



Federal Deposit Insurance Corporation
550 17th Street, NW, Washington, D.C. 20429-9990

Financial Institution Letter
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December 11, 2019

Listening Session on Supervisory Appeals and Dispute Resolution Processes: Webinar for Bank Officers and Other Interested Parties

Summary: As part of the FDIC's "Trust Through Transparency" initiative, the agency will host a webinar to solicit feedback regarding its supervisory appeals and dispute resolution processes for FDIC-supervised financial institutions. The session will offer an opportunity for bankers and other interested parties to provide input and recommendations regarding these processes. Participants will also be asked to provide suggestions regarding the role of the Office of the Ombudsman in assisting in resolving disagreements. Participants will be requested to provide suggestions on information that the agency could publish on these topics. The webinar is being held as part of the FDIC's efforts to enhance its transparency, efficiency, and accountability, and is supplemental to the sessions held at various locations around the country earlier this year.

Target Audience: FDIC-supervised depository institutions of all sizes.

Statement of Applicability to Institutions under \$1 Billion in Total Assets: This FIL applies to all FDIC-supervised institutions.

Suggested Distribution:
FDIC-Supervised Institutions

Suggested Routing:
Board of Directors
Chief Executive Officer
Chief Financial Officer
Compliance Officer

Attachments:
[Webinar Fact Sheet](#)

Related Topics:
[Appeals of Material Supervisory Determinations:
Guidelines & Decisions](#)

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Note:
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Paper copies may be obtained through the FDIC's
Public Information Center, 3501 Fairfax Drive, E-1002,
Arlington, VA 22226 (877-275-3342 or 703-562-2200).

Highlights:

- The FDIC will host a Listening Session webinar for bankers and other interested parties on Thursday, December 19, 2019, from 1:00 p.m. to 2:30 p.m. Eastern Standard Time. The session will be facilitated by representatives from the FDIC's Office of the Ombudsman and the Office of Communications.
- The webinar will be conducted using Cisco WebEx conferencing software. The seminar will include a question and answer session with senior FDIC staff.
- There is no cost to participate; however, advance registration is required. The attached fact sheet provides details on registering for the listening session webinar.
- Participants will have the opportunity to offer suggestions to advance the FDIC's "Trust through Transparency" initiative. Among the primary goals of the listening sessions and the webinar are to further build trust and confidence with bankers and other interested parties through openness and accountability.

Listening Sessions on Supervisory Appeals and Dispute Resolution Processes

Earlier this fall, the FDIC solicited comments from FDIC-supervised depository institutions on all aspects of its approach to appeals and dispute resolution related to material supervisory determinations at eight in-person sessions. Participation in these sessions was voluntary and open to FDIC-supervised depository institutions, industry representatives, and other interested parties. This Webinar is being offered via remote access, and is designed to solicit input from interested parties that were not able to attend any of the previous live events.

Agenda

The Webinar will include an overview of the FDIC's current appeals process. Participants will be encouraged to comment on the supervisory appeals and dispute resolution processes, including:

1. Opportunities to resolve disagreements at the examiner, Field Office, and Regional Office levels;
2. Perceived barriers to, or concerns about, resolving disagreements;
3. Timeframes and procedures for pursuing reviews and appeals under the FDIC's Guidelines for Appeals of Material Supervisory Determinations; and,
4. The role of the FDIC's Office of the Ombudsman in assisting in resolving disagreements.

The Webinar will also offer an opportunity for participants to provide recommendations for enhancing publicly available information on FDIC operations.

The Webinar will conclude with a question-and-answer session with FDIC staff, including representatives from the Office of the Ombudsman, Legal Division, and Office of Communications.

Registration Instructions

There is no cost to join the Webinar, but advance registration is required. Upon completing the registration process, participants will receive an RSVP email confirmation. If you register, but do not receive an email confirmation, verify the email address provided and repeat the registration process.

The email confirmation will contain a "Join the meeting" link that automatically connects to the Cisco WebEx conference software and links participants to the seminar. The session will be available 20 minutes prior to the scheduled start time of each event. If this is the first time you are joining a meeting, you may need to install Cisco WebEx software before you can join the session. You must log in to join Cisco WebEx and dial into a conference call for the audio component of the presentation, including the question-and-answer session.

Registration procedures and instructions for accessing the Webinar slide presentation are included in the attachment. The PowerPoint presentation is subject to change based on the adoption of any statutory, regulatory, or policy changes affecting the Agency's dispute resolution processes.

For technical questions regarding the registration process, please contact Ms. James at VeJames@FDIC.gov or (703) 516-5664. For specific questions relating to the listening sessions, bank representatives should contact their Regional Ombudsman. Regional Ombudsmen contact information can be found here: [Regional Ombudsmen](#).

Webinar Fact Sheet

Registering for the Webinar

Webinar participants must register at least one business day prior to the event by following these steps:

1. Click here to register [Listening Sessions on Supervisory Appeals and Dispute Resolution Processes](#).
2. A Confirmation letter will be emailed to you with instructions.
3. Click on the “Proceed” button.
4. On the next page, provide your name, email address, answer the five questions and then click the “Proceed” button.
5. Once you have received your email confirmation, you can join the seminar directly from the email invitation, which contains a “Join the meeting” link. Once you click on the link, it automatically will start the Cisco WebEx conference and connect you to the seminar. Once you are connected, confirm that you have read the conferencing privacy policy and then click the “Proceed” button. The session will be available 20 minutes before the scheduled start time of each event. If this is the first time that you are joining a meeting, you may need to install Cisco WebEx software before you can join the session. Also, you may need to uncheck your pop-up blocker. Once you have installed Cisco WebEx, you will not be required to reinstall the software for any subsequent seminars. We recommend you use a laptop or desktop to access the event. Mobile devices such as iPads, tablets and smart phones are not compatible with this software.
6. In addition to the link to join the conference, you also will receive a call-in number for the audio component of the event. Participants must dial into the teleconference for the audio portion of the presentation as well as for the question-and-answer session.

Live Listening Session on Supervisory Appeals and Dispute Resolution Processes materials:

The Webinar will include a PowerPoint presentation that will be provided online at the Office of the Ombudsman web page under [“Listening Sessions”](#) prior to the event.

We look forward to your institution’s participation in this seminar.