

Non-Depository Supervision - Rate the Department Survey - 2024 PFC/PCC

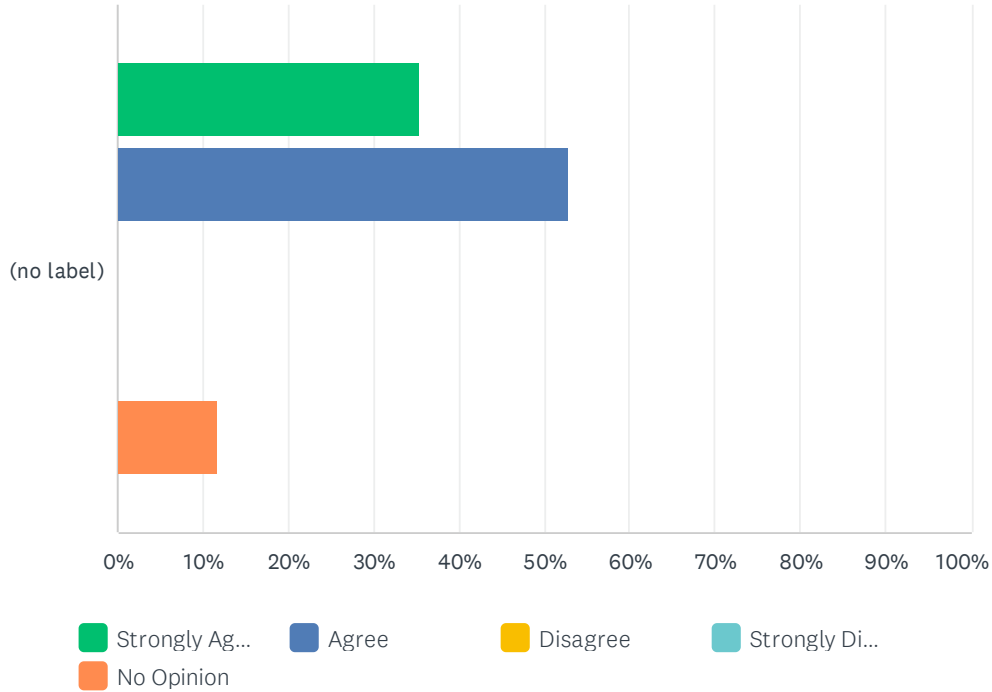
Q1 Person Completing the Survey?

Answered: 20 Skipped: 14

ANSWER CHOICES	RESPONSES	
Name (optional)	95.00%	19
Name of Entity (optional)	95.00%	19

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

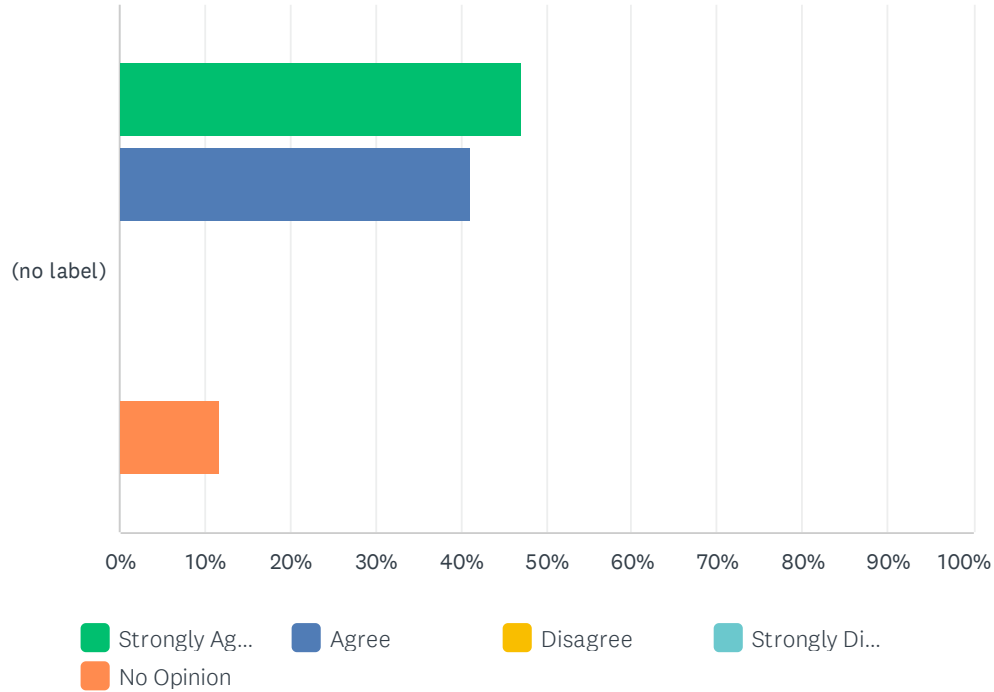
Answered: 34 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	35.29% 12	52.94% 18	0.00% 0	0.00% 0	11.76% 4	34	2.00

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

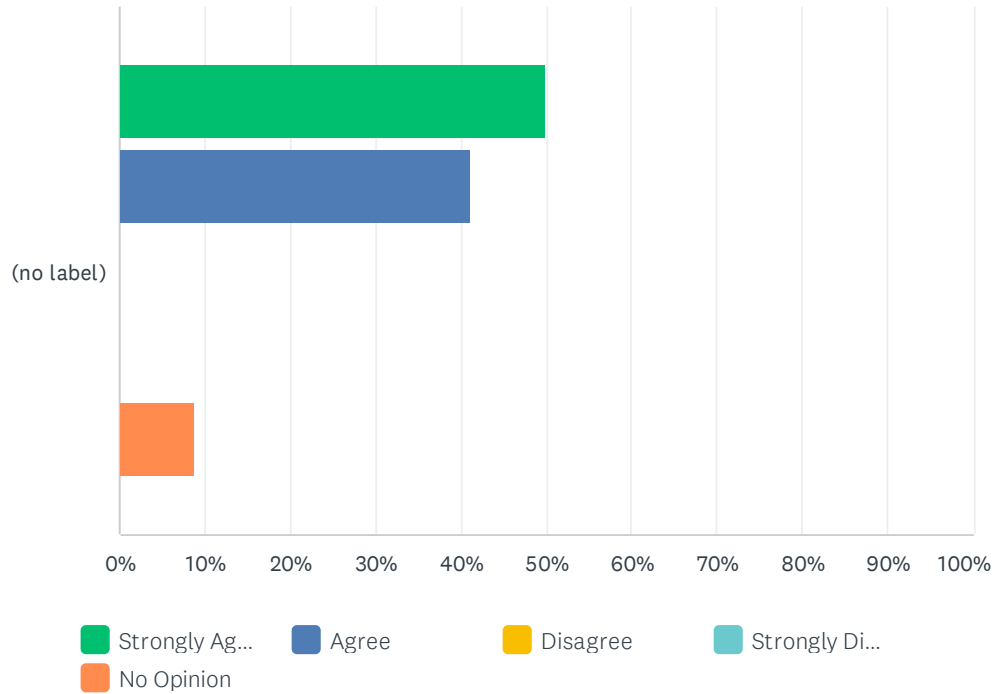
Answered: 34 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.06%	41.18%	0.00%	0.00%	11.76%	34	1.88
	16	14	0	0	4		

