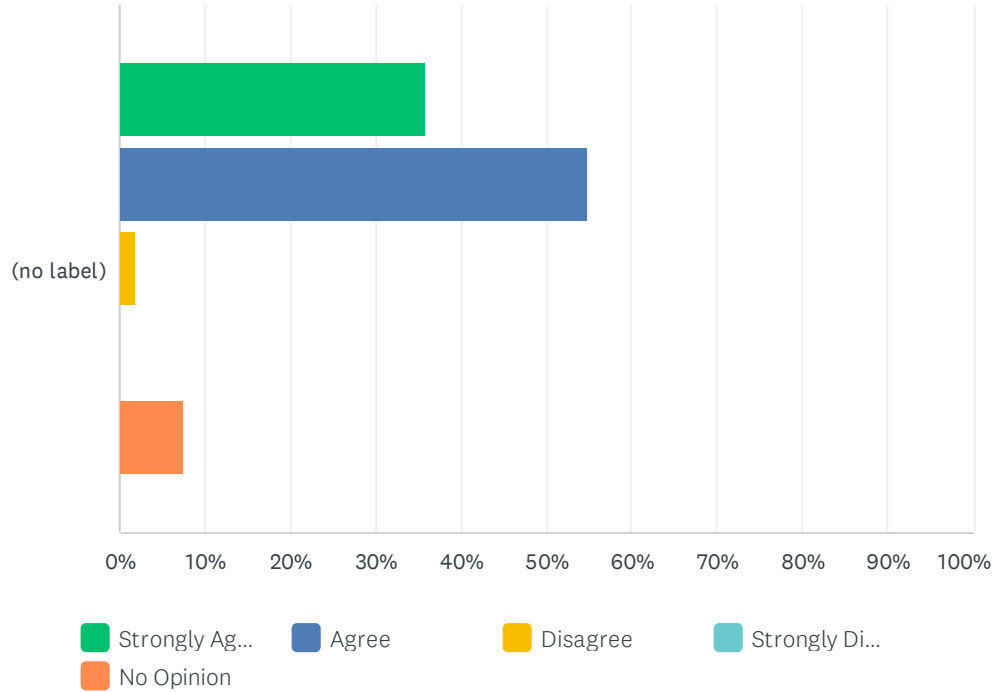


Q2 Material changes to the Department's rules, policies and procedures are communicated and explained to us in a timely fashion.

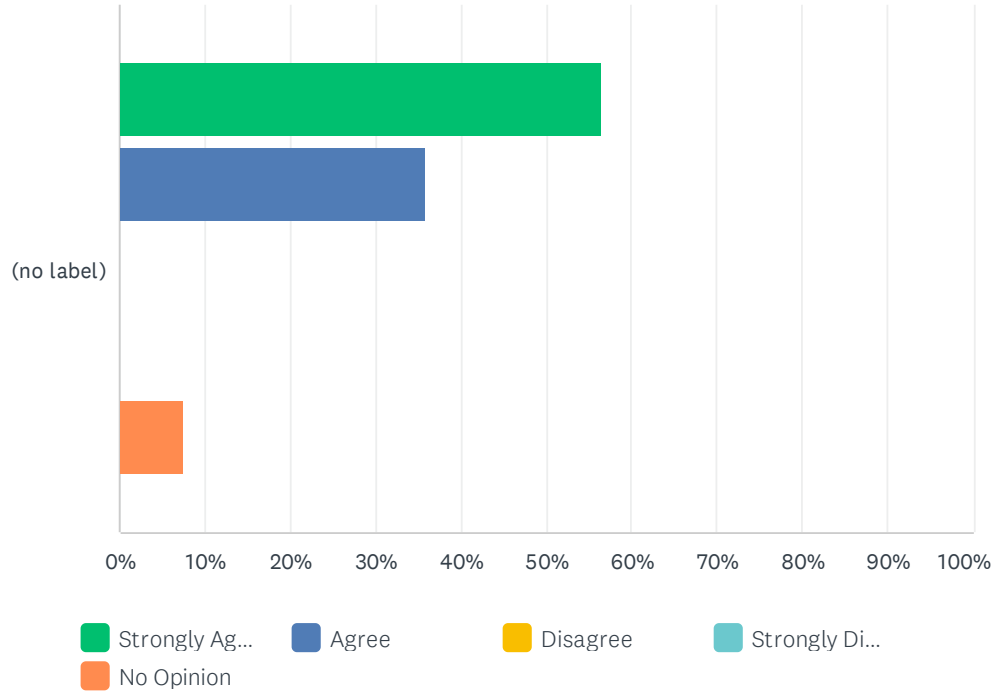
Answered: 53 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	35.85% 19	54.72% 29	1.89% 1	0.00% 0	7.55% 4	53	1.89

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

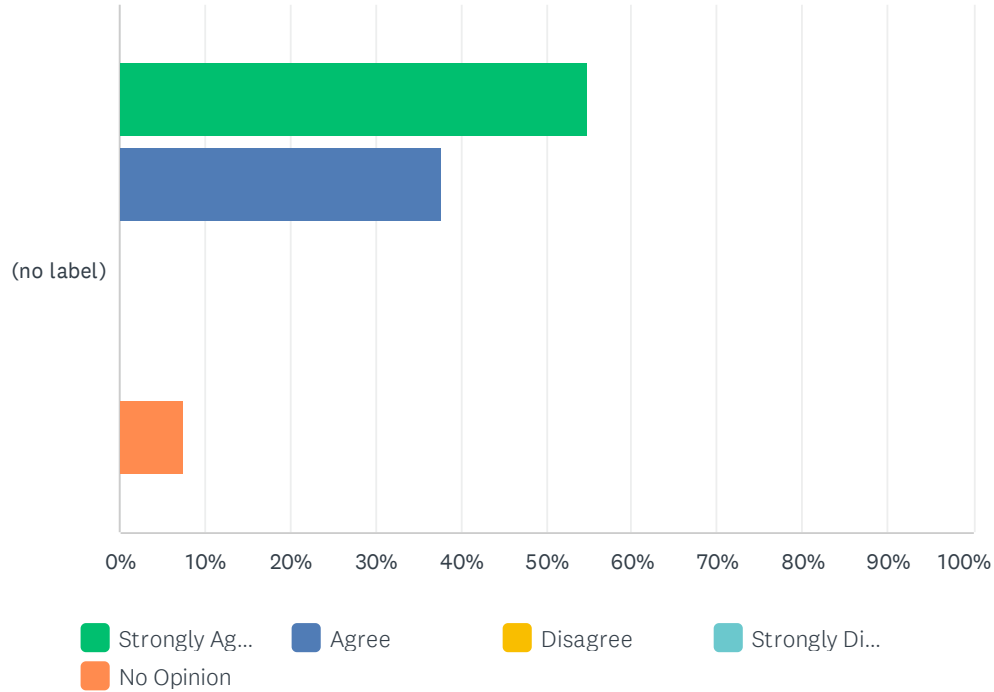
Answered: 53 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.60%	35.85%	0.00%	0.00%	7.55%	53	1.66
	30	19	0	0	4		

