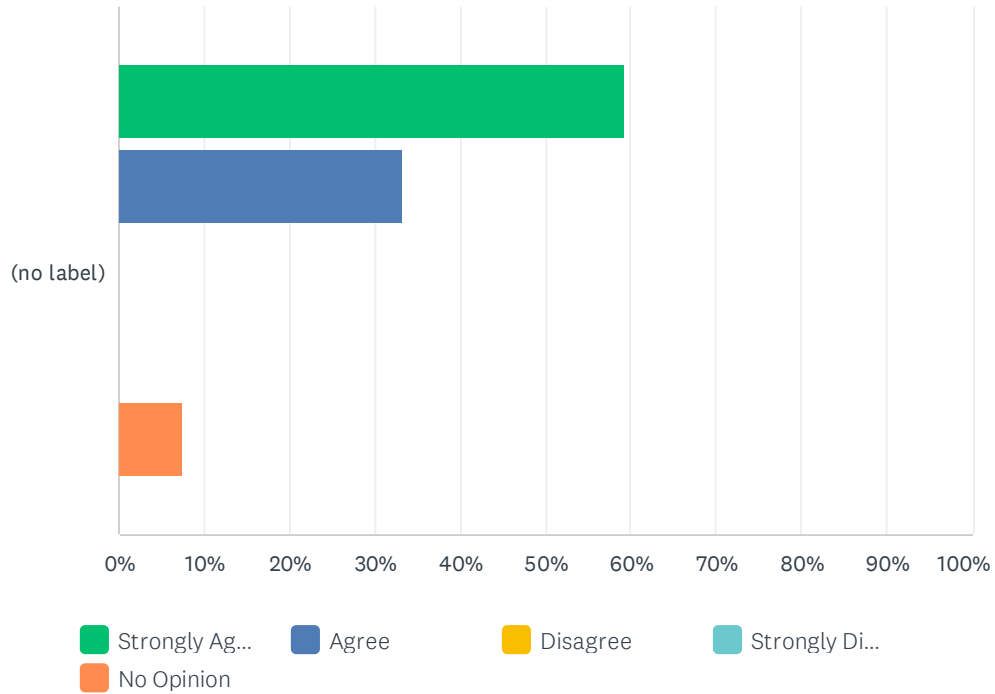
Q1 Person Completing the Survey?

Answered: 14 Skipped: 13

ANSWER CHOICES	RESPONSES	
Name (optional)	85.71%	12
Name of Entity (optional)	100.00%	14

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

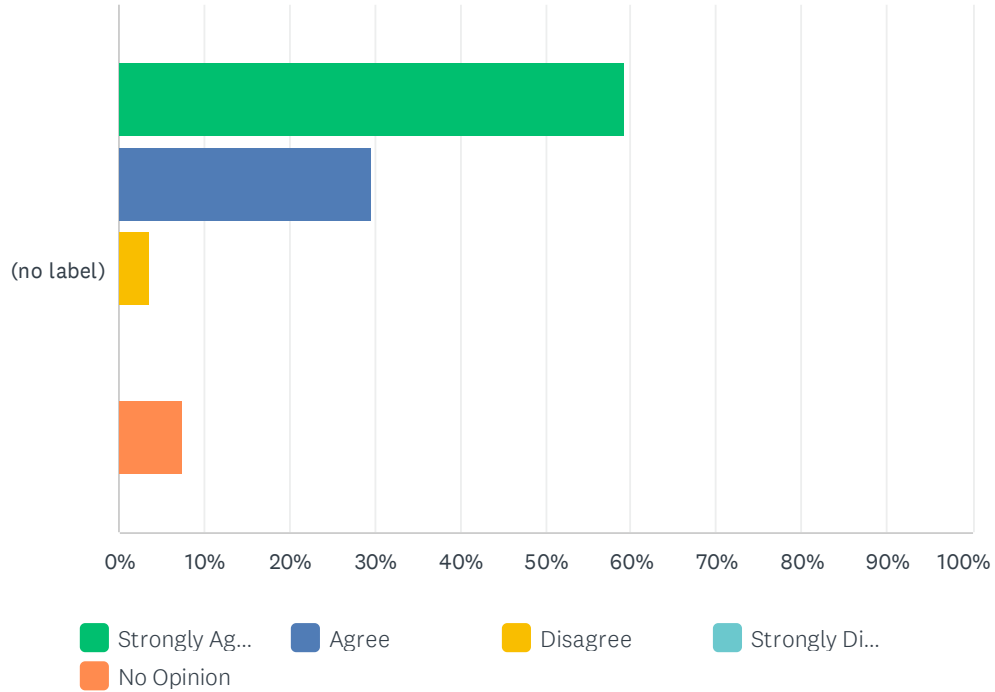
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	59.26% 16	33.33% 9	0.00% 0	0.00% 0	7.41% 2	27	1.63

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

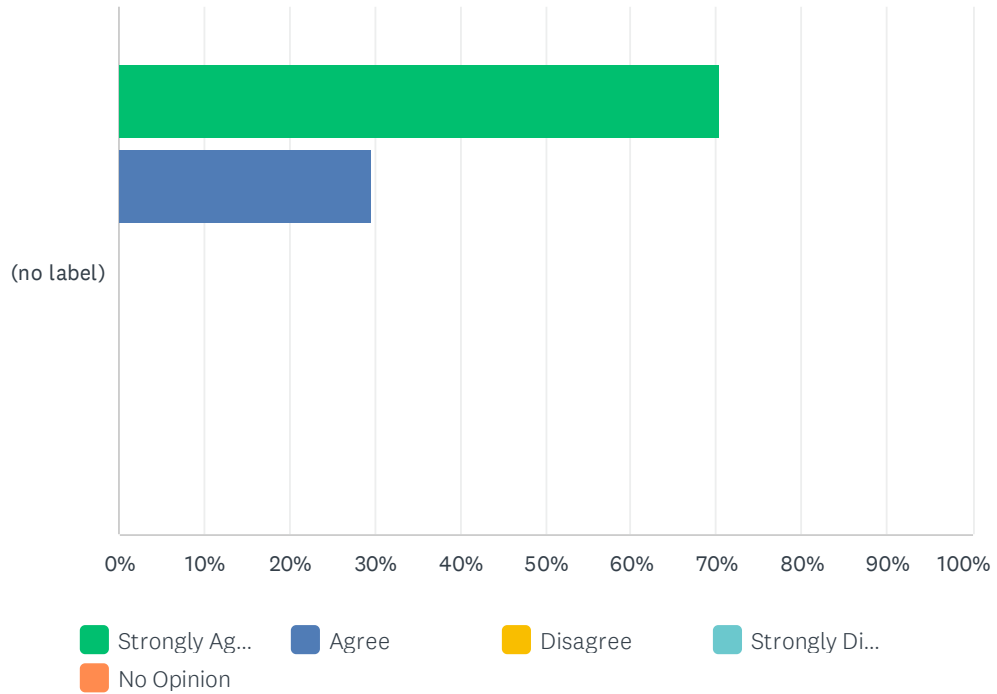
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	59.26% 16	29.63% 8	3.70% 1	0.00% 0	7.41% 2	27	1.67

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

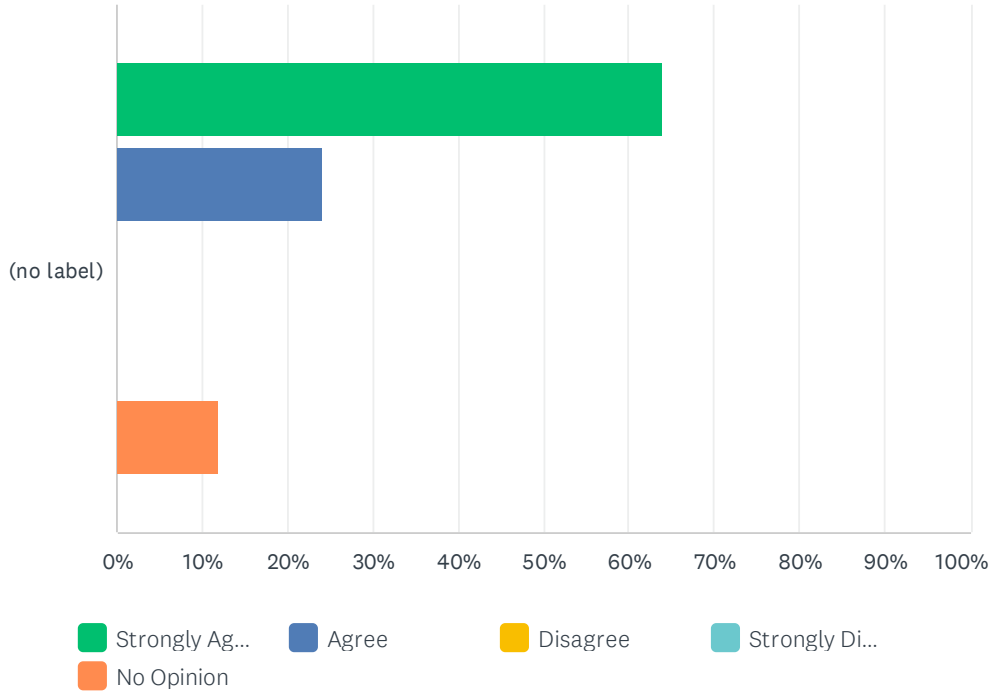
Answered: 27 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	70.37% 19	29.63% 8	0.00% 0	0.00% 0	0.00% 0	27	1.30