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

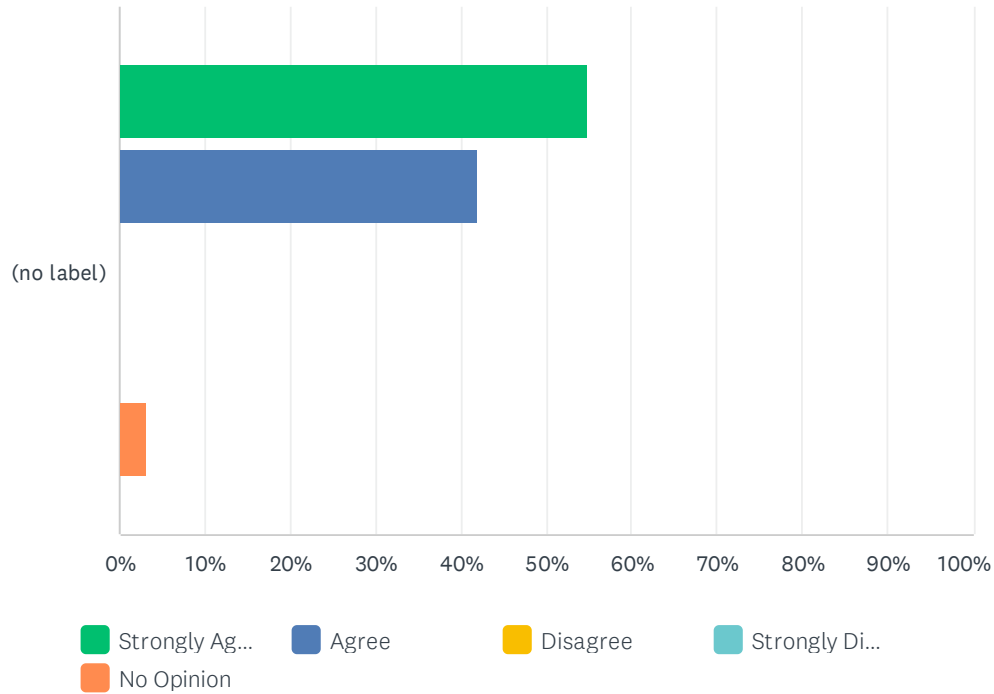
Answered: 34 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 17	41.18% 14	0.00% 0	0.00% 0	8.82% 3	34	1.76

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

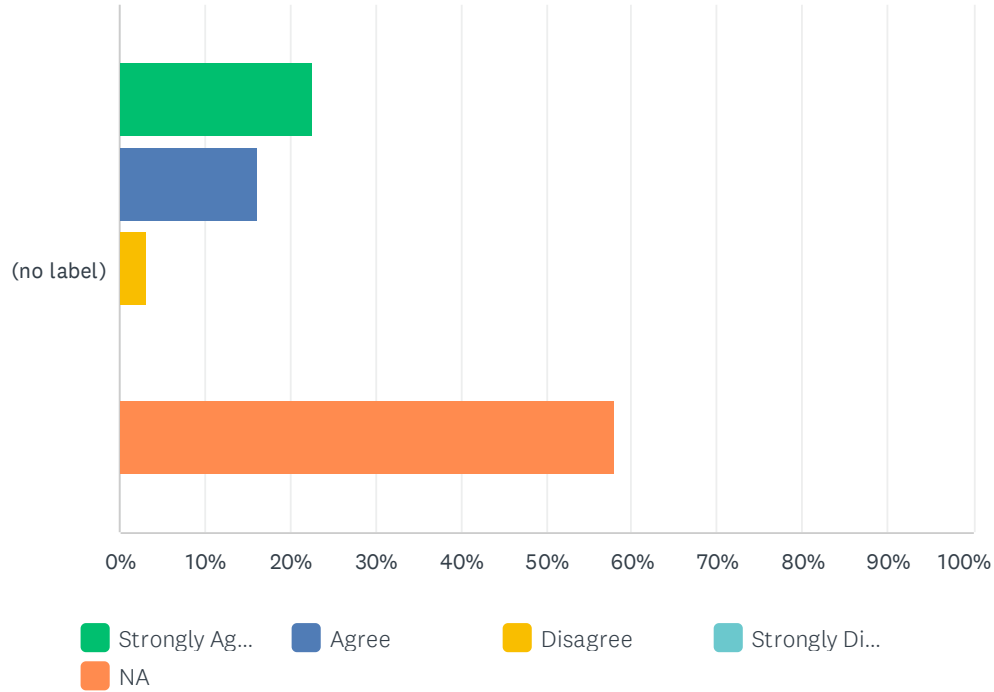
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.84% 17	41.94% 13	0.00% 0	0.00% 0	3.23% 1	31	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.

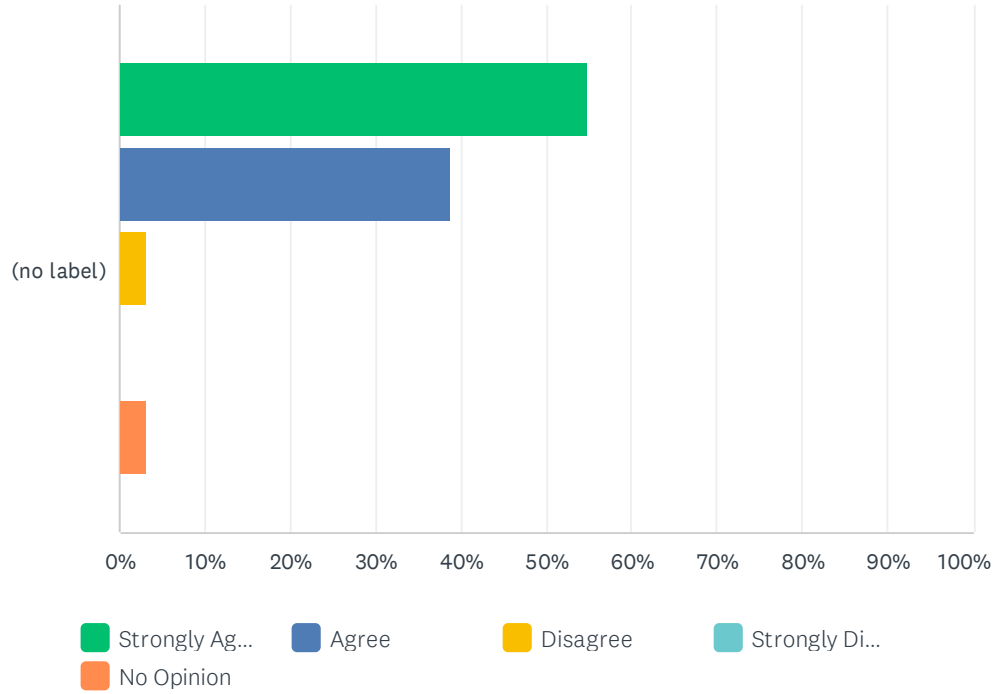
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NA	TOTAL	WEIGHTED AVERAGE
(no label)	22.58% 7	16.13% 5	3.23% 1	0.00% 0	58.06% 18	31	3.55

