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From: Caroline C. Jones, Deputy Commissioner/General Counsel
To: State Savings Bank Chief Executive Officers

"CUSTOMER" SURVEY

February 3, 2014

Thrift CEOs – Recently, you should have received an e-mail requesting your participation in a “customer” survey relating to the service levels of the Department of Savings and Mortgage Lending. Because the survey is anonymous, we do not know which of you have responded. **If you have already responded to the survey, we greatly appreciate your input and comments and you can disregard this e-mail.**

If you have **not** already participated in the survey, we encourage you to take a few moments now to complete the [survey](#) and provide the Department your opinions. In the past we have reached close to a 100% response rate. We would like to achieve that same response rate this year in order to have the best data possible. Your input and comments are important to the Department and will be used to improve the service being provided to you and others.

Thank you in advance for your assistance,

Caroline Jones