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

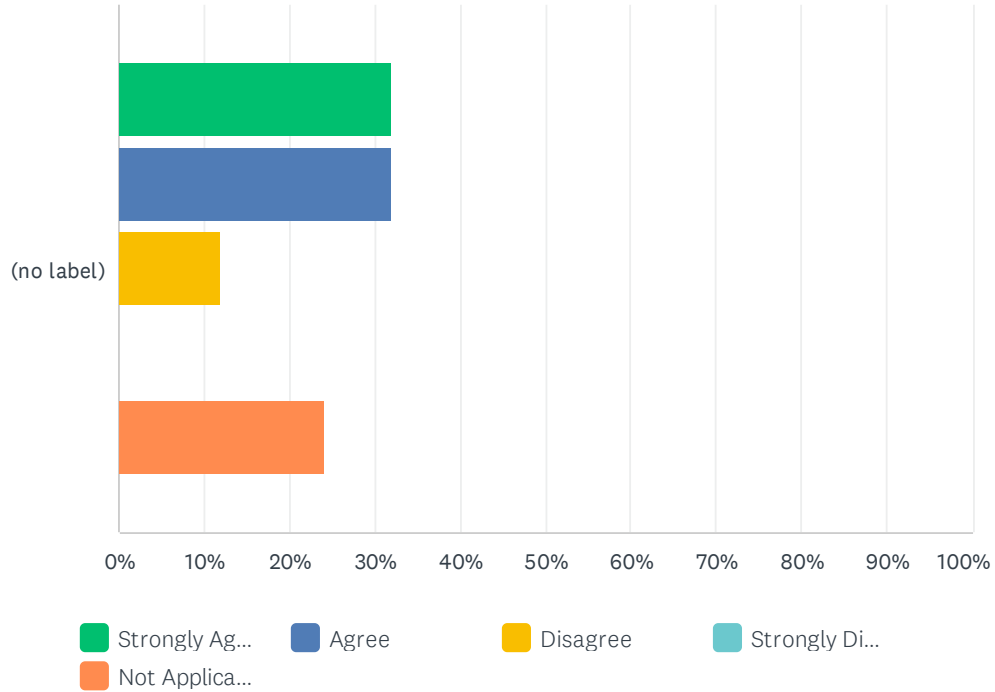
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	64.00% 16	24.00% 6	0.00% 0	0.00% 0	12.00% 3	25	1.72

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

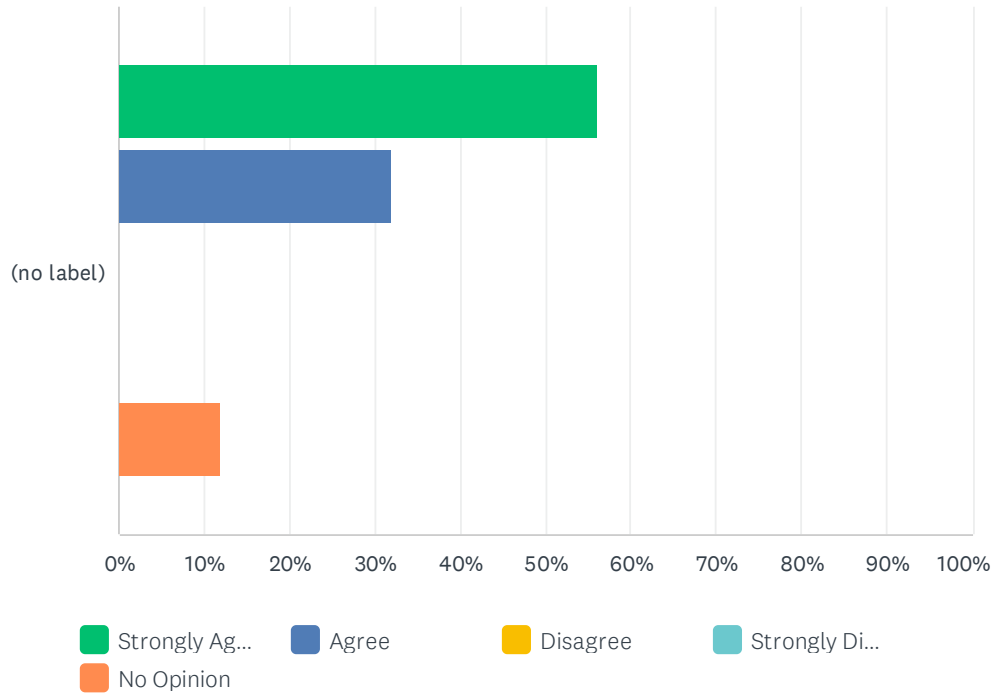
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	32.00% 8	32.00% 8	12.00% 3	0.00% 0	24.00% 6	25	2.52

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

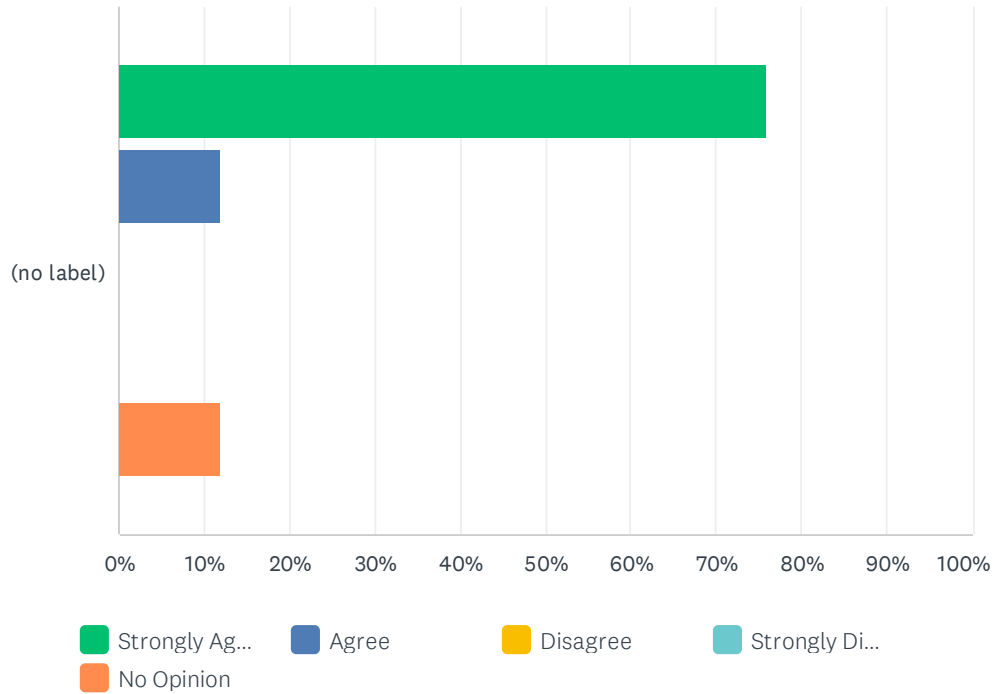
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.00% 14	32.00% 8	0.00% 0	0.00% 0	12.00% 3	25	1.80

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

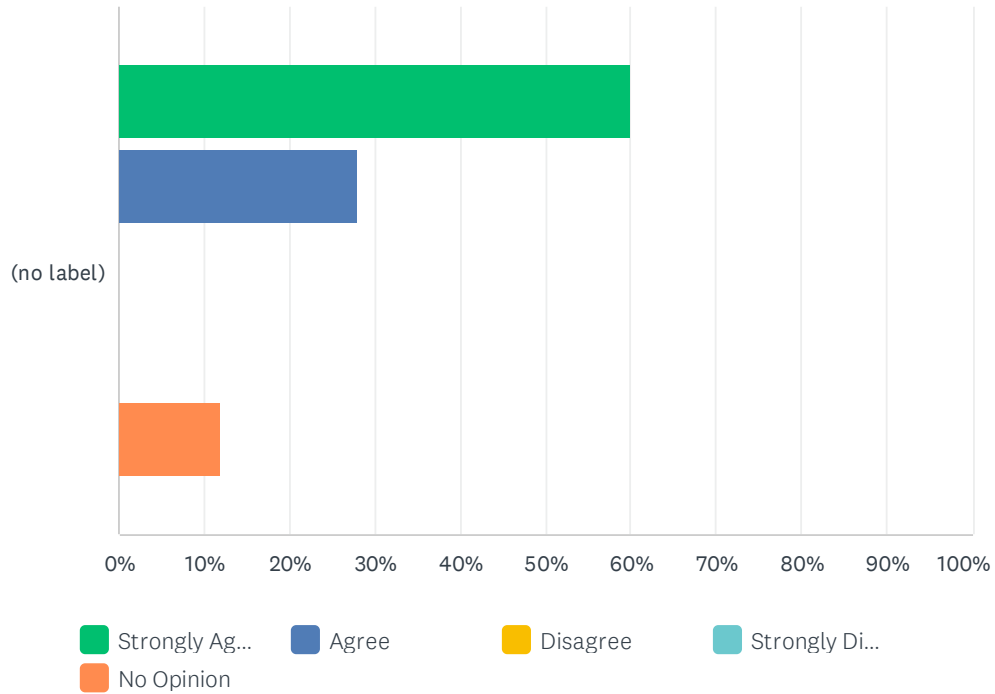
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	76.00% 19	12.00% 3	0.00% 0	0.00% 0	12.00% 3	25	1.60

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

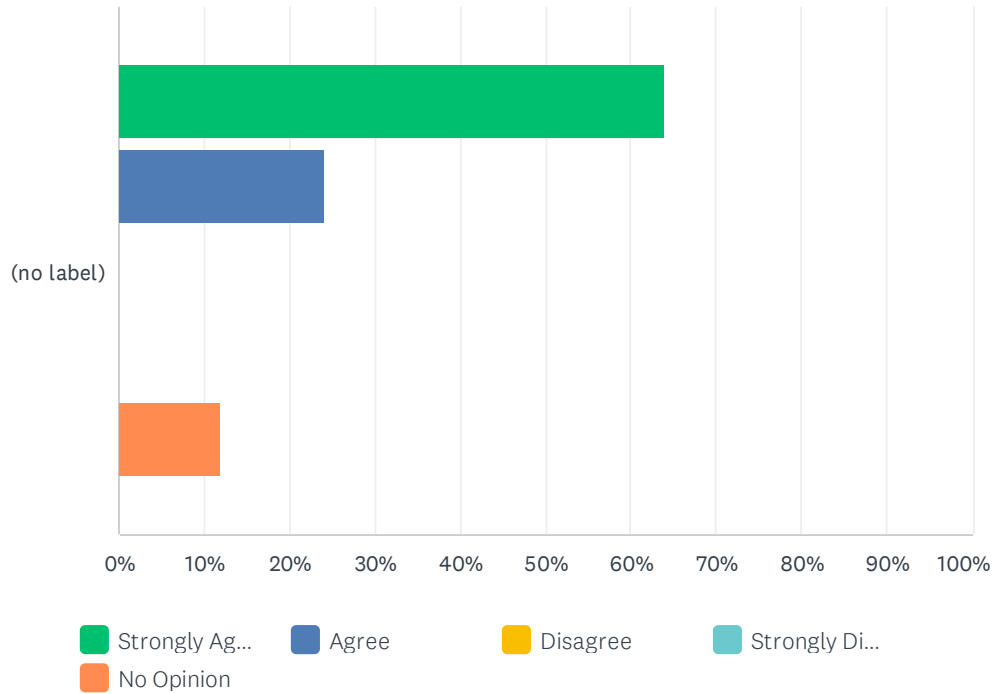
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 15	28.00% 7	0.00% 0	0.00% 0	12.00% 3	25	1.76