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

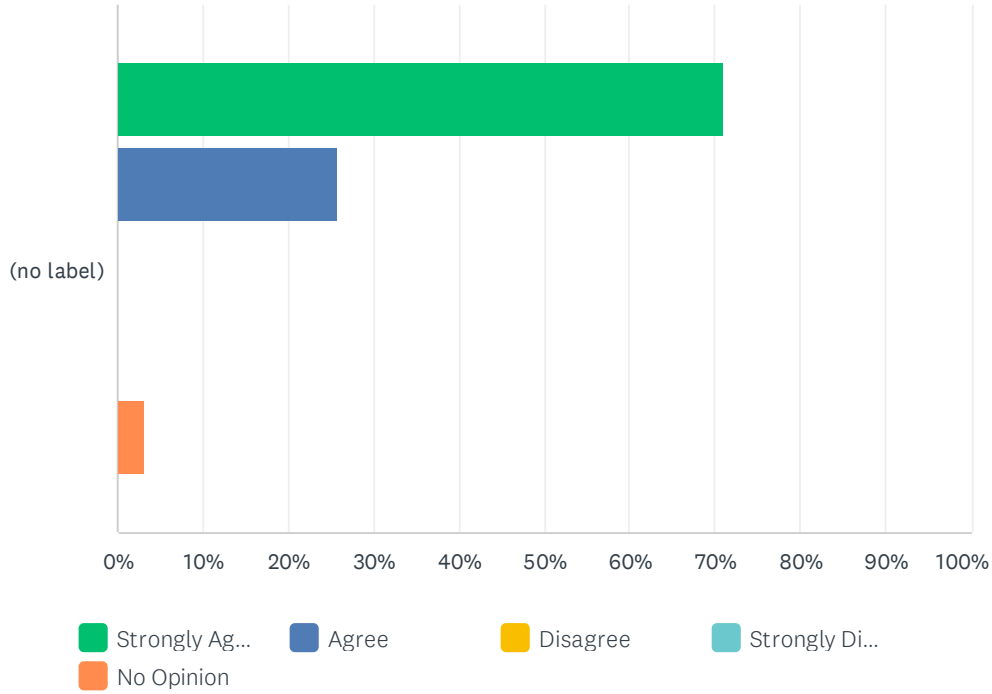
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.84% 17	38.71% 12	3.23% 1	0.00% 0	3.23% 1	31	1.58

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

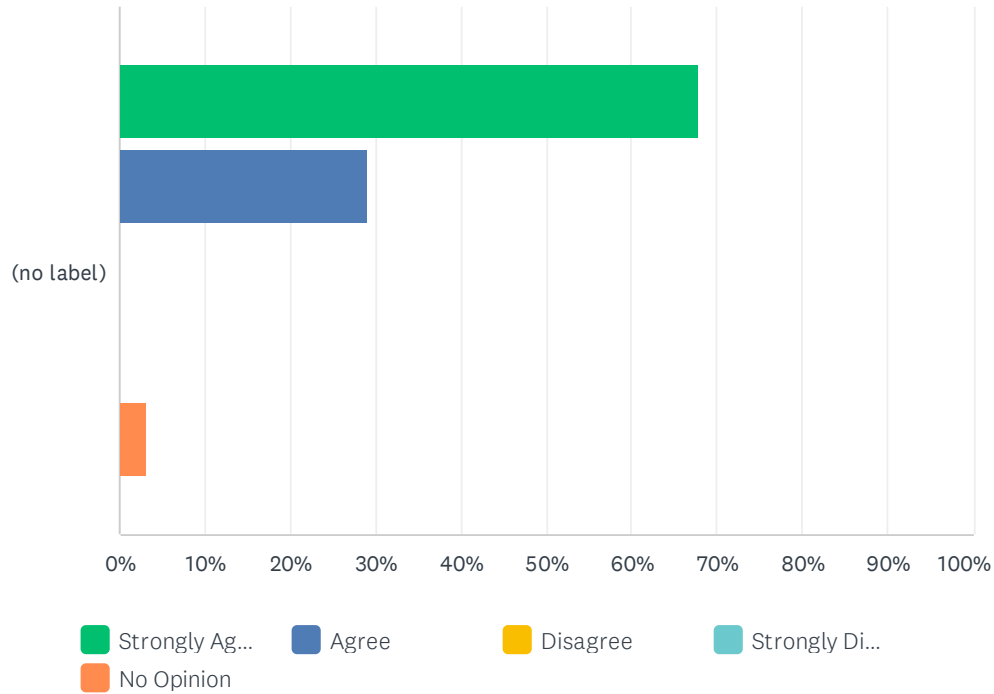
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	70.97% 22	25.81% 8	0.00% 0	0.00% 0	3.23% 1	31	1.39

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

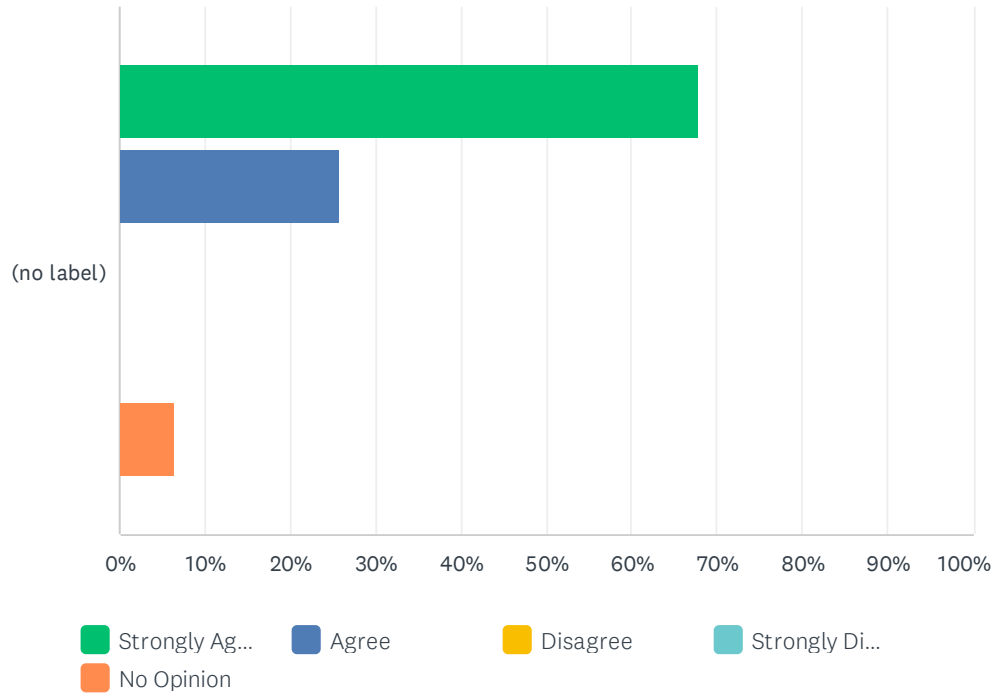
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	67.74% 21	29.03% 9	0.00% 0	0.00% 0	3.23% 1	31	1.42