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

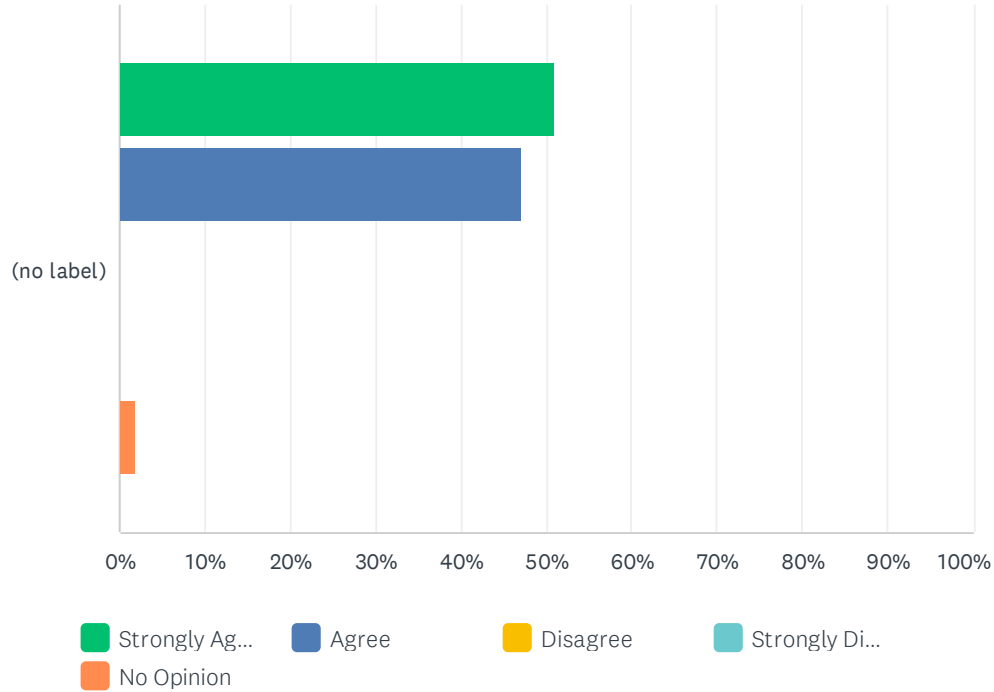
Answered: 53 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.72%	37.74%	0.00%	0.00%	7.55%	53	1.68
	29	20	0	0	4		

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

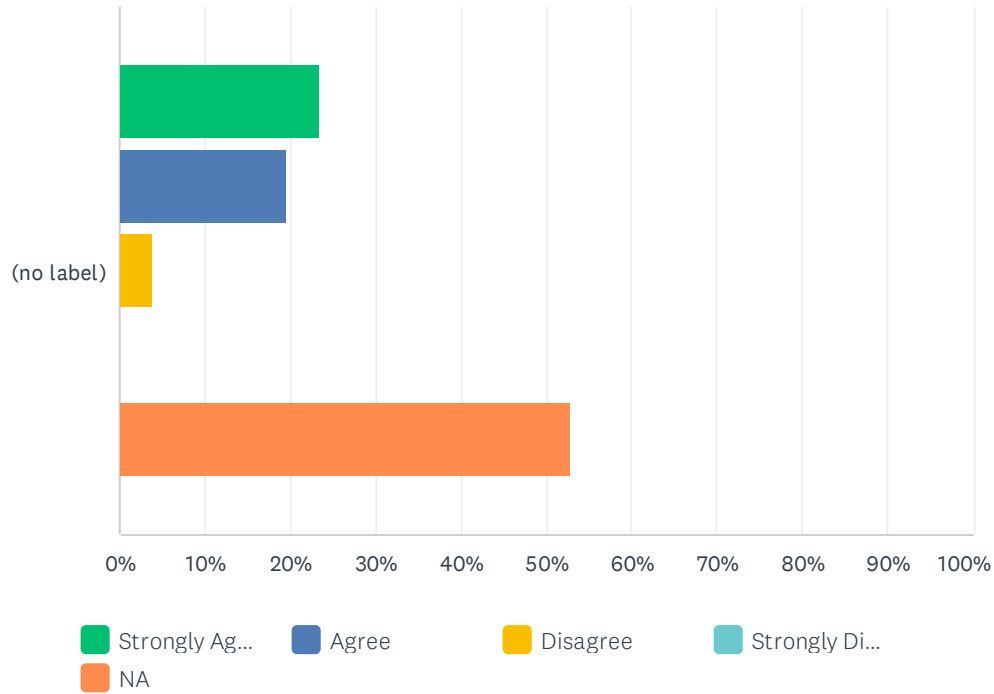
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.98% 26	47.06% 24	0.00% 0	0.00% 0	1.96% 1	51	1.55

Q9 If utilized in the last 12 months, access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

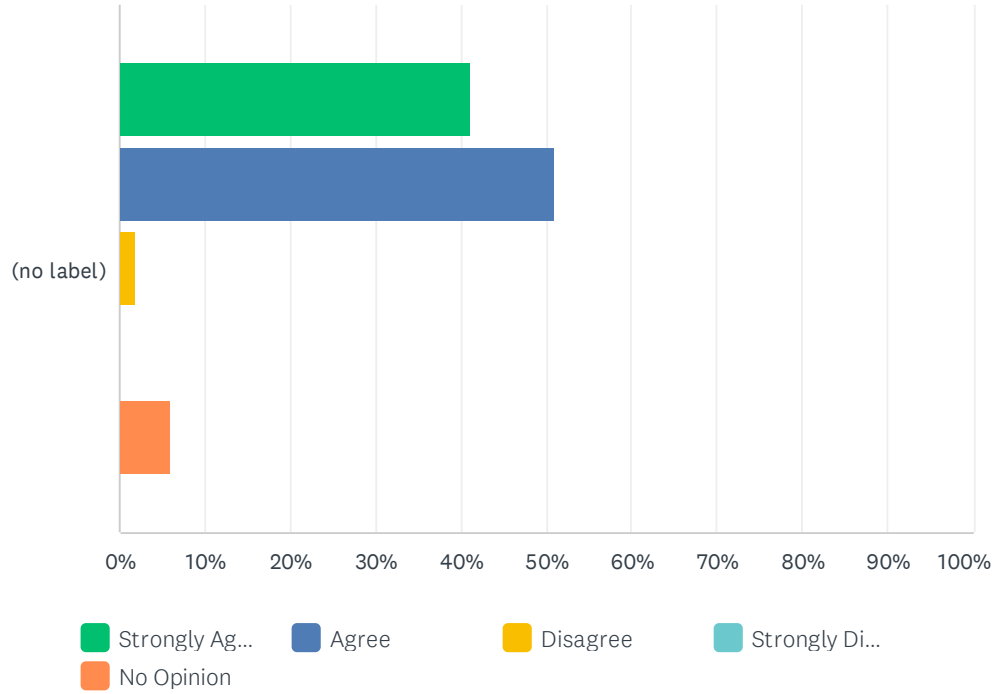
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NA	TOTAL	WEIGHTED AVERAGE
(no label)	23.53% 12	19.61% 10	3.92% 2	0.00% 0	52.94% 27	51	3.39