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

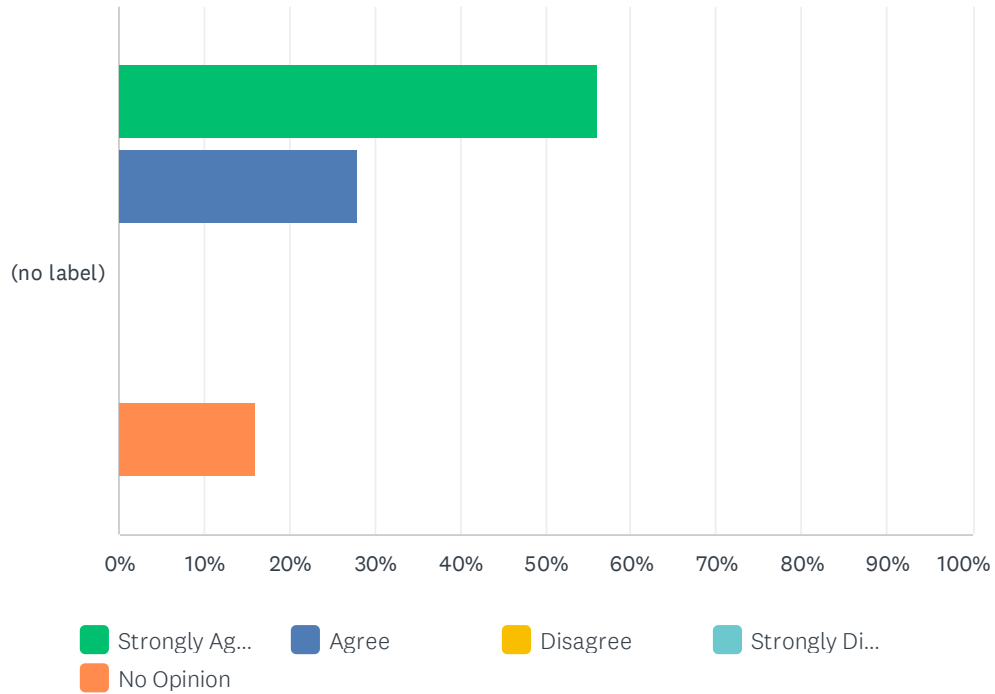
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	64.00% 16	24.00% 6	0.00% 0	0.00% 0	12.00% 3	25	1.72

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

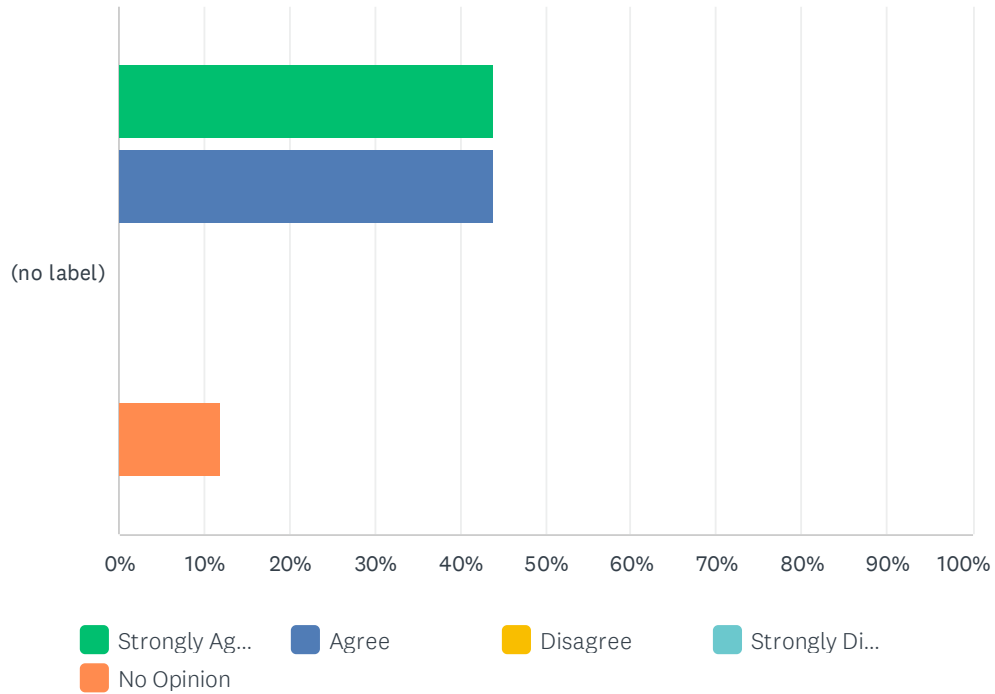
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.00% 14	28.00% 7	0.00% 0	0.00% 0	16.00% 4	25	1.92

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

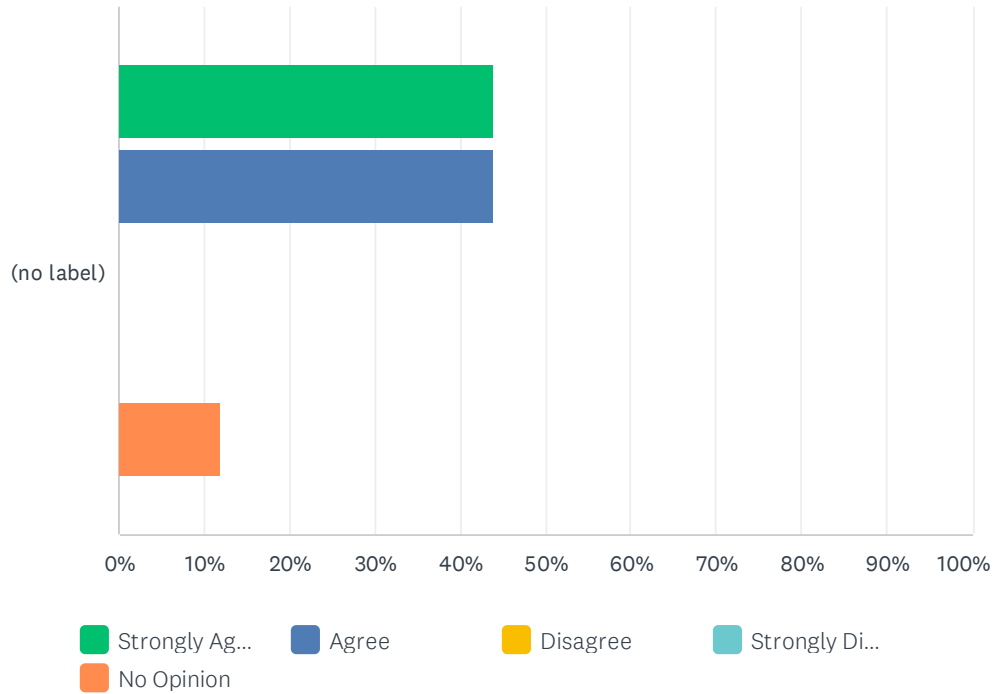
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.00% 11	44.00% 11	0.00% 0	0.00% 0	12.00% 3	25	1.92

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

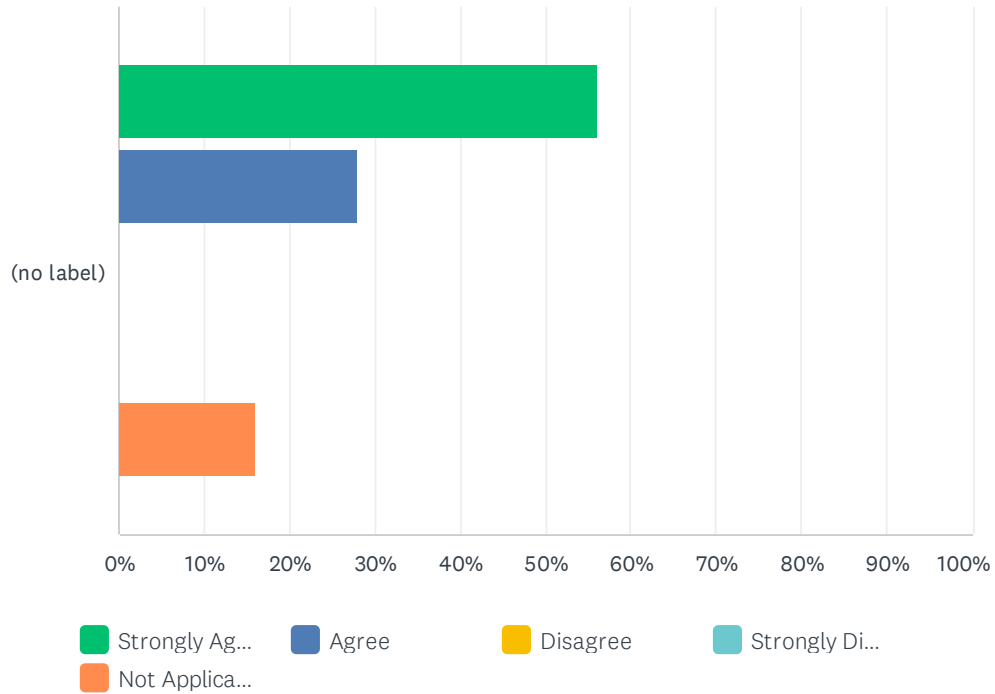
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.00% 11	44.00% 11	0.00% 0	0.00% 0	12.00% 3	25	1.92