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

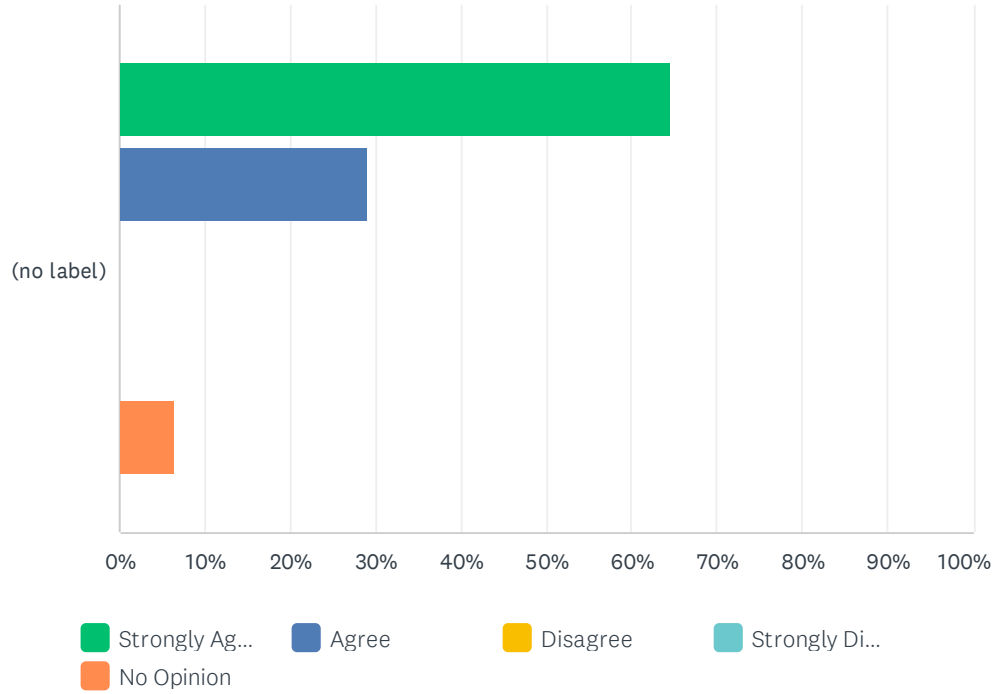
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	67.74%	25.81%	0.00%	0.00%	6.45%	31	1.52
	21	8	0	0	2		

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

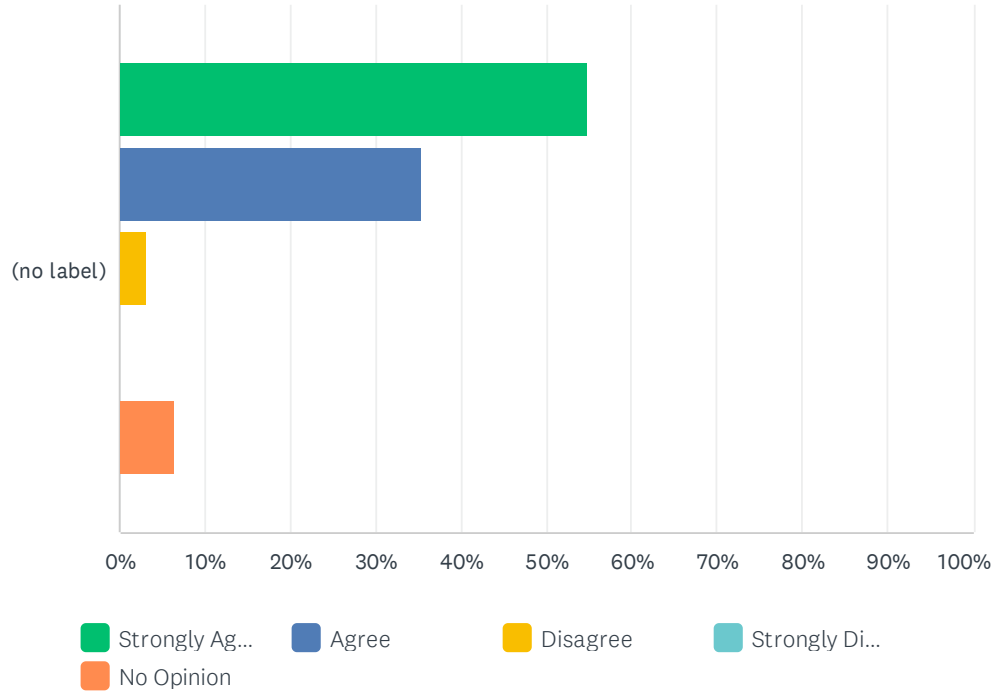
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	64.52% 20	29.03% 9	0.00% 0	0.00% 0	6.45% 2	31	1.55

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

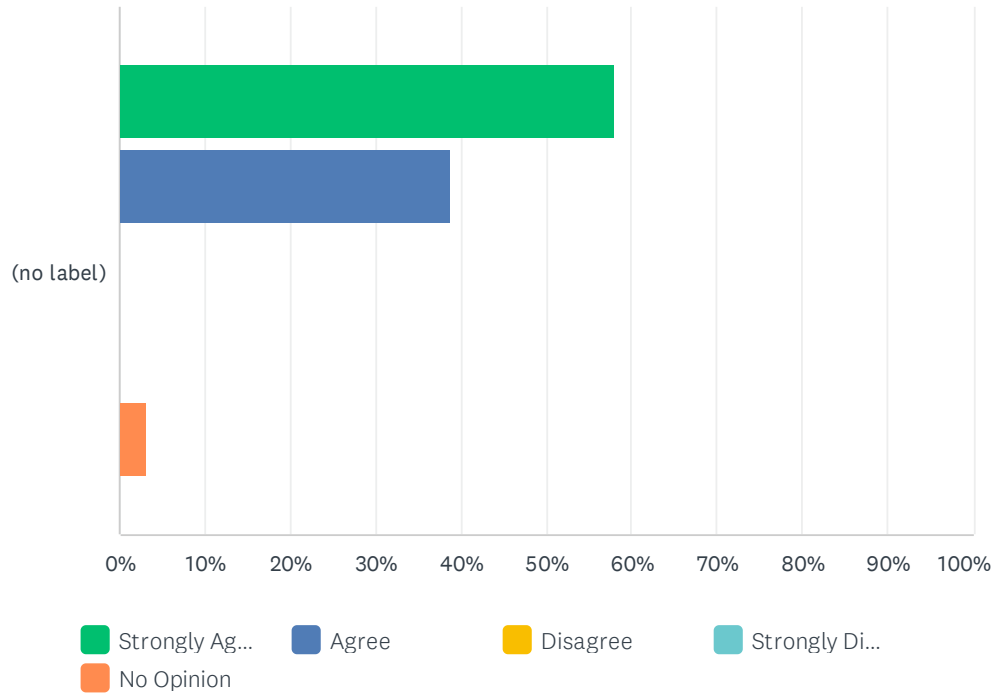
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.84%	35.48%	3.23%	0.00%	6.45%	31	1.68
	17	11	1	0	2		