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

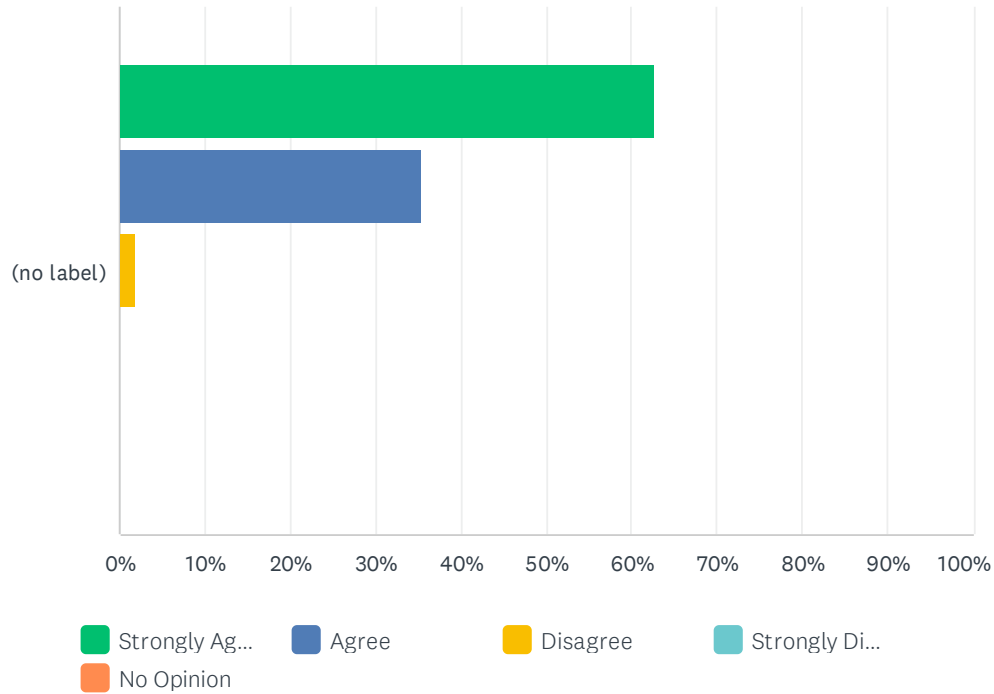
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	41.18% 21	50.98% 26	1.96% 1	0.00% 0	5.88% 3	51	1.78

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

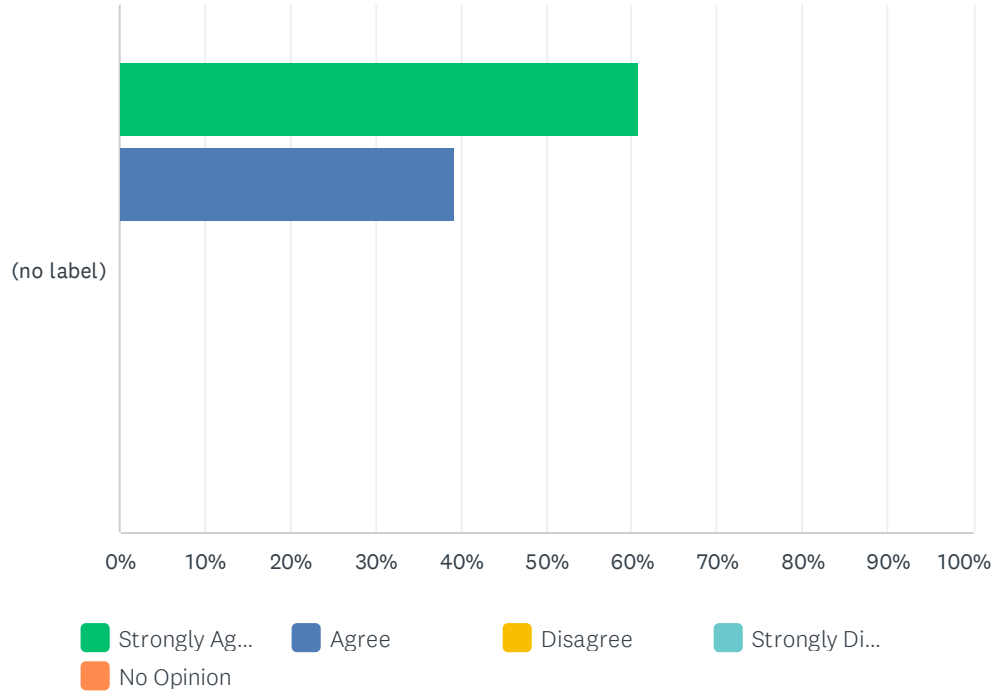
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	62.75% 32	35.29% 18	1.96% 1	0.00% 0	0.00% 0	51	1.39

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

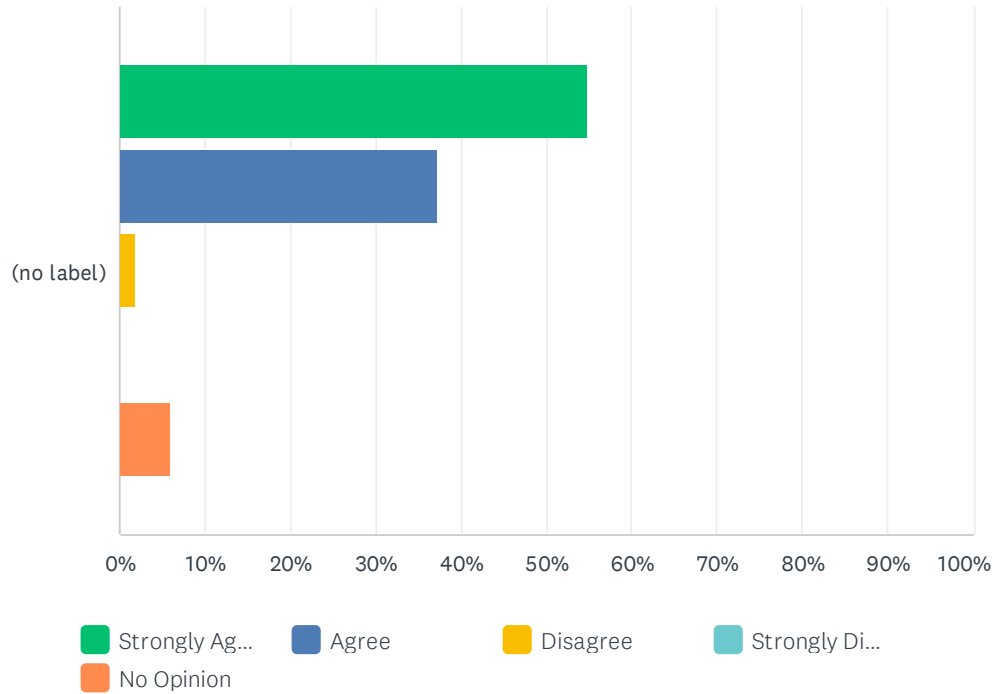
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	60.78% 31	39.22% 20	0.00% 0	0.00% 0	0.00% 0	51	1.39