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

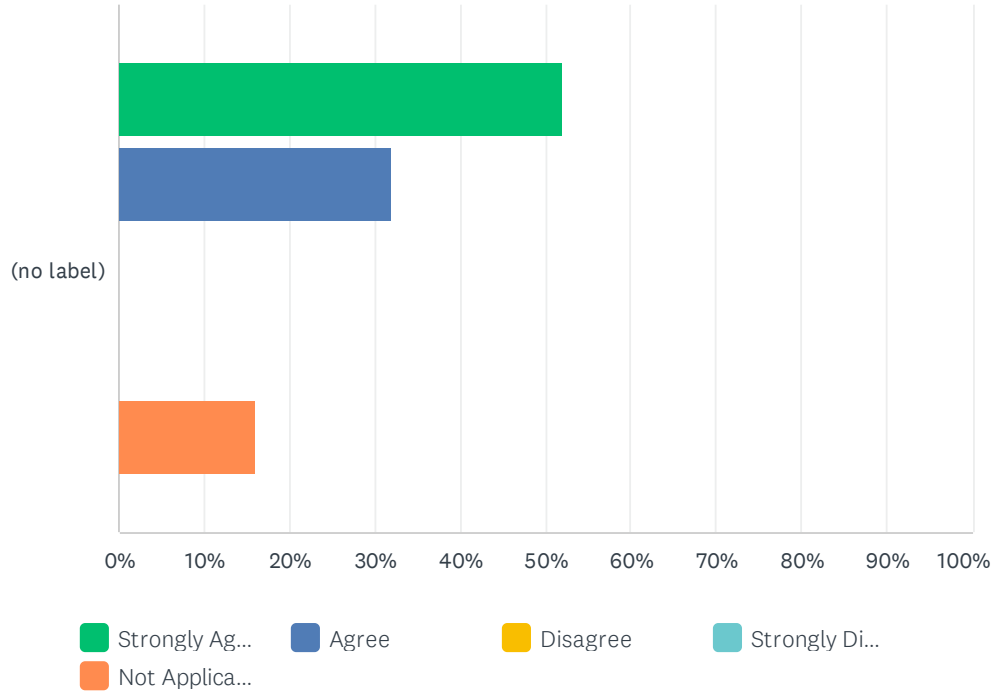
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	56.00% 14	28.00% 7	0.00% 0	0.00% 0	16.00% 4	25	1.92

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

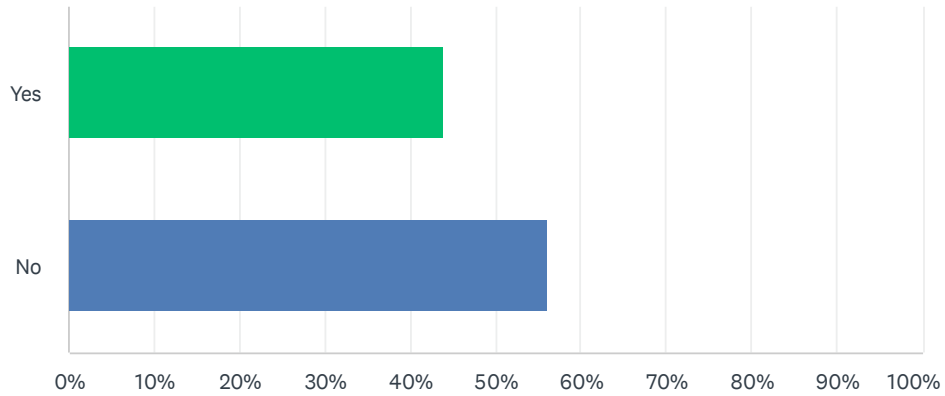
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	52.00% 13	32.00% 8	0.00% 0	0.00% 0	16.00% 4	25	1.96

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

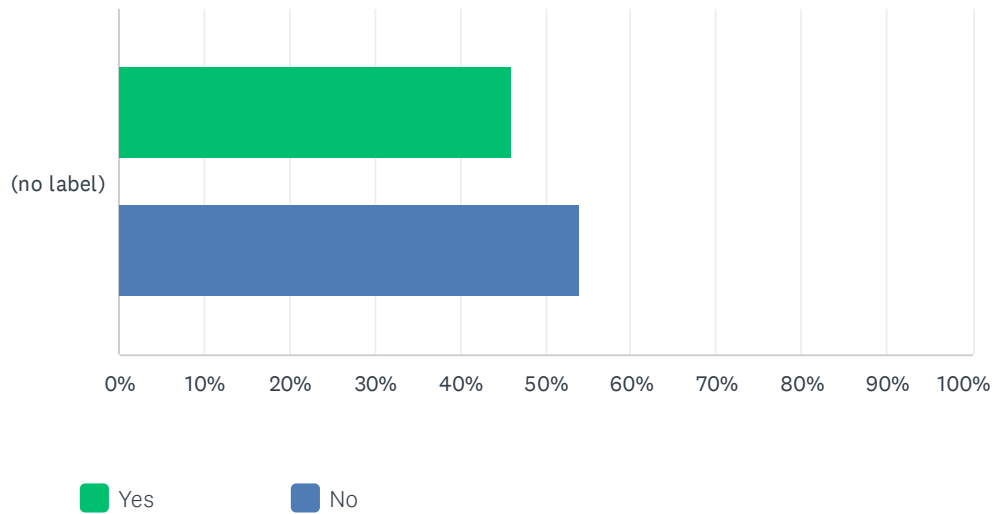
Answered: 25 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	44.00%	11
No	56.00%	14
TOTAL		25

Q22 Was Texas a participant of this joint examination?

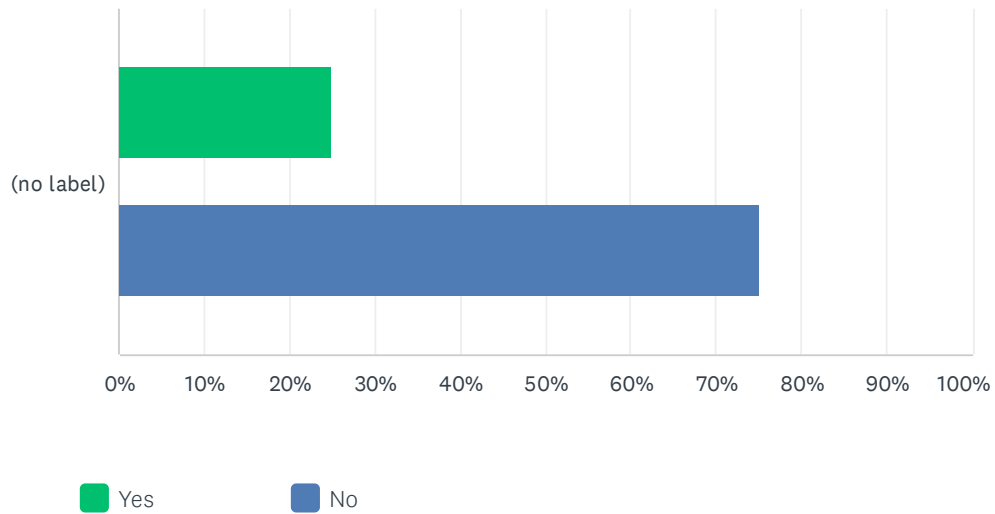
Answered: 13 Skipped: 14



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	46.15% 6	53.85% 7	13	1.54

Q23 Was Texas the lead State of the joint examination?

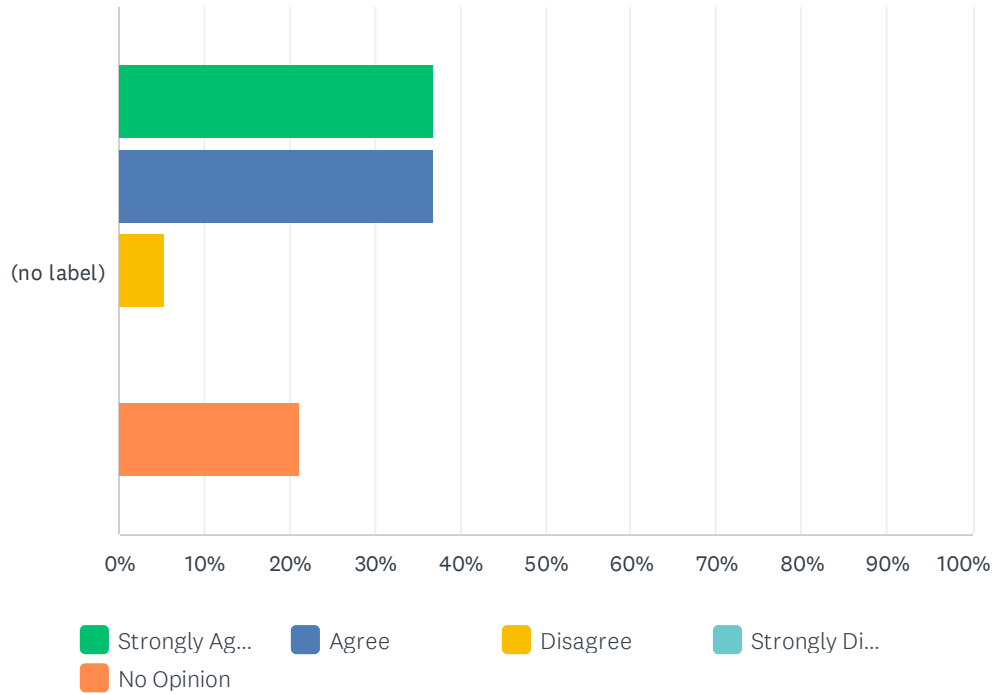
Answered: 12 Skipped: 15



	YES	NO	TOTAL	WEIGHTED AVERAGE
(no label)	25.00% 3	75.00% 9	12	1.75

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

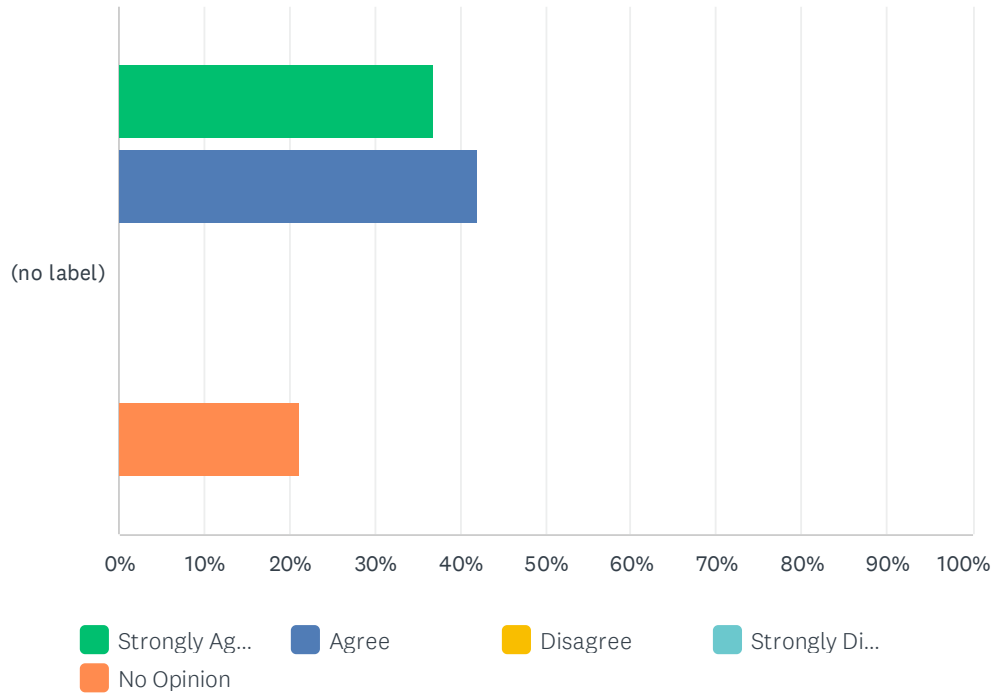
Answered: 19 Skipped: 8



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	36.84% 7	36.84% 7	5.26% 1	0.00% 0	21.05% 4	19	2.32