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

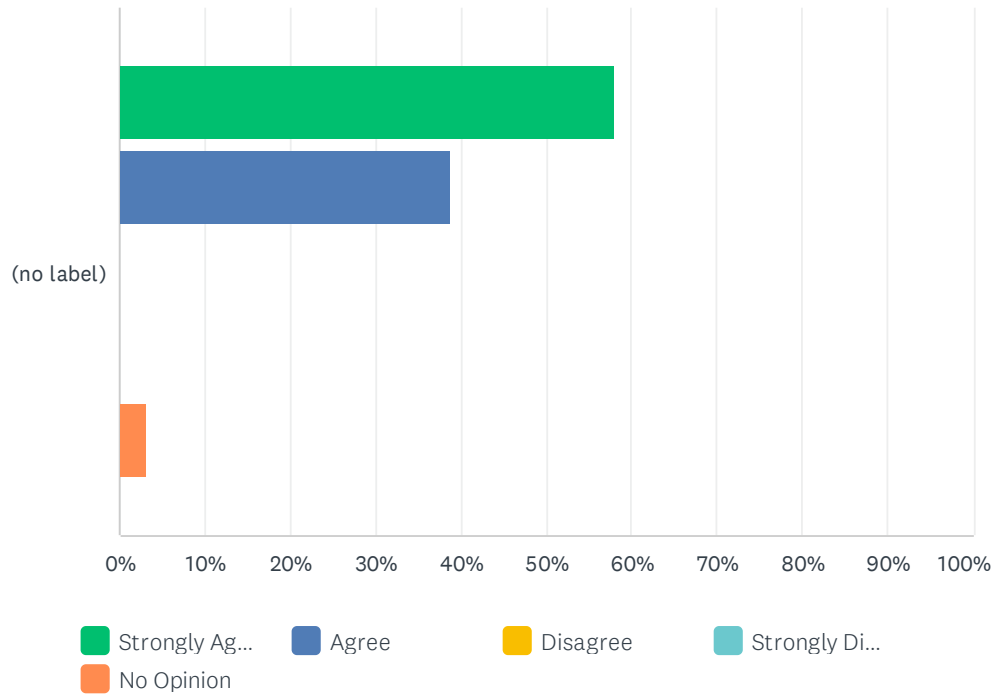
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	58.06% 18	38.71% 12	0.00% 0	0.00% 0	3.23% 1	31	1.52

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

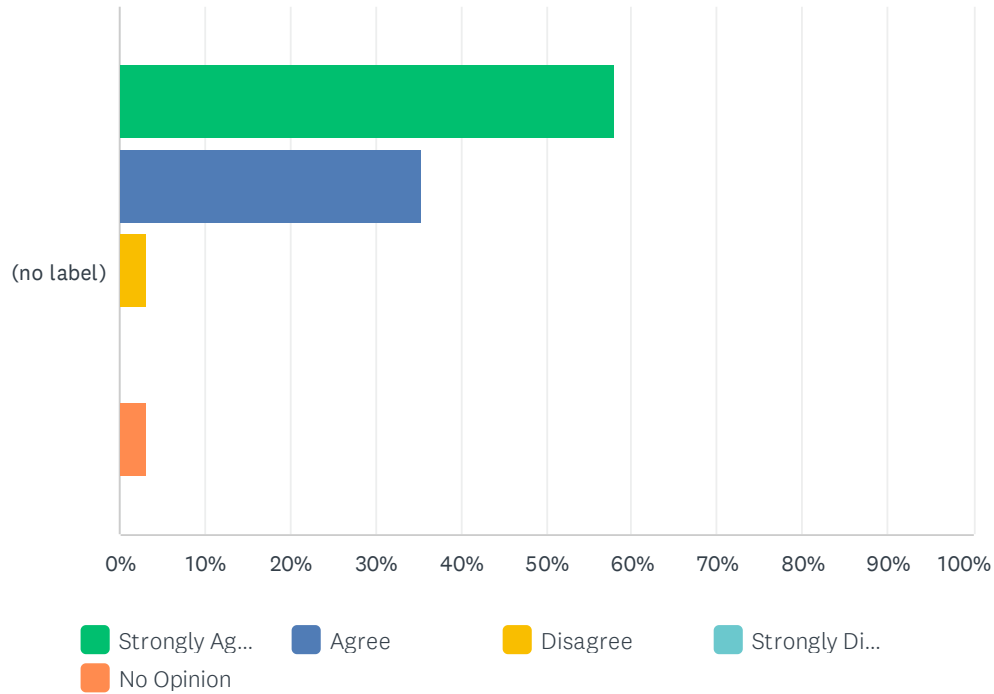
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	58.06%	38.71%	0.00%	0.00%	3.23%	31	1.52
	18	12	0	0	1		

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

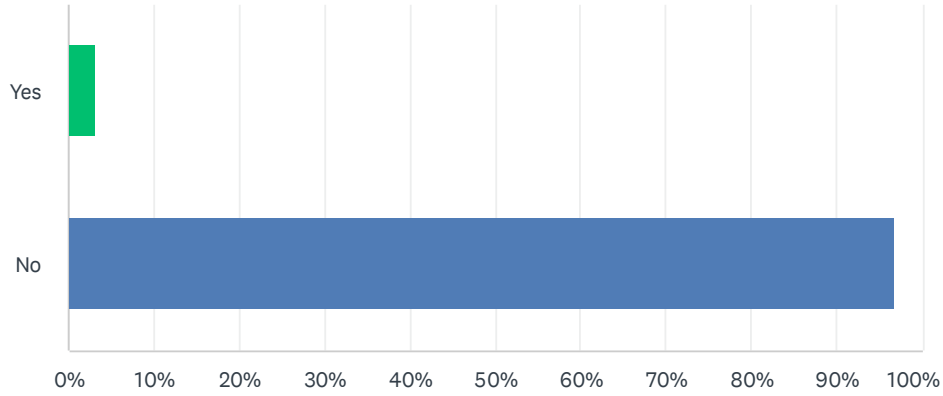
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	58.06% 18	35.48% 11	3.23% 1	0.00% 0	3.23% 1	31	1.55

