

From: Christina Ovall
To: [Comments](#)
Subject: [EXTERNAL MESSAGE] RIN 3064-ZA06
Date: Tuesday, June 04, 2019 10:28:33 AM
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Technical Assistance Videos

1) The FDIC began issuing technical assistance videos in 2013. The target audience for these videos includes bank directors or bank officers.

a. Have you used any of these technical assistance videos? **Yes, all videos.**

b. If so, describe how you use the videos within your institution. **I've used them as the Internal Auditor.**

c. Which have been most helpful to your directors?

d. Which have been most helpful to management? **Interest Rate Risk**

2) In the last year, the FDIC changed the format of the videos to voice-over recordings. This format allows the FDIC to update videos more quickly and at a lower cost. The first video issued using this new format is the Bank Secrecy Act video released in December 2018. What are your thoughts on the new format? **I prefer the new format.**

3) The FDIC's Technical Assistance Video Program provides videos for bank directors (including new directors) and management and staff.

a. Are the topics for each group comprehensive and useful? **Yes**

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b. Is it more useful for the target audience of these videos to be bank directors, management, or staff? [Management/Internal Audit](#)

c. Would you like to see videos for additional groups (smaller subsets of bank staff, for example)? [Yes – this is my preferred way to be informed from the FDIC.](#)

4) The FDIC seeks to provide technical assistance videos on topics that provide the most benefit to community bankers.

a. Of the current videos offered, which do you believe are the most important for the FDIC to retain and continue to maintain and update over time? [BSA, Cybersecurity, Interest Rate Risk](#)

b. Are there any additional videos the FDIC should consider adding to its video program? [Yes – all major compliance topics and regulations addressed in the Compliance Exam Manual. All major topics addressed in the Risk Management Manual.](#)

c. Are there any videos that should be removed from the current Technical Assistance Video Program? [No](#)

Directors' Resource Center

5) Currently, the Directors' Resource Center is organized by product (videos, supervisory guidance, etc.). The FDIC is considering how to improve the Directors' Resource Center. One step underway is moving to a topic-based resource center where significant information regarding a single topic will be located. The Bank Secrecy Act resource page, which was released on May 21, 2019, is the first issuance under this initiative and can be found at <https://www.fdic.gov/regulations/examinations/bsa/>.

a. Do you prefer topic-based resource pages or product-based resource pages? Please explain. **Yes – topic based. All information should be organized by topic. The current method of organizing FILs by date is not effective and extremely time consuming to search through. Continue to keep the press releases in date order.**

b. Using the Bank Secrecy Act resource page as an example, please provide feedback on the format of such a topic-based resource center. **On a main resource page try to limit the amount of words so it is easy to visually locate the information. The page is organized well, but very wordy. The current page looks overwhelming.**

c. What suggestions do you have to further improve this format?

d. Are there additional types of information that would be useful to add to such a page?

e. Please list additional topics for which the FDIC should develop a resource page. **All consumer regulations. All main topics in the Risk Management Exam Manual.**

Teleconferences and Webinars

7) The FDIC hosts teleconferences and webinars to provide timely information to the industry.

a. Are the teleconferences and webinars useful? **Yes**

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- b. What would make them more useful? [More real world examples and issues. Less citing of rules and regulations.](#)
- c. Please list any topics for which you would like the FDIC to host a teleconference or webinar. [Cybersecurity, Interest Rate Risk, Compliance Regulations, Flood, BSA/AML](#)
- d. Provide feedback on the announcement of teleconferences and webinars, including the length of time between the announcement and the event. [The current process is ok.](#)
- e. Should the FDIC establish a regular schedule for teleconferences and webinars with specific topics to be announced closer to the date of the event?
- f. Are the materials provided for teleconferences and webinars helpful?
- g. How can we increase the effectiveness of materials? For example, should audio files and other materials be available after the events and posted on the topic-based resource pages, if applicable? [Yes, make all audio and visual files available during and after the event.](#)

Regional Compliance Newsletters

- 9) Each of the FDIC's six regions produces a quarterly consumer compliance newsletter. These regional newsletters are sent via email to all state nonmember banks within the region. The newsletters provide information on FDIC initiatives, updates to regulatory guidance, common examination findings, and other topics.
- a. Are these newsletters helpful to your institution? [I'm not sure how to sign up for these on the FDIC website. This could be made more accessible. Searching the FDIC website does not bring this up.](#)
- b. Do you prefer longer, more in-depth articles that address a compliance topic or shorter, briefer articles that provide a quick update? [Briefer with information that can be put into use.](#)
- c. Is there additional information you would like to see addressed in the newsletters?
- d. Is email an effective delivery method? Why or why not? [Yes – always.](#)

Other Items

- 14) In responding to the questions below, it would be helpful to indicate in rank order, or note preference or priority among, technical assistance offerings that you or your institution find most helpful.
- a. Which technical assistance offerings do your board members prefer?
- b. Which technical assistance offerings do your bank officers prefer?
- 15) What other methods, if any, should the FDIC consider using to provide technical assistance? [Videos are fantastic! Audio podcasts would be great.](#)
- 16) Have you attended training or received technical assistance from another regulator (state or Federal) that was more helpful than that provided by the FDIC? Please explain. [OCC written information is written in more plain language. Try to write in simpler terms and take out opinions or information that lengthens the media.](#)

17) Have you attended training or received technical assistance from a third party that you felt could be provided by the FDIC? Please describe. **Yes – a significant amount of compliance and BSA/AML training on a frequent basis. Provide more information on specific risk management, compliance and BSA/AML issues.**

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