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

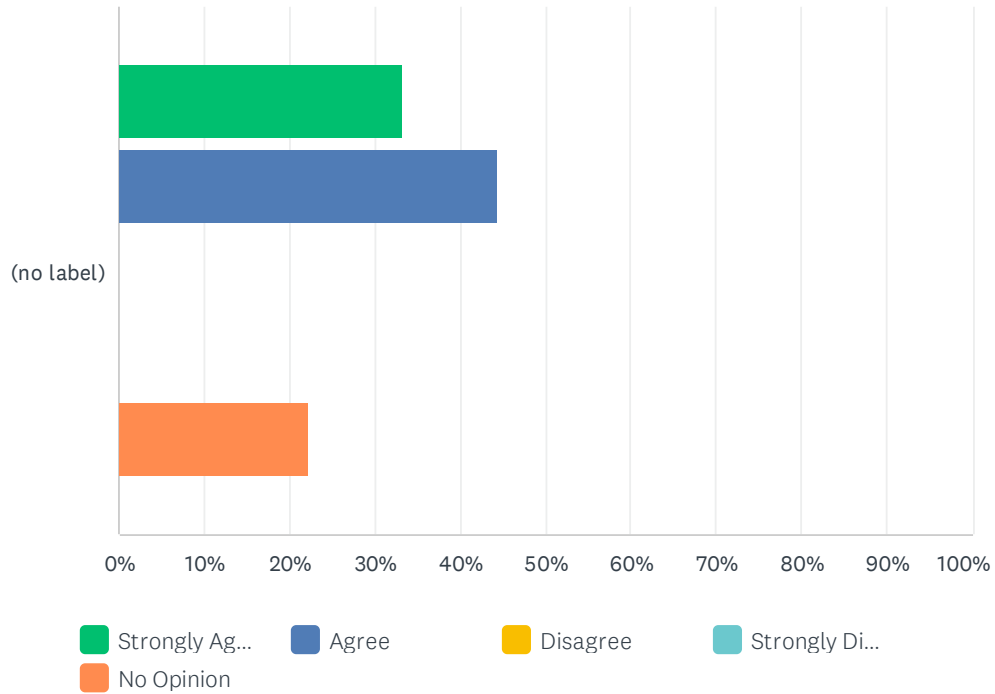
Answered: 19 Skipped: 8



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	36.84% 7	42.11% 8	0.00% 0	0.00% 0	21.05% 4	19	2.26

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

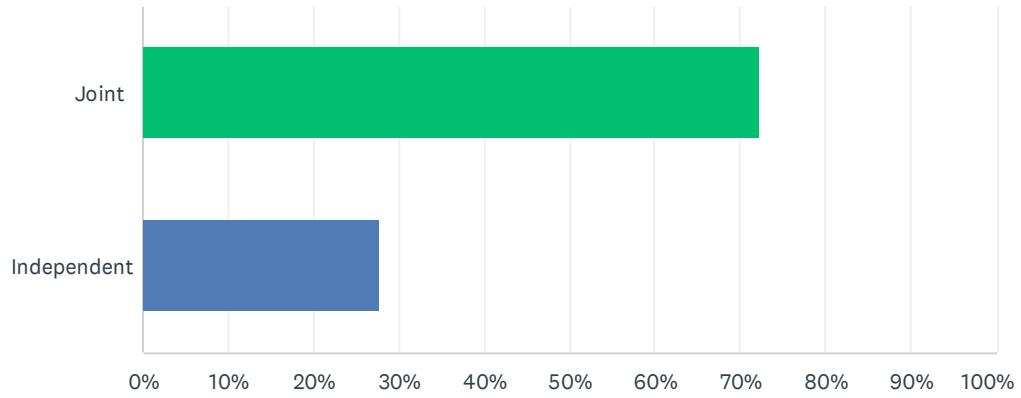
Answered: 18 Skipped: 9



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 6	44.44% 8	0.00% 0	0.00% 0	22.22% 4	18	2.33

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

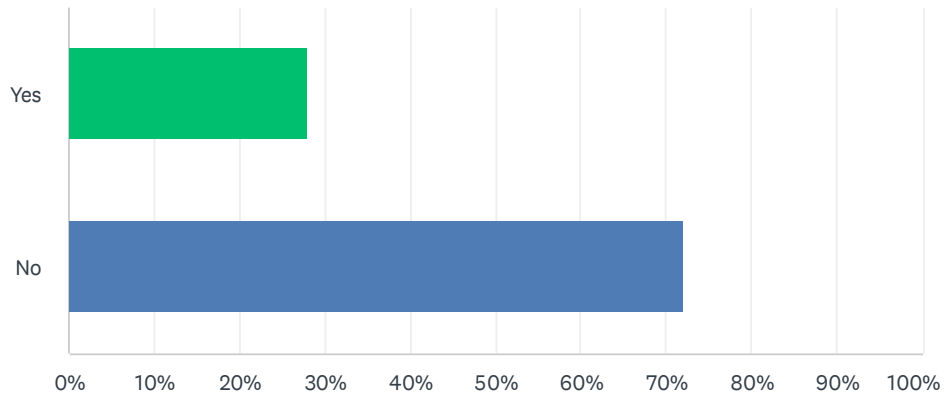
Answered: 18 Skipped: 9



ANSWER CHOICES	RESPONSES	
Joint	72.22%	13
Independent	27.78%	5
TOTAL		18

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

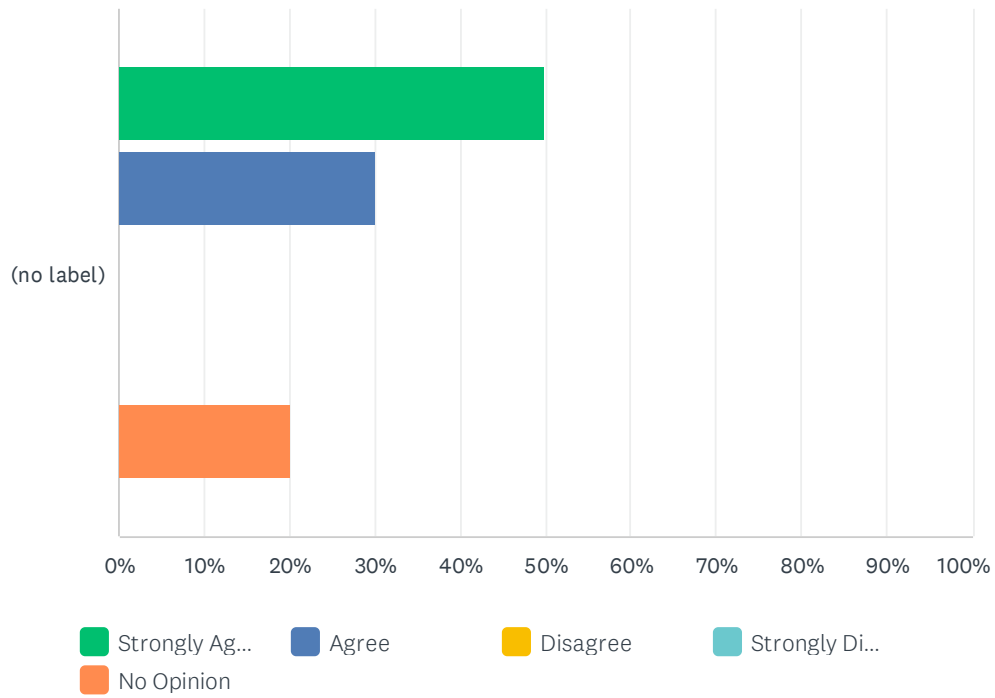
Answered: 25 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	28.00%	7
No	72.00%	18
TOTAL		25

Q35 The Corporate Division is accessible and professional.

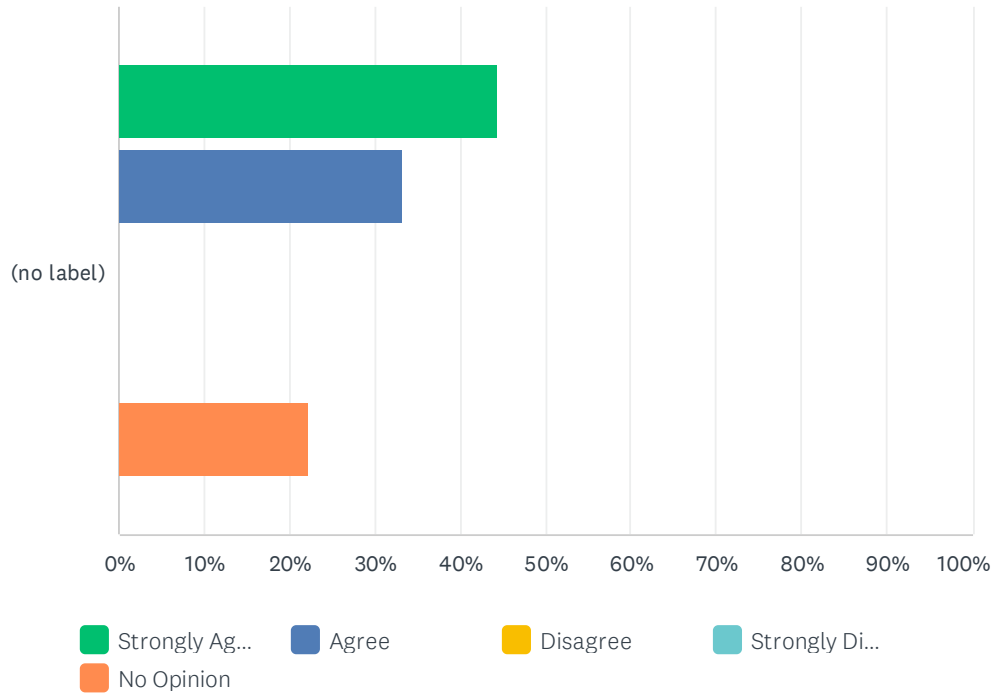
Answered: 10 Skipped: 17



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 5	30.00% 3	0.00% 0	0.00% 0	20.00% 2	10	2.10

Q36 Responses are generally timely.