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

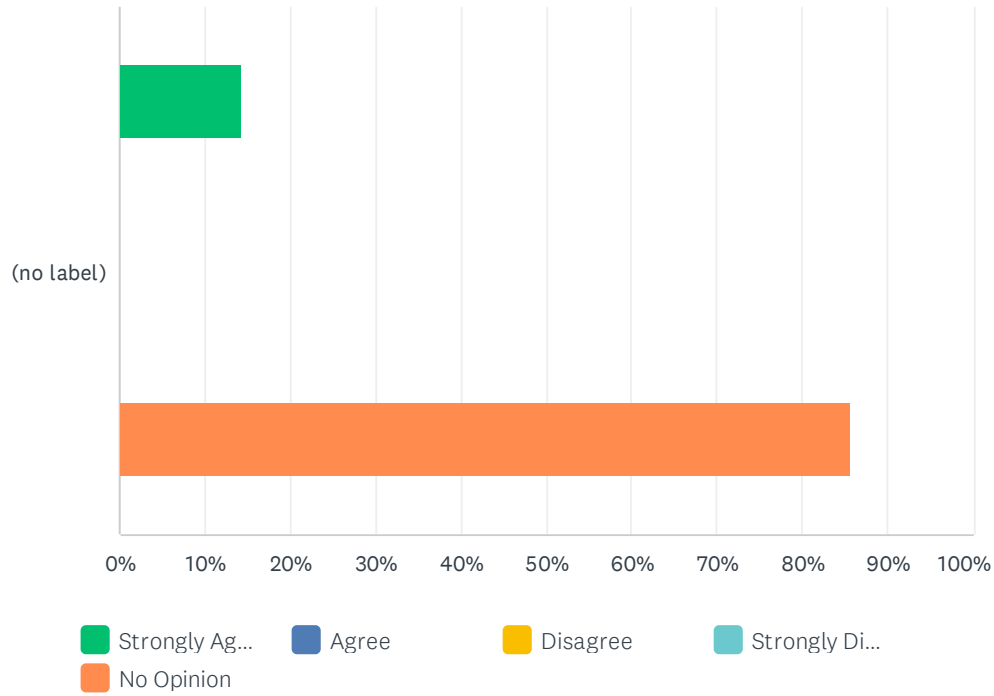
Answered: 31 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	3.23%	1
No	96.77%	30
TOTAL		31

Q22 The Legal Division is accessible and professional.

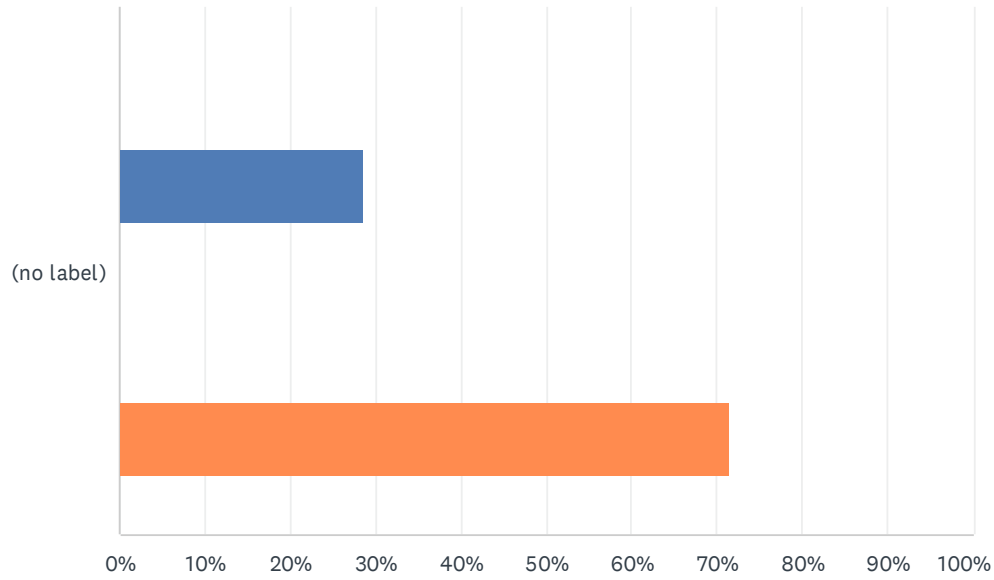
Answered: 7 Skipped: 27



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 1	0.00% 0	0.00% 0	0.00% 0	85.71% 6	7	4.43

Q23 Responses are generally timely.

Answered: 7 Skipped: 27

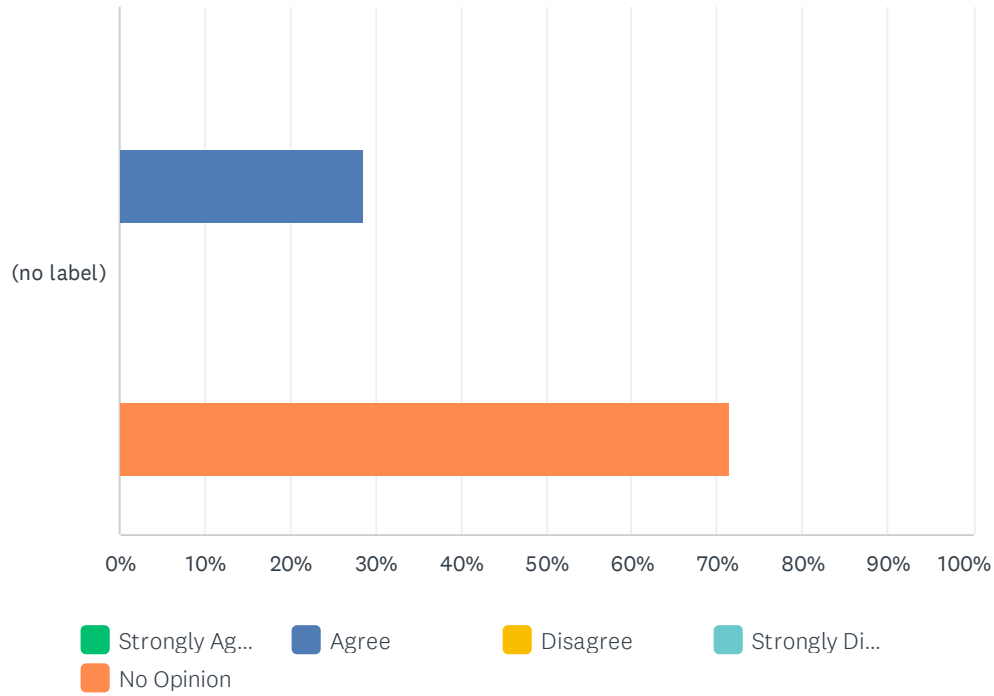


■ Strongly Ag...
 ■ Agree
 ■ Disagree
 ■ Strongly Di...
■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	28.57% 2	0.00% 0	0.00% 0	71.43% 5	7	4.14