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

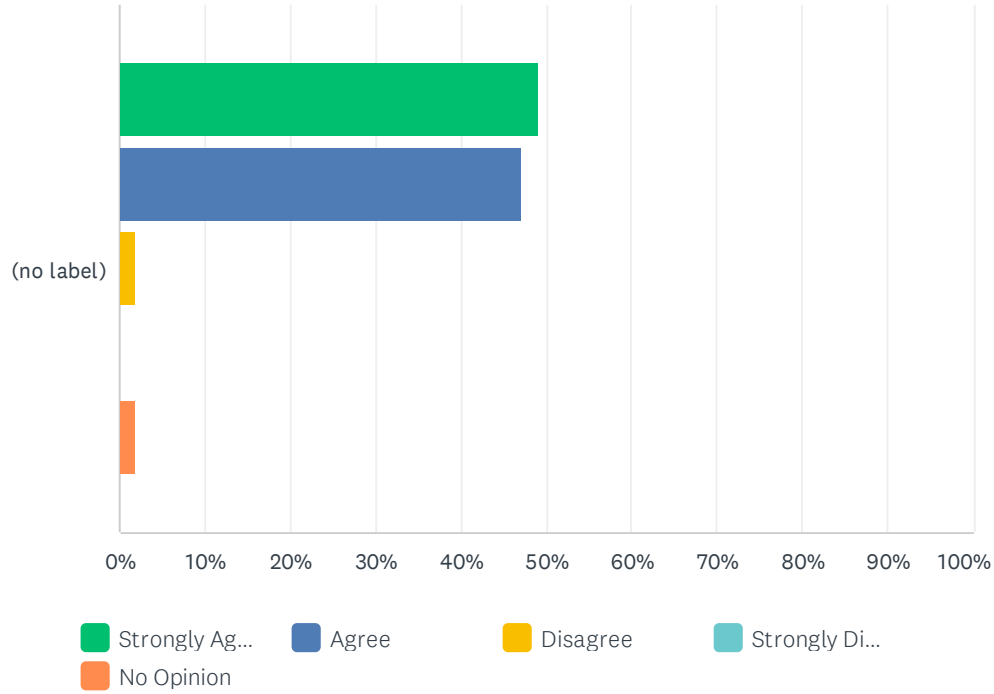
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.90% 28	37.25% 19	1.96% 1	0.00% 0	5.88% 3	51	1.65

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

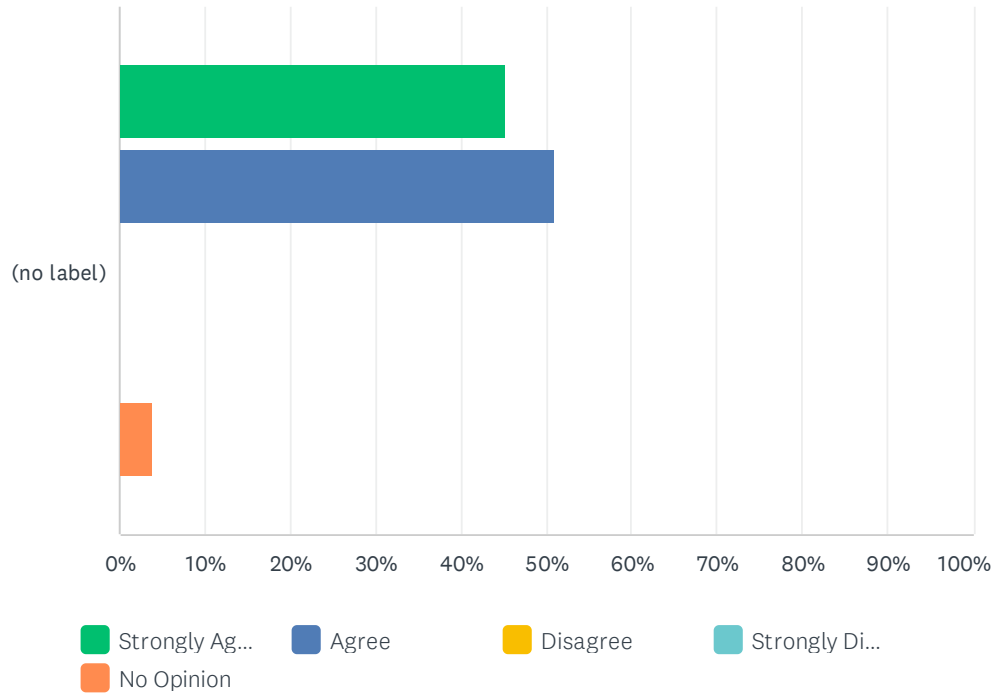
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	49.02% 25	47.06% 24	1.96% 1	0.00% 0	1.96% 1	51	1.59

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

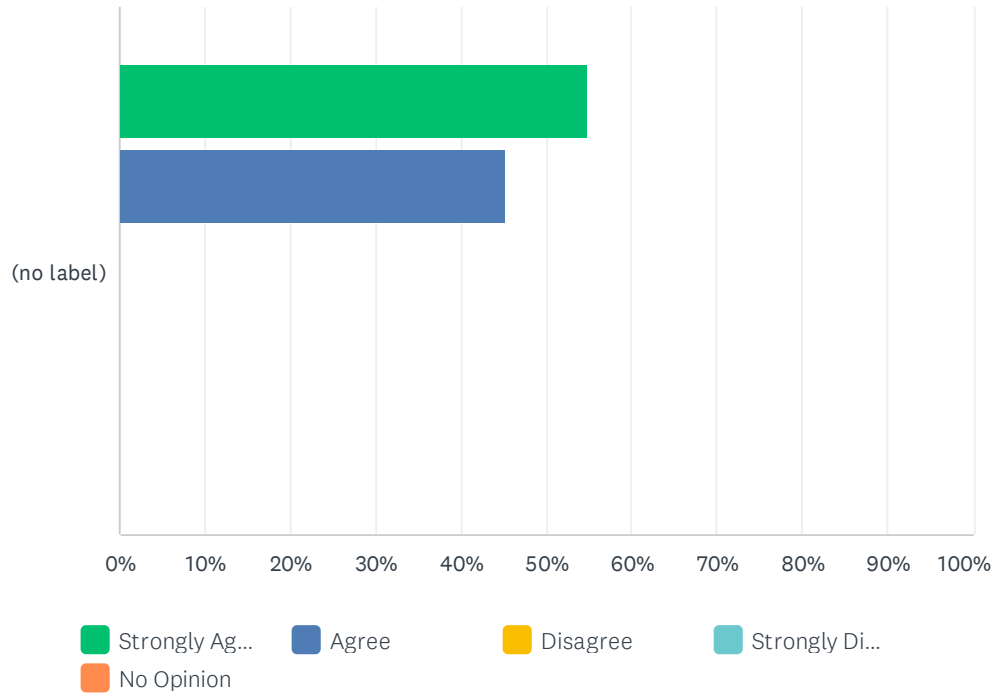
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	45.10% 23	50.98% 26	0.00% 0	0.00% 0	3.92% 2	51	1.67