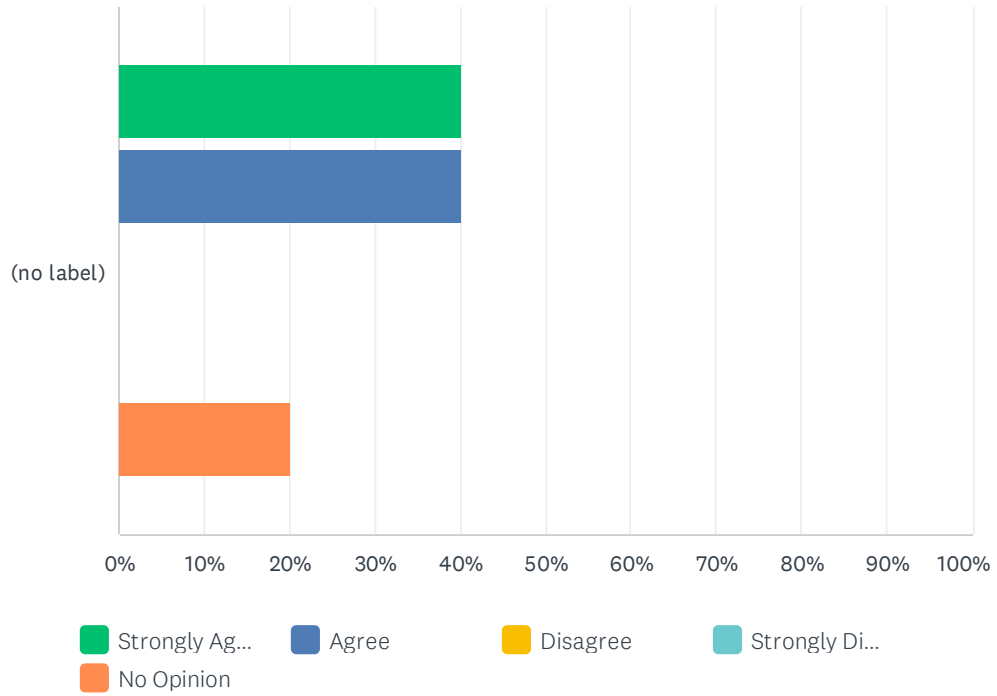
Answered: 9 Skipped: 18



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.44% 4	33.33% 3	0.00% 0	0.00% 0	22.22% 2	9	2.22

Q37 The content and substance of responses are appropriate.

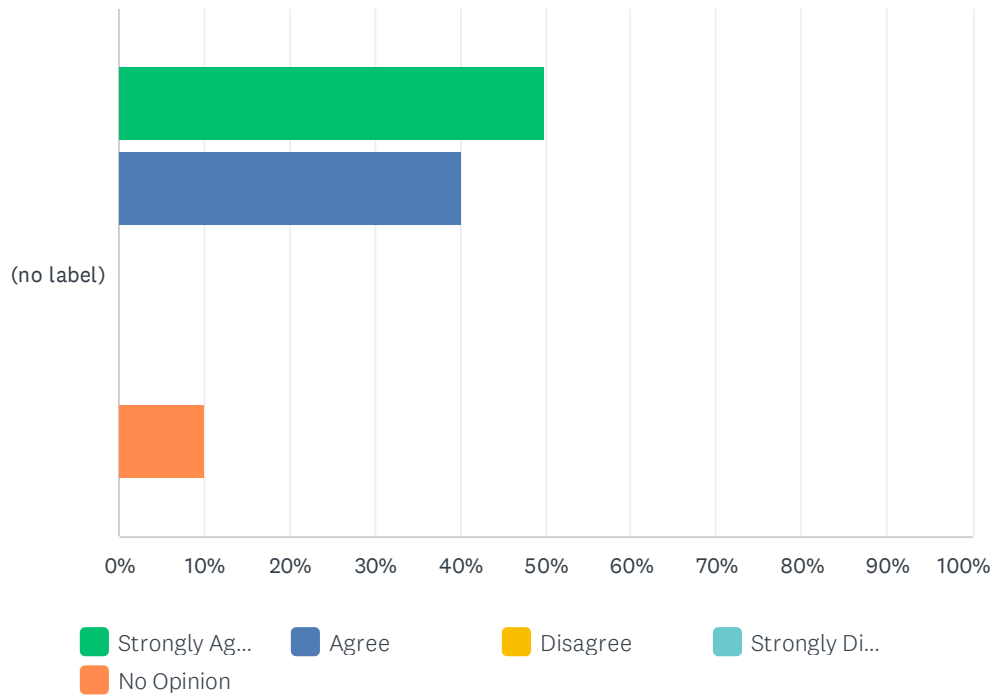
Answered: 10 Skipped: 17



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	40.00% 4	40.00% 4	0.00% 0	0.00% 0	20.00% 2	10	2.20

Q38 Requests for information are reasonable.

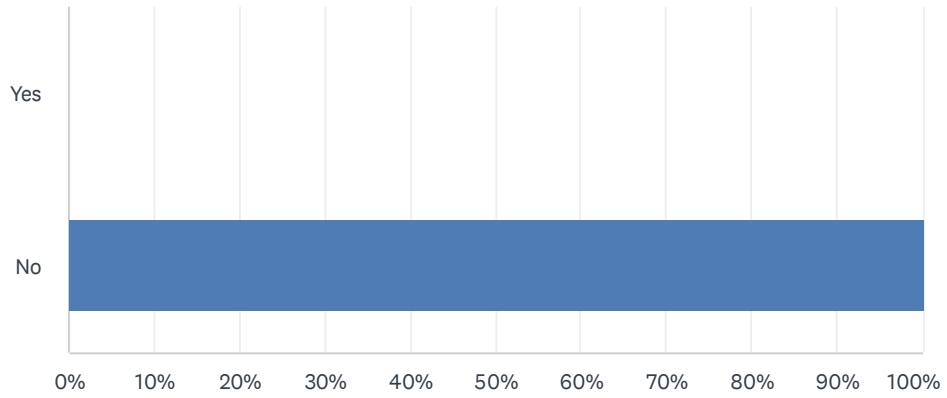
Answered: 10 Skipped: 17



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 5	40.00% 4	0.00% 0	0.00% 0	10.00% 1	10	1.80

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

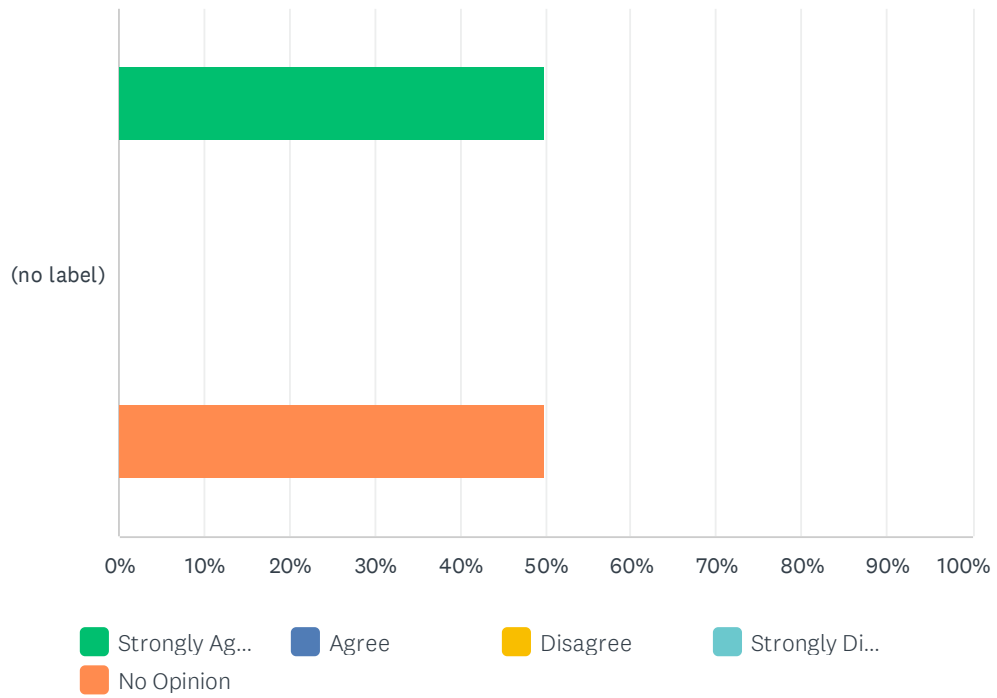
Answered: 25 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	25
TOTAL		25

Q41 The Legal Division is accessible and professional.