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

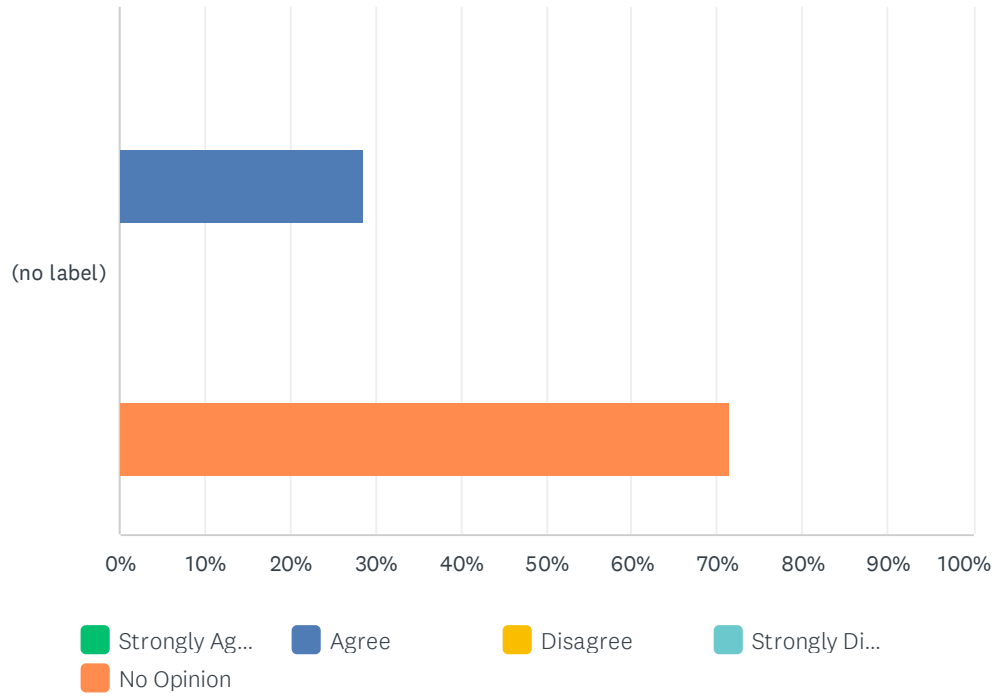
Answered: 7 Skipped: 27



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	28.57% 2	0.00% 0	0.00% 0	71.43% 5	7	4.14

Q25 Requests for information are reasonable.

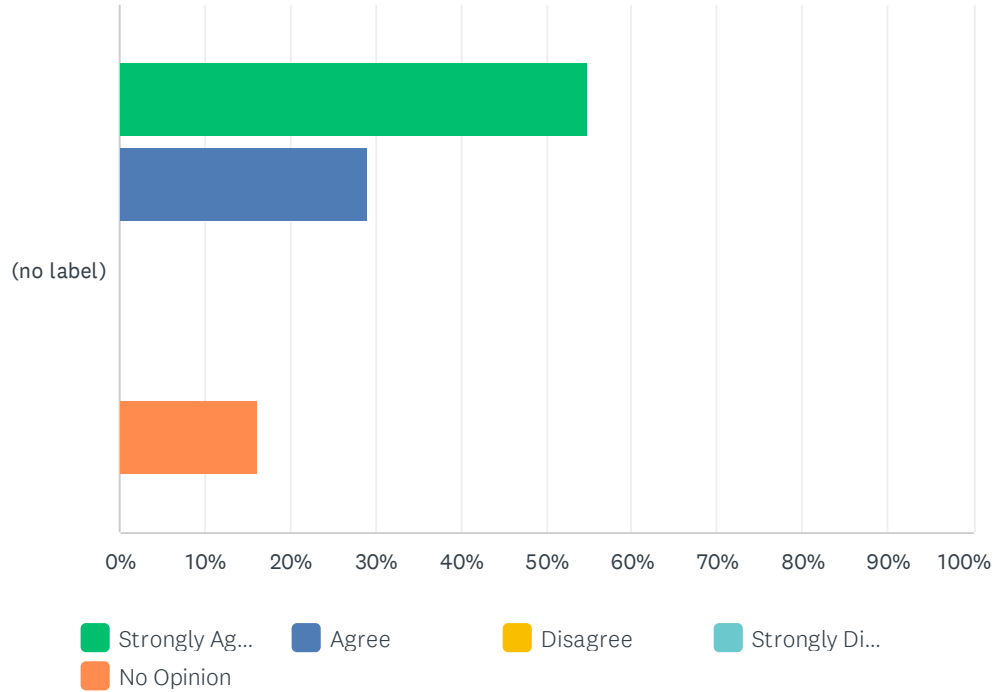
Answered: 7 Skipped: 27



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	28.57% 2	0.00% 0	0.00% 0	71.43% 5	7	4.14

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

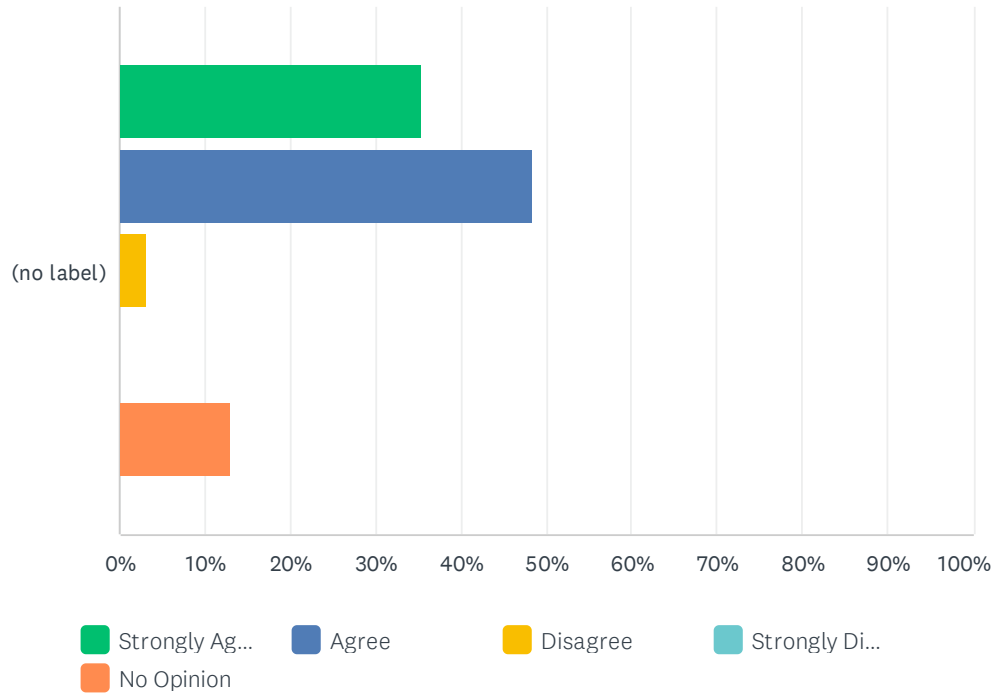
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	54.84% 17	29.03% 9	0.00% 0	0.00% 0	16.13% 5	31	1.94