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

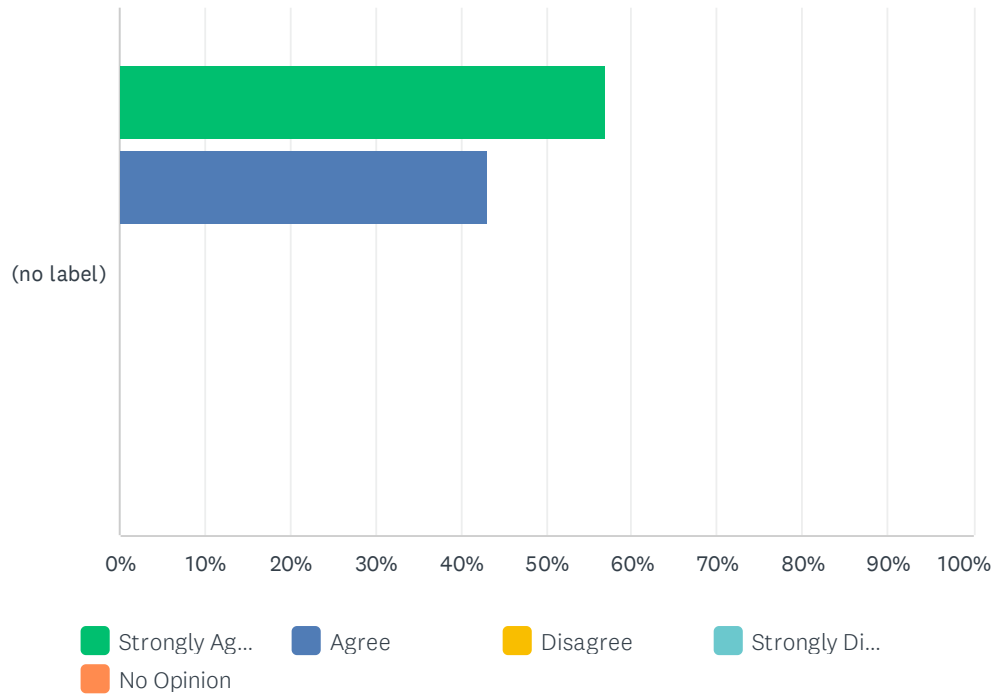
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.90% 28	45.10% 23	0.00% 0	0.00% 0	0.00% 0	51	1.45

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

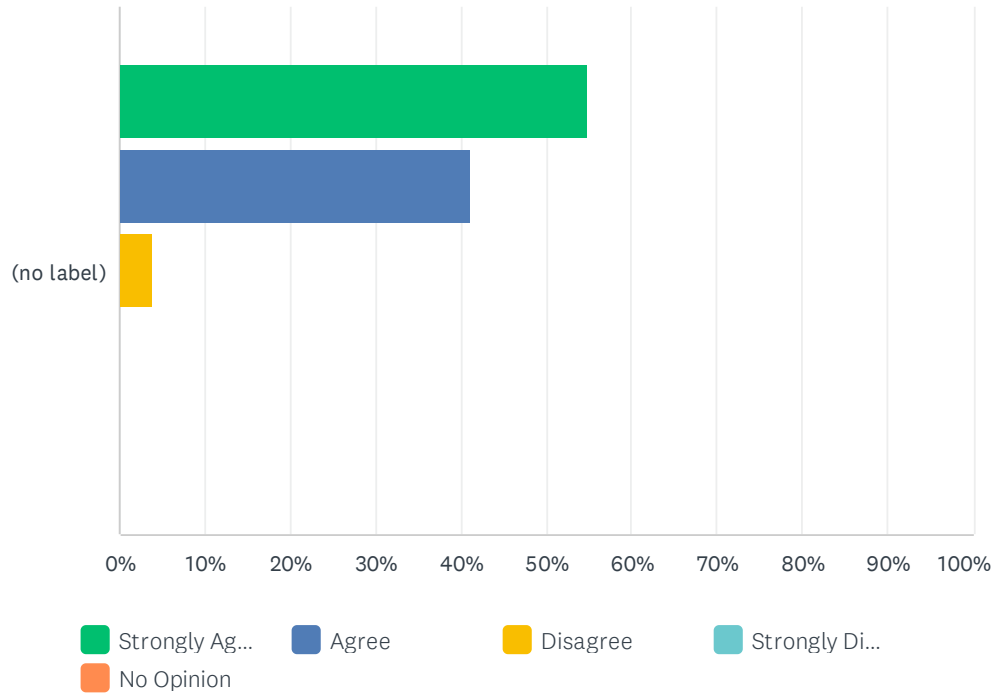
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	56.86% 29	43.14% 22	0.00% 0	0.00% 0	0.00% 0	51	1.43

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

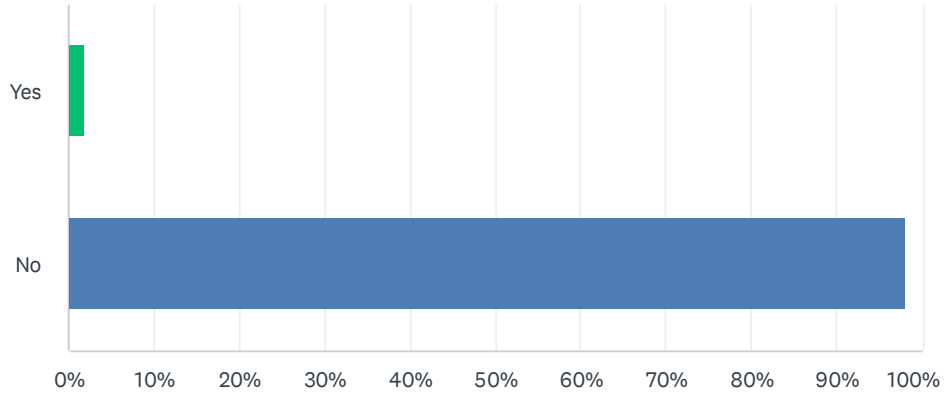
Answered: 51 Skipped: 2



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.90% 28	41.18% 21	3.92% 2	0.00% 0	0.00% 0	51	1.49

