

## EVALUATION OF THE EXAMINATION PROCESS

Please complete all three pages and return to [ExamQuestionnaires@banking.state.ar.us](mailto:ExamQuestionnaires@banking.state.ar.us)

_____ Name of Institution	_____ Officer's Name
_____ Address	_____ Officer's Title
_____ City, State, Zip	_____ Officer's Email Address
_____ Examination Date	_____ Charter Number
_____ Examiner-in-Charge	_____ Trust
	_____ Type of Examination

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### 1. Examination

1. Prenotification of the examination was beneficial to the bank.
2. The off-site procedure was beneficial to the overall examination process. (If this procedure was not utilized at your bank, please skip to the next question.)
3. The scope and goals of the examination were clearly communicated to management prior to the start of the examination.
4. The time given for gathering examination information was adequate.
5. The examiners' requests for information prior to and during the examination were timely and reasonable.
6. The Examiner-in-Charge and the examination team displayed an attitude of cooperation, courtesy and mutual assistance.
7. Examiners maintained adequate communications with management throughout the examination, acted in a professional manner and were responsive to management's requests and concerns during the examination.
8. The Examiner-in-Charge and the examination team demonstrated competence, adequate training and experience necessary to conduct the examination of the bank.

9. What areas, if any, do you feel examiners need additional training or education?
  10. Examiners remained focused on important and significant issues confronting your bank.
  11. The Examiner-in-Charge held an exit or board meeting at which time the examination findings were clearly and effectively communicated and were useful to management and the board of directors.
  12. Conclusions regarding the bank's condition are well-supported.
  13. Recommendations for corrective actions are reasonable.
  14. The examination was conducted in a fair and objective manner.
  15. Did any events or comments take place during the examination that you felt were surprising, unfair or unreasonable?
  16. What issues raised during the examination were of most concern to the bank?
  17. Would the bank prefer to have separate or concurrent examinations with regards to safety and soundness, trust and information systems?
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## **II. Examination Reports**

1. Reports of examination are received in a timely fashion.
2. Reports of examination clearly communicate examination findings and corrective actions management needs to take.
3. The tone and content of reports of examination are consistent with discussions at board or exit meetings. (Also address this issue in the board's response to the report if necessary.)

### **III. Examination Scope and Correspondence**

1. The examination was conducted without placing an undue burden on the bank, i.e., examiners created as little disruption as possible.
  2. The length of time of the examination was reasonable and appropriate.
  3. Regional office and/or main office staff are accessible.
  4. Regional office and/or main office staff provide timely and accurate feedback/answers.
  5. Correspondence regarding routine business matters is handled in a prompt and effective manner.
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### **IV. Overall Department Effectiveness**

1. Overall, Department personnel are responding to my needs.
2. Overall, my bank's communication with the Department is satisfactory.
3. Information provided by the Department is informative and meets our needs.
4. How would you like to see the Department help reduce regulatory burden? (i.e.: Provide easier access via phone, website or e-mail; conduct more off-site examinations?)

If there is additional feedback that you would like to provide or other areas in which you would like to comment, please take this opportunity to let us know. Also, if you would like the Commissioner or Senior Staff of the Bank Department to call you on a specific question or comment, please check the box below. Attach additional pages if necessary.

Please respond to my comments.