

RIN 3064-ZA27

Request for Information on the FDIC's Supervisory Approach to Examinations During the Pandemic

- 1) The FDIC's process for off-site information compilation is relatively easy to complete when uploading and downloading information through FDIC EFX – There was a small amount of down time with the site, but overall it was an efficient way to transmit and receive information for the examination process. One problem was that the examiner in charge would request information which we had already uploaded – apparently they could not find it or it included with other documentation.
- 2) Communication was terrible. Status calls would be scheduled and then either not occur at the scheduled time or sometimes not at all. Progress findings and activities were not transparent as the examinations in person had always been. Our bank had implemented our pandemic plan by having two different teams each week and no consideration was given whatsoever to our time constraints and the ability to provide additional requested information. The examiners would not be prepared with all their questions and therefore require numerous calls. The EIC would request additional information and expect it to be uploaded immediately which was almost impossible with the pandemic plan schedules. We were provided no consideration for this at all. Zoom or Team meetings were not successful at all. The quality of sound for these meetings was very poor.
- 3) Secure email as an alternative to hardcopy mail worked great. Correspondence was received and transmitted in a timely manner.