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

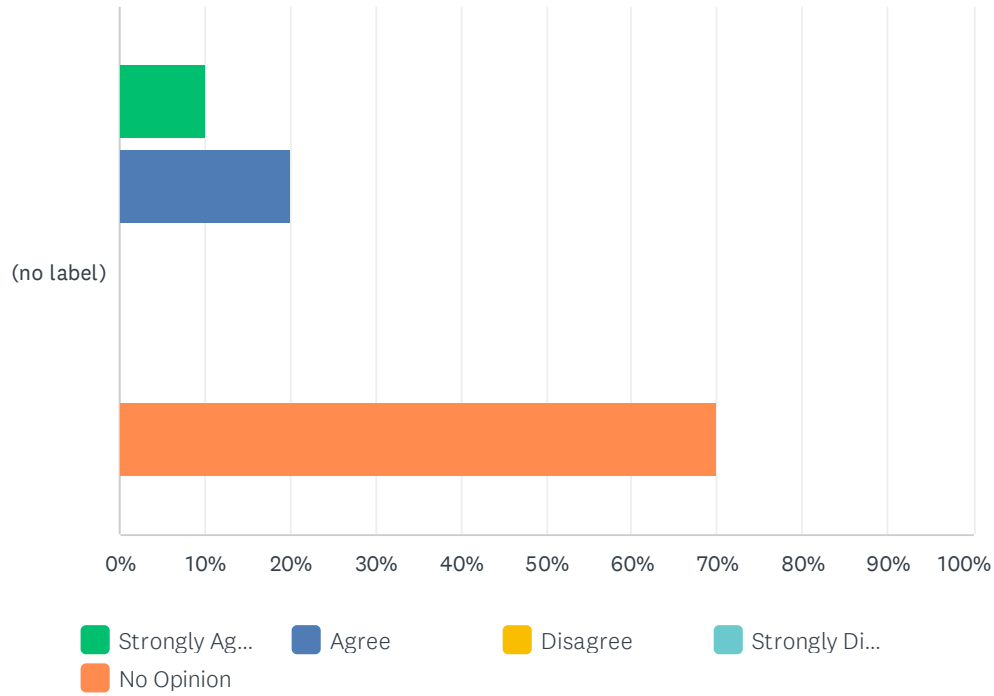
Answered: 50 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	2.00%	1
No	98.00%	49
TOTAL		50

Q22 The Legal Division is accessible and professional.

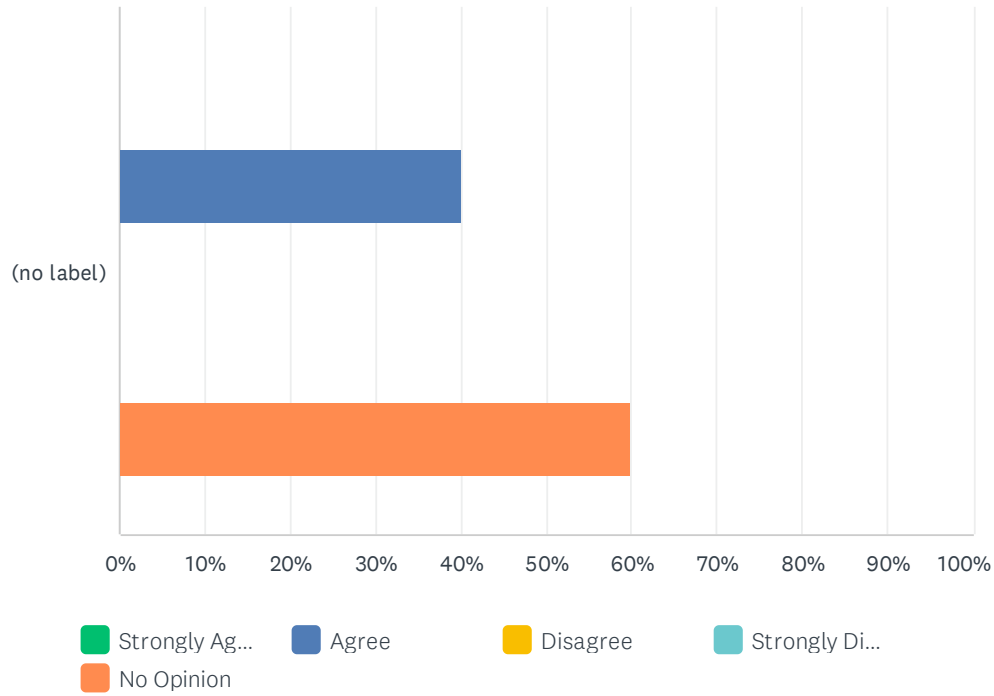
Answered: 10 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	10.00%	20.00%	0.00%	0.00%	70.00%	10	4.00
	1	2	0	0	7		

Q23 Responses are generally timely.

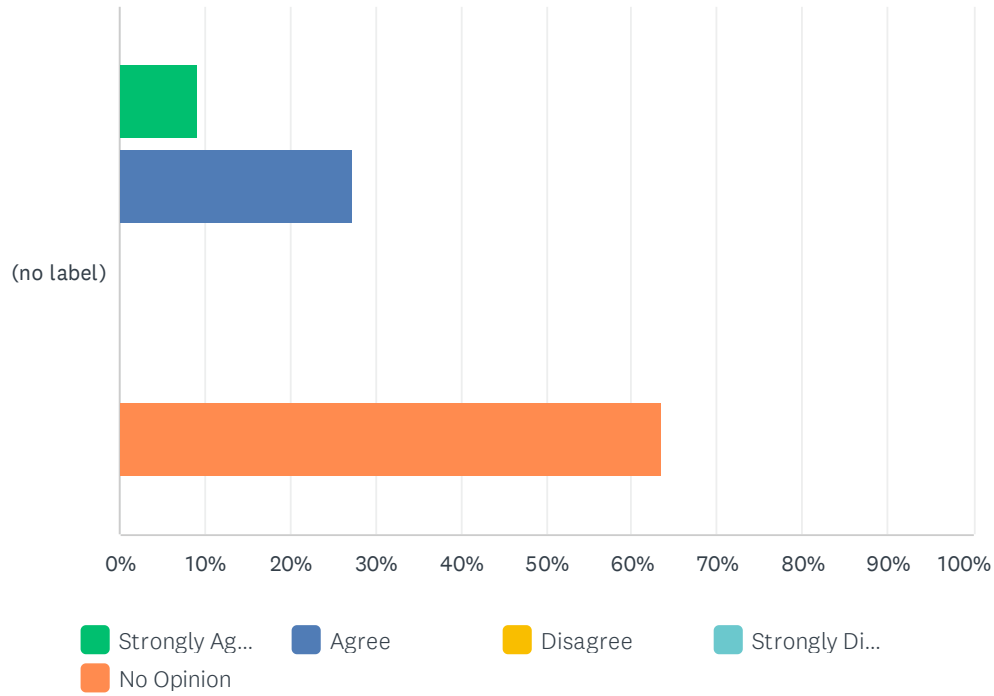
Answered: 10 Skipped: 43



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	40.00% 4	0.00% 0	0.00% 0	60.00% 6	10	3.80

Q24 The content and substance of responses are appropriate and timely.