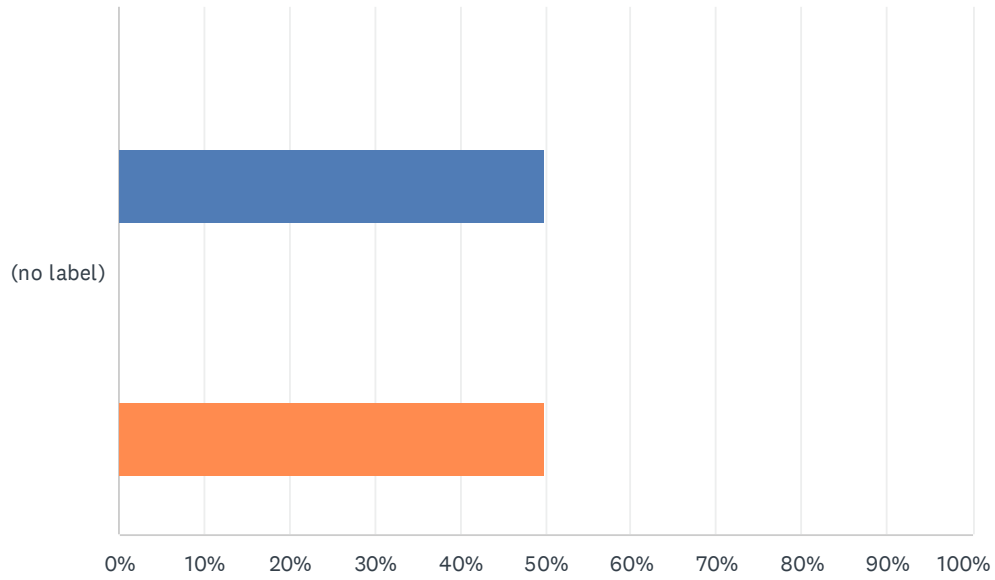
Answered: 2 Skipped: 25



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

Q42 Responses are generally timely.

Answered: 2 Skipped: 25

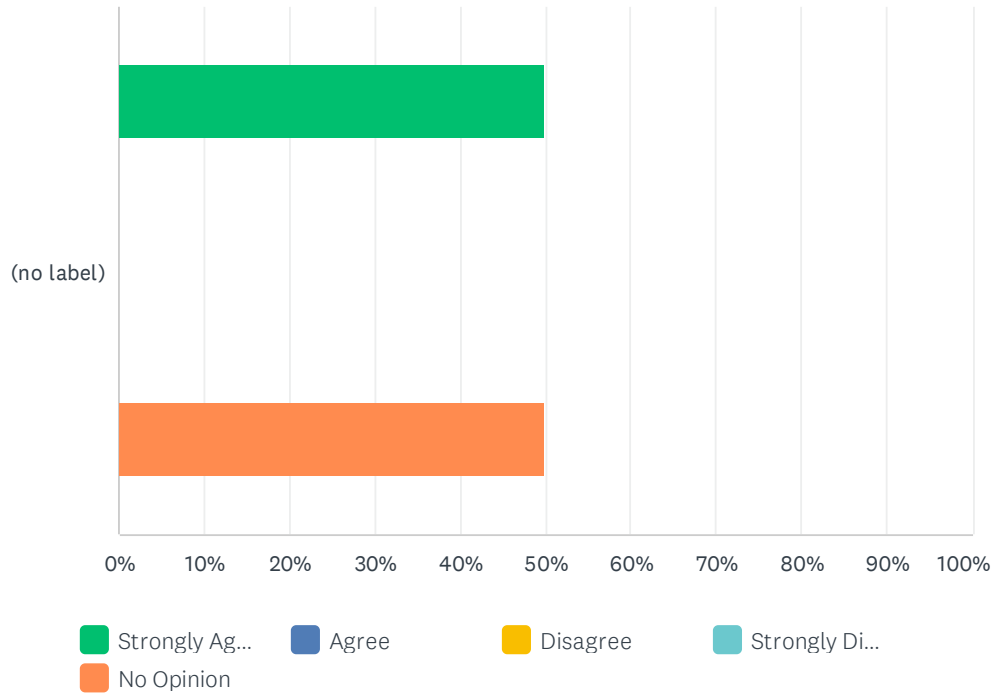


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
 ■ No Opinion

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

Q43 The content and substance of responses are appropriate.

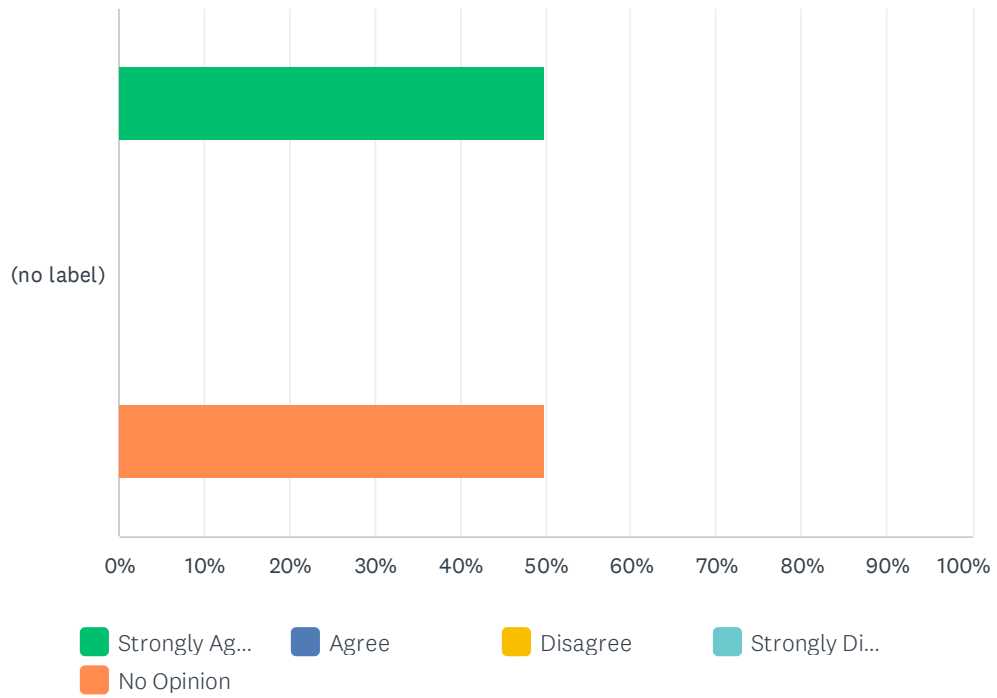
Answered: 2 Skipped: 25



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

Q44 Requests for information are reasonable.

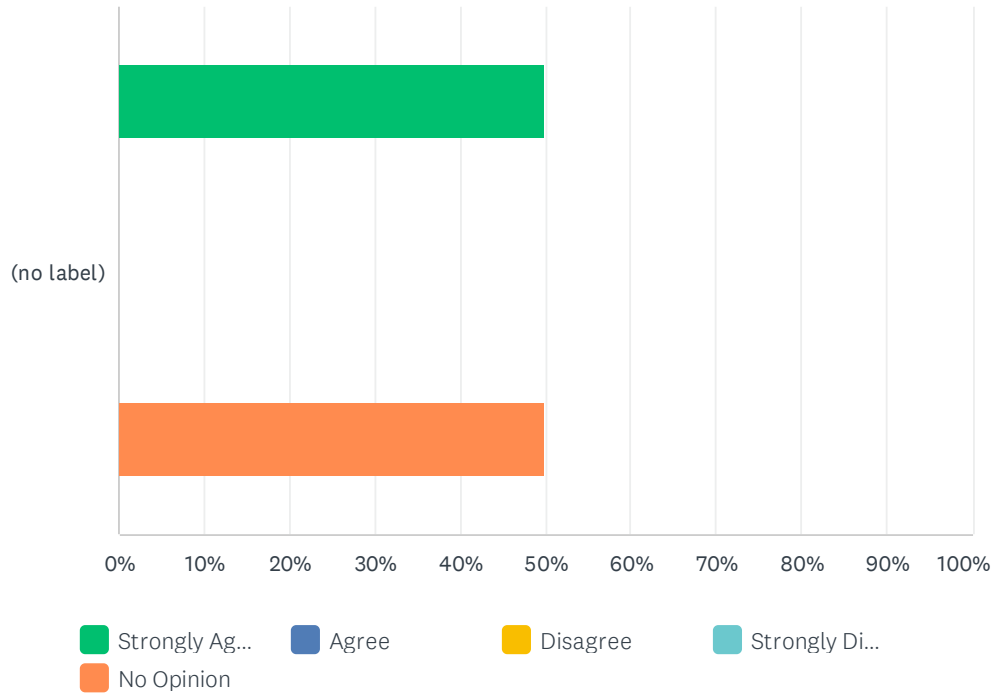
Answered: 2 Skipped: 25



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

Q45 The Law & Guidance Manual on the Department's web site is useful and easy to navigate.

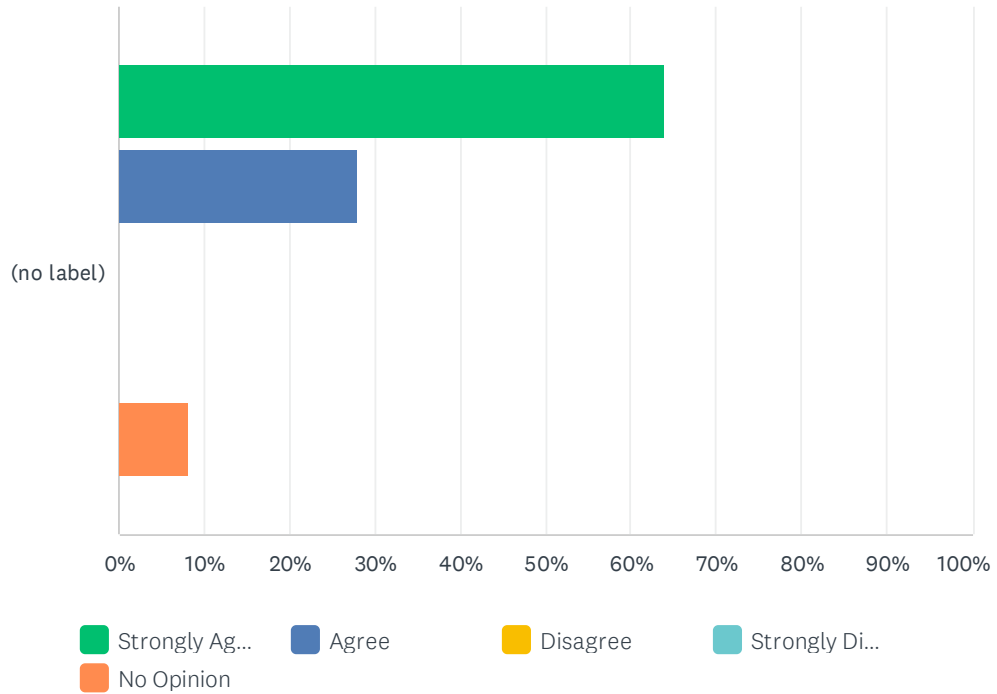
Answered: 2 Skipped: 25



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

Q47 Overall, Department personnel are responding satisfactorily to my needs.

