

FDIC Advisory Committee on Community Banking

July 22, 2021

FDIC Ombudsman Update



**REPORT
ON
ACTIVITIES**
2019 – 2020

More Details Than Prior Report

Two Years of Activities

Variety of Topics

THE COVID EFFECT

Virtual Outreach

Increased Stakeholder Interaction

- **232 Pandemic-Related Discussions**
- **57% Increase in Calls From the Public**
- **82% Increase in Industry Cases**

BY THE NUMBERS

INDUSTRY CASES

2019: 197

2020: 358

OUTREACH VISITS

2019: 524

2020: 529

FEEDBACK ITEMS

2019: 1,302

2020: 1,295

LISTENING SESSIONS

8 Sessions / 1 Webinar

250 Participants

Opportunities and Barriers

Results

Post- Examination Survey

Response Rates

Follow-Up Calls

Further Enhancements

FDIC

Office of the
Ombudsman

REPORT ON ACTIVITIES
2019 & 2020



You Can Also View the Report At:
<http://www.fdic.gov/about/ombudsman>