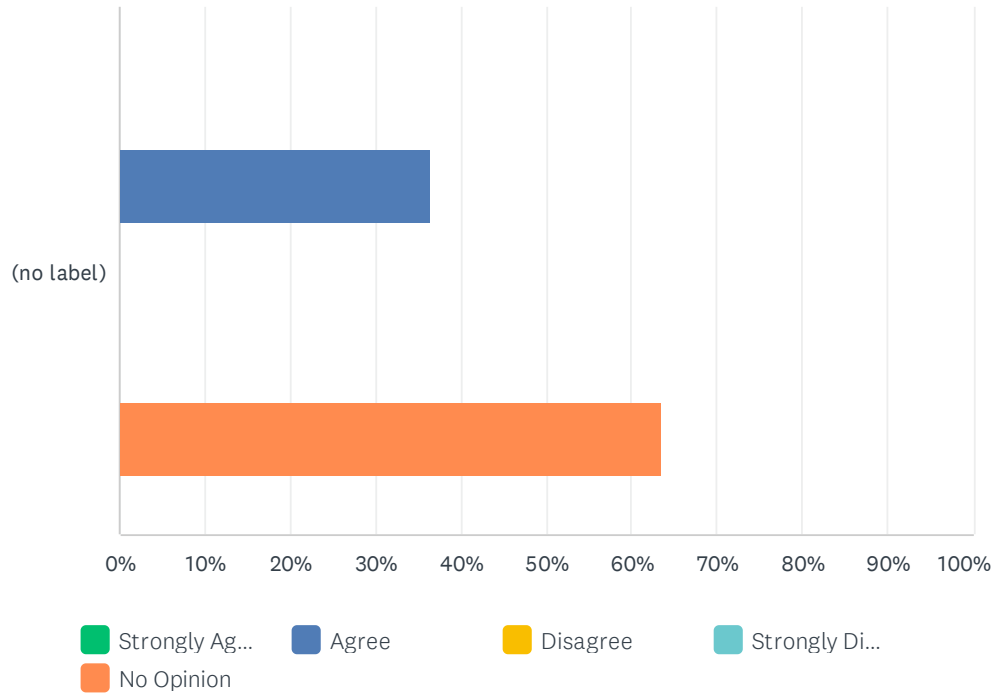
Answered: 11 Skipped: 42



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	9.09%	27.27%	0.00%	0.00%	63.64%	11	3.82
	1	3	0	0	7		

Q25 Requests for information are reasonable.

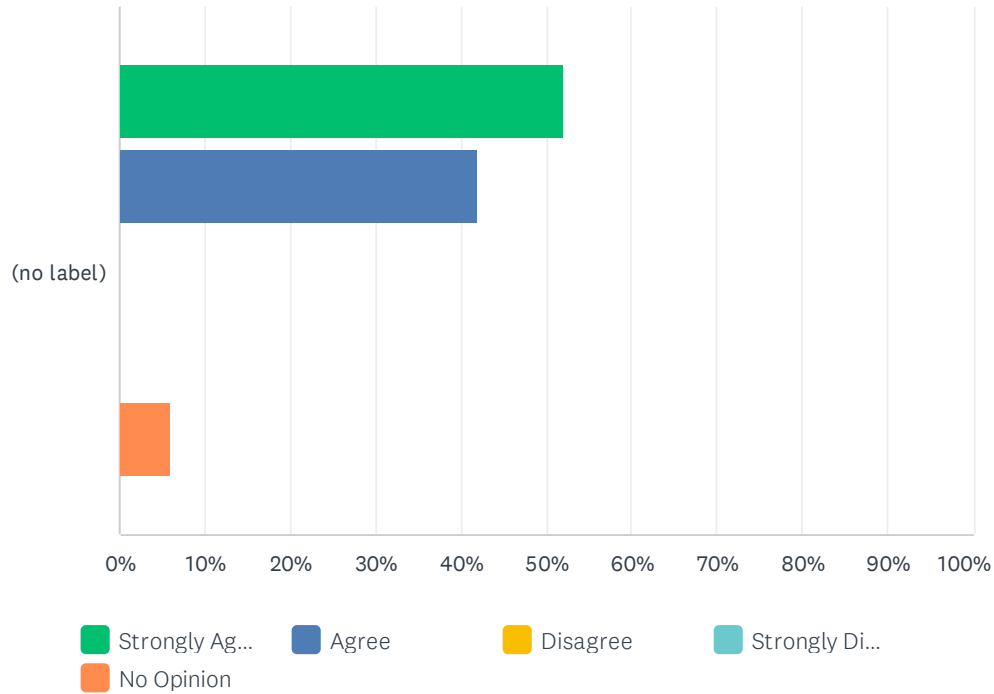
Answered: 11 Skipped: 42



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	36.36% 4	0.00% 0	0.00% 0	63.64% 7	11	3.91

Q27 Overall, Department personnel are responding satisfactorily to my needs.

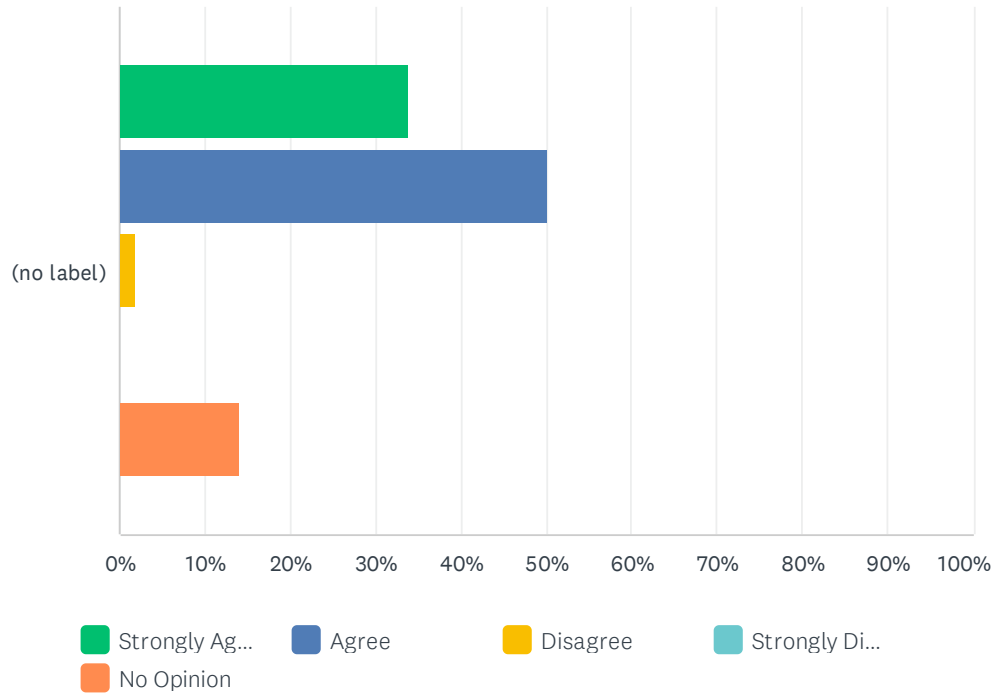
Answered: 50 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	52.00% 26	42.00% 21	0.00% 0	0.00% 0	6.00% 3	50	1.66

Q28 I find the Department's website easy to navigate.