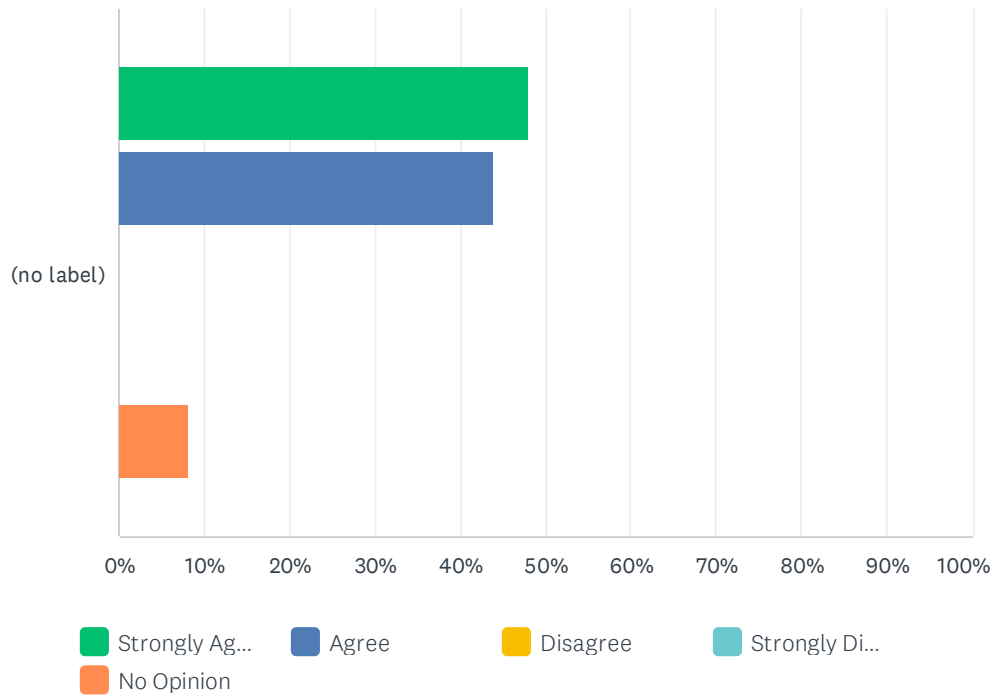
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	64.00% 16	28.00% 7	0.00% 0	0.00% 0	8.00% 2	25	1.60

Q48 I find the Department's website easy to navigate.

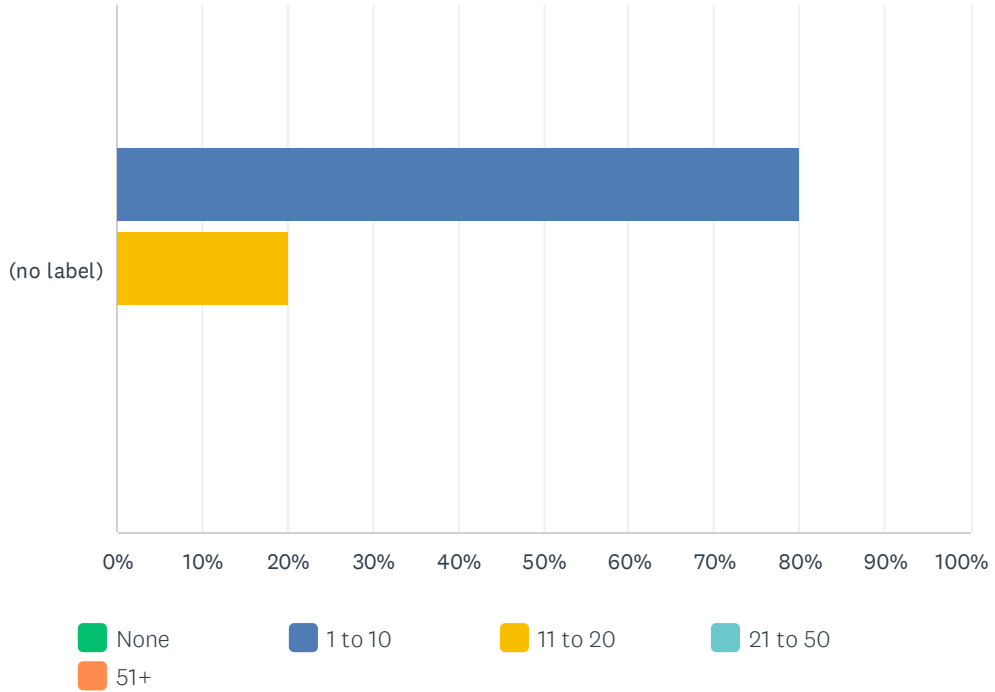
Answered: 25 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	48.00% 12	44.00% 11	0.00% 0	0.00% 0	8.00% 2	25	1.76

Q49 I or my staff have visited the Department’s website approximately XX times during the last 12 months.

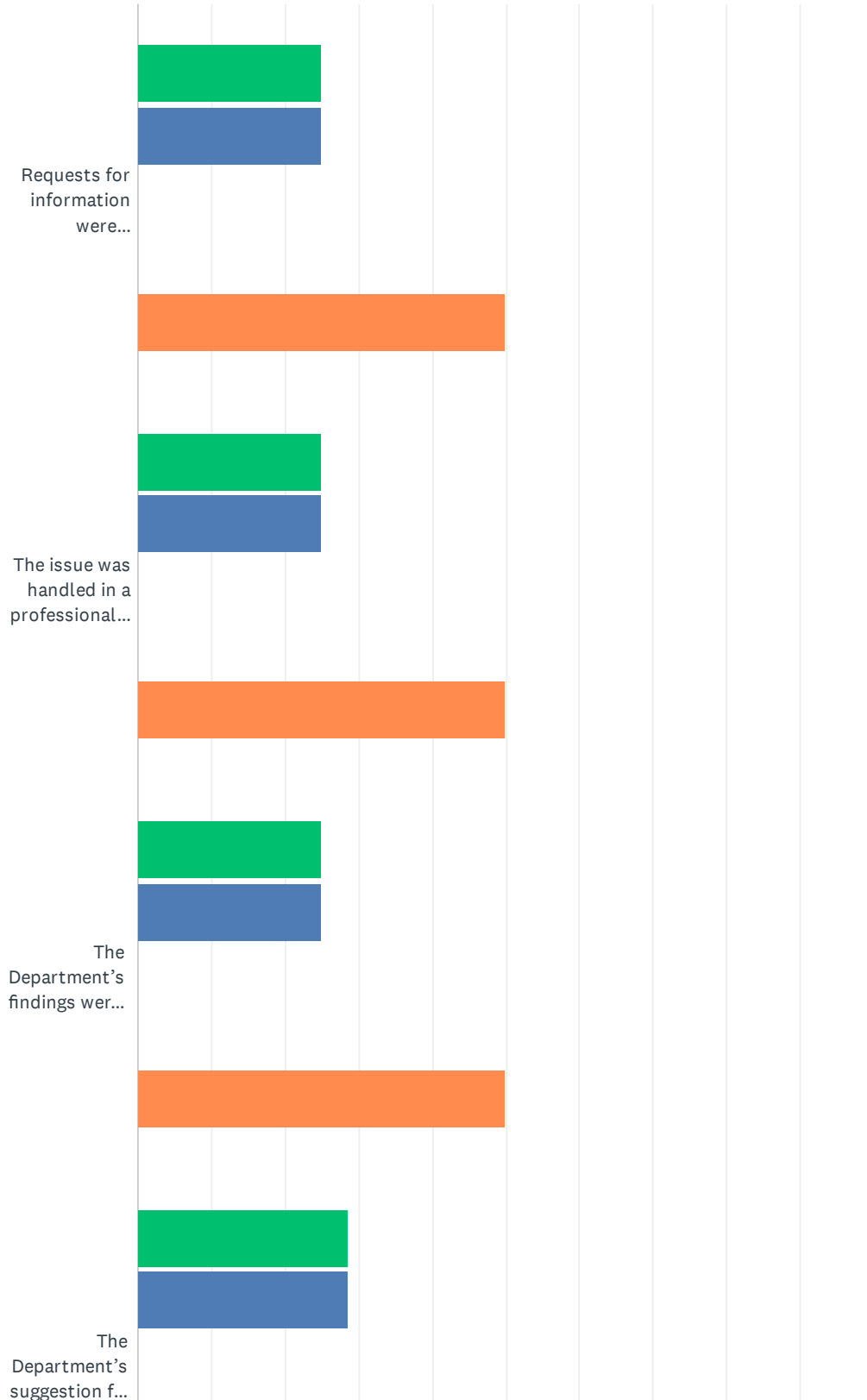
Answered: 25 Skipped: 2



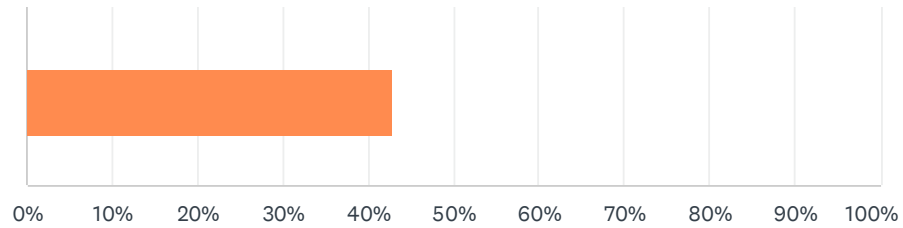
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	80.00% 20	20.00% 5	0.00% 0	0.00% 0	25	2.20

Q52 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 8 Skipped: 19



Non-Depository Supervision - Rate the Department Survey - 2025 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.	25.00% 2	25.00% 2	0.00% 0	0.00% 0	50.00% 4	8	3.25
The issue was handled in a professional manner.	25.00% 2	25.00% 2	0.00% 0	0.00% 0	50.00% 4	8	3.25
The Department's findings were based on a logical interpretation of applicable law.	25.00% 2	25.00% 2	0.00% 0	0.00% 0	50.00% 4	8	3.25
The Department's suggestion for resolving the matter was reasonable.	28.57% 2	28.57% 2	0.00% 0	0.00% 0	42.86% 3	7	3.00