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

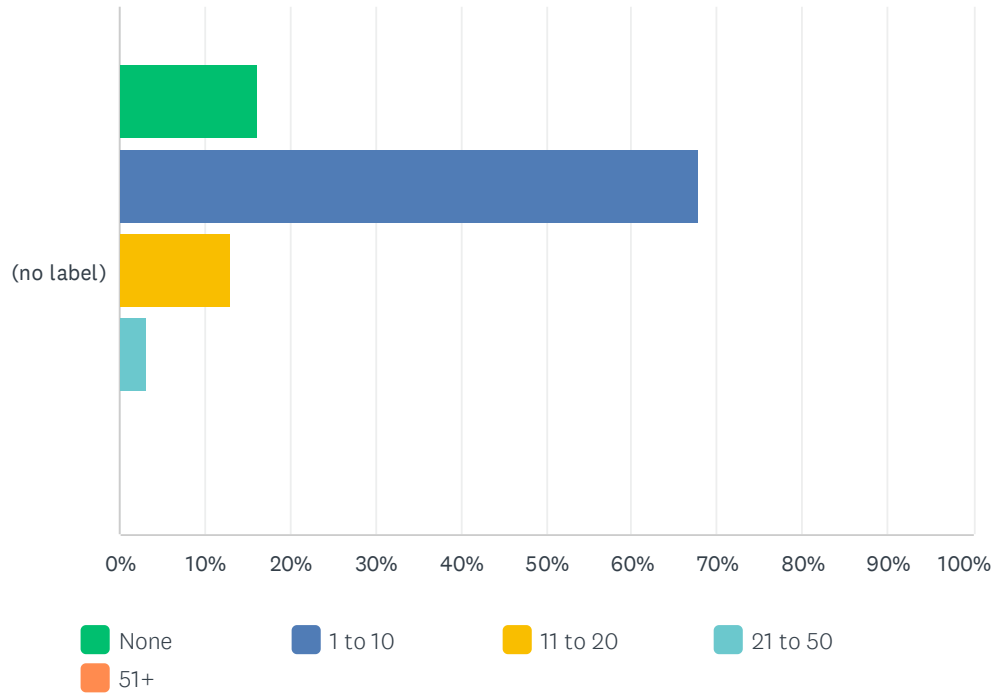
Answered: 31 Skipped: 3



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	35.48%	48.39%	3.23%	0.00%	12.90%	31	2.06
	11	15	1	0	4		

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

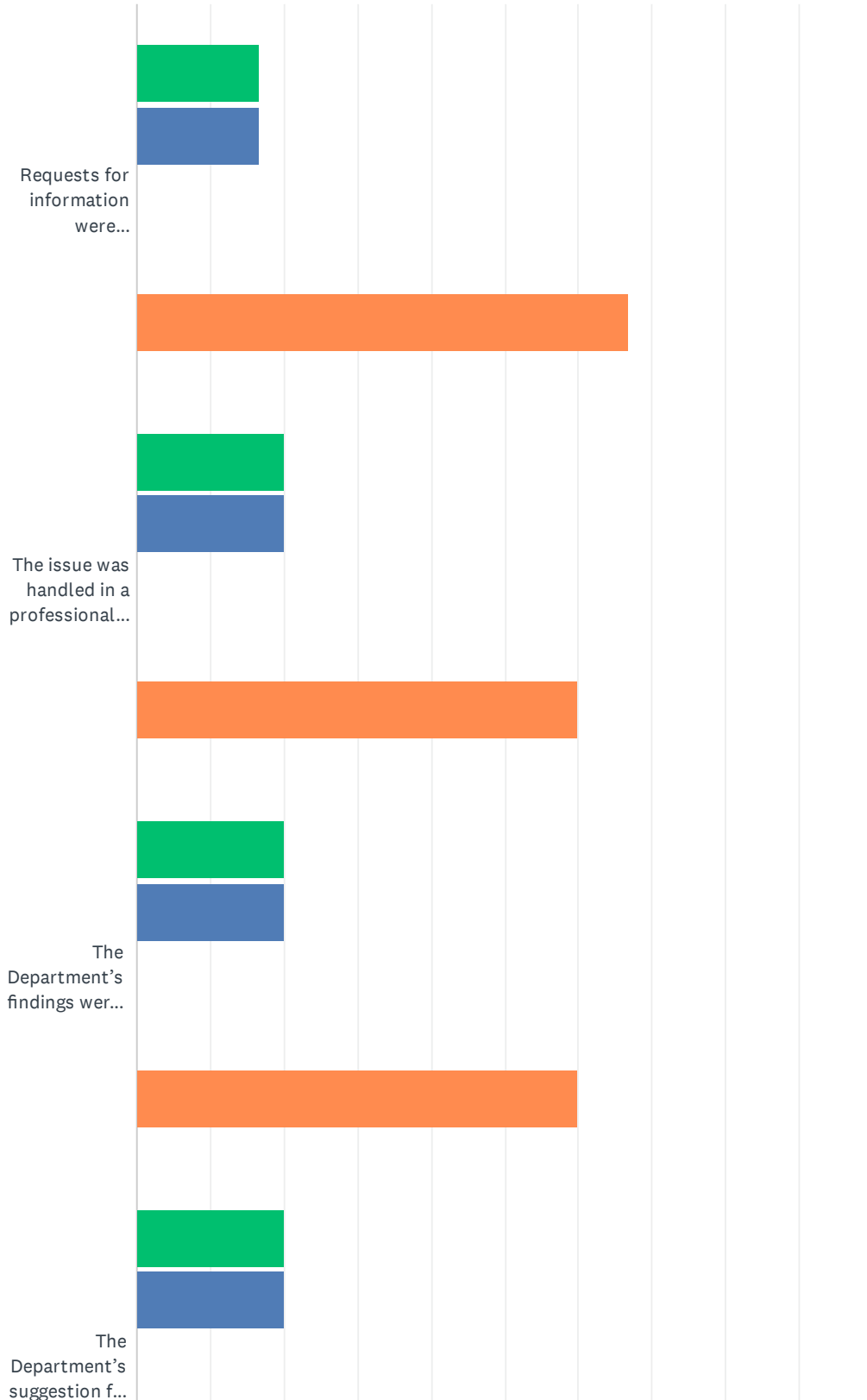
Answered: 31 Skipped: 3



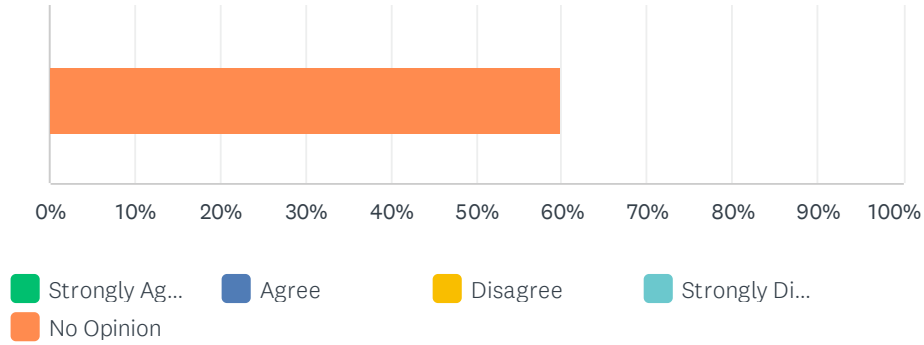
	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	16.13%	67.74%	12.90%	3.23%	0.00%	31	2.03
	5	21	4	1	0		

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: 6 Skipped: 28



Non-Depository Supervision - Rate the Department Survey - 2024 PFC/PCC



	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.	20.00% 1	20.00% 1	0.00% 0	0.00% 0	60.00% 3	5	3.60
The Department's findings were based on a logical interpretation of applicable law.	20.00% 1	20.00% 1	0.00% 0	0.00% 0	60.00% 3	5	3.60
The Department's suggestion for resolving the matter was reasonable.	20.00% 1	20.00% 1	0.00% 0	0.00% 0	60.00% 3	5	3.60