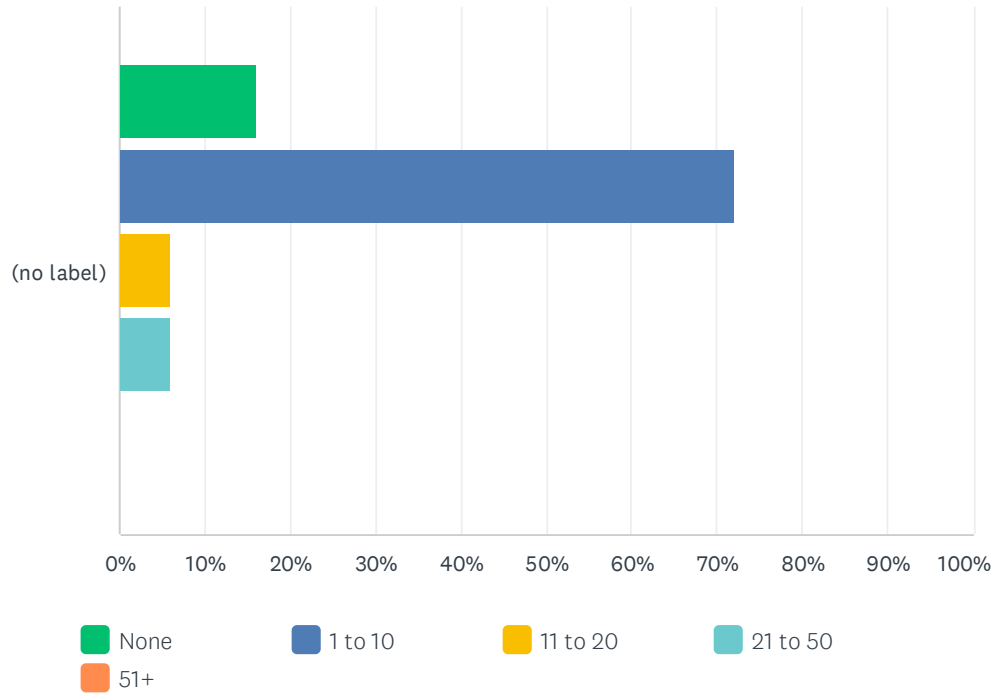
Answered: 50 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	34.00% 17	50.00% 25	2.00% 1	0.00% 0	14.00% 7	50	2.10

Q29 I or my staff have visited the Department’s website approximately XX times during the last 12 months.

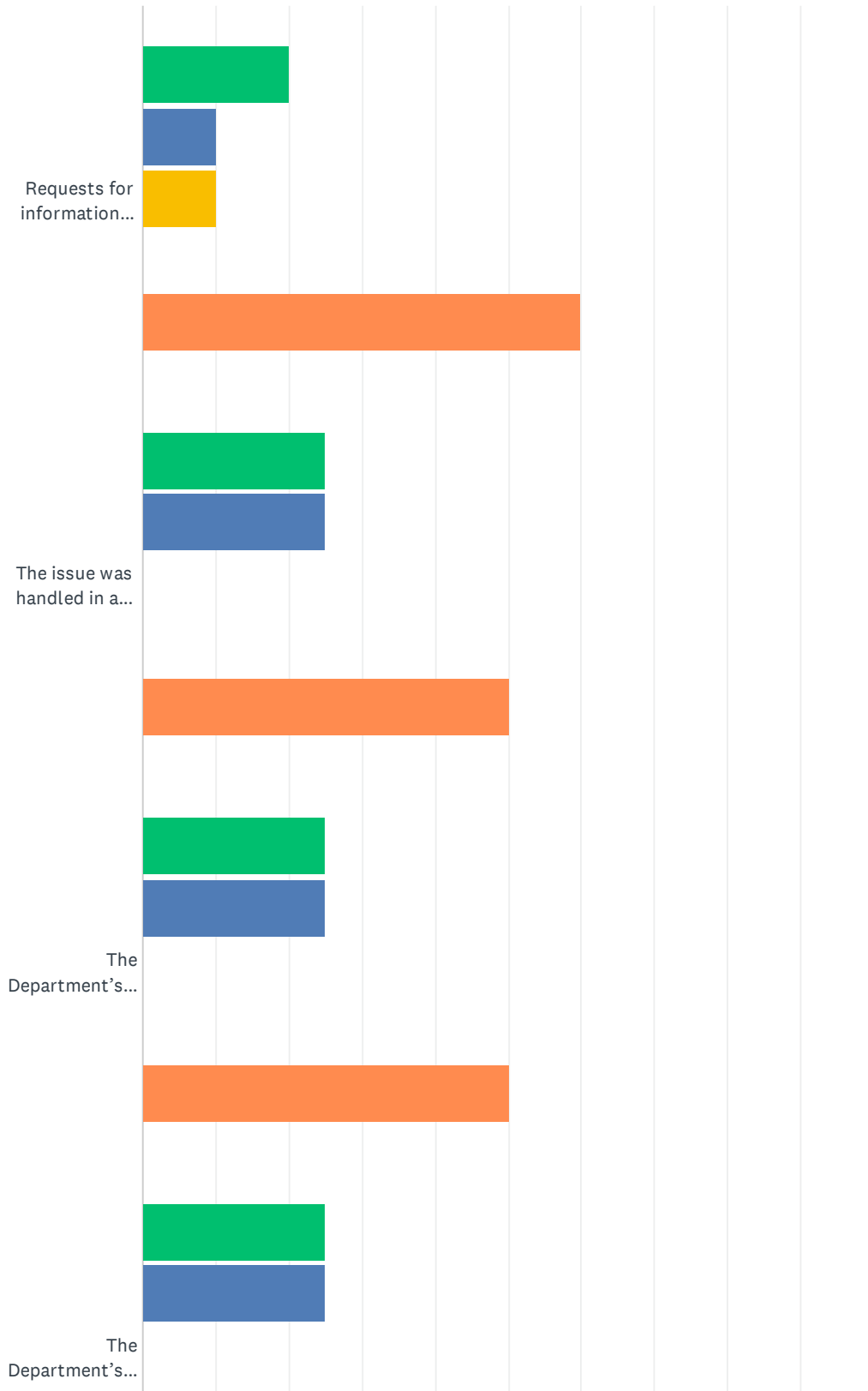
Answered: 50 Skipped: 3



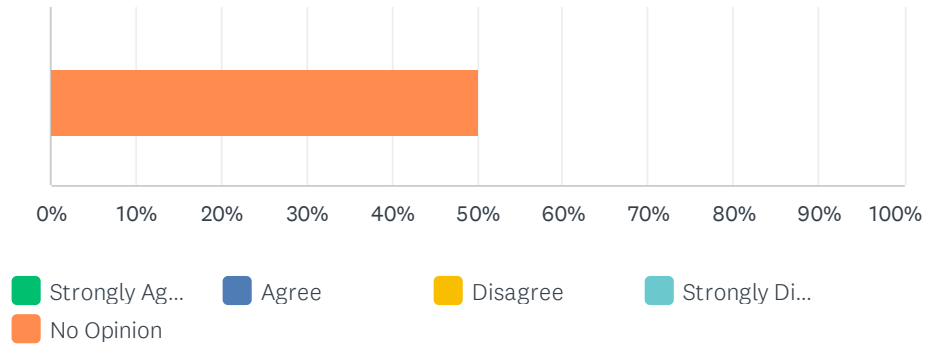
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	16.00%	72.00%	6.00%	6.00%	0.00%	50	2.02
	8	36	3	3	0		

Q32 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 10 Skipped: 43



Non-Depository Supervision - Rate the Department Survey - 2023 PFC/PCC



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	20.00% 2	10.00% 1	10.00% 1	0.00% 0	60.00% 6	10	3.70
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.	25.00% 2	25.00% 2	0.00% 0	0.00% 0	50.00% 4	8	3.25