



DEPARTMENT OF
**SAVINGS AND
MORTGAGE LENDING**



**REPORT ON CUSTOMER SERVICE
FISCAL YEAR 2022**

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SAVINGS AND MORTGAGE LENDING

CUSTOMER SERVICE 2022
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COMPACT WITH TEXANS

The Department's Compact with Texans and appointed customer service representative are published on the agency website www.sml.texas.gov, along with the agency's mortgage hotline number (877) 276-5550.

EXTERNAL CUSTOMERS AND SERVICES PROVIDED

Thrift Industry

SAFETY AND SOUNDNESS

A safe and sound thrift system helps ensure a stable economic environment for employers and jobs for their employees, while assuring a safe place for depositors' money and available credit for small business consumers and residential financing needs. The primary customer or beneficiary of the safety and soundness is the state of Texas, its citizens, borrowers, and depositors.

EXAMINATIONS AND SUPERVISION

There are two direct recipients or customers of examination and supervision - the other regulators and the regulated institutions. Additionally, there are indirect recipients such as attorneys, accountants, and other staff, who assist in preparing thrift applications. Thrift examiners conduct examinations jointly with the FDIC and the Federal Reserve Bank. It is important that the quality of the Department examination and supervision staff, their experience, training, and technological resources, ensure the Department's ability to participate fully in examinations with the FDIC and the Federal Reserve Bank and to provide efficient, timely, and fair evaluation of applications. The Department has successfully met this challenge as evidenced by the success of the joint thrift examination and supervisory programs. The highest expectations must be met in order to maintain the state's role in the dual thrift system.

Quality examinations and supervision provide bank management and boards of directors with an independent look at their success in complying with state and federal statutes and regulations and operating a safe and sound financial institution, ultimately benefiting the institution's customers and shareholders. Burdensome or arbitrary requests for information, improper use of authority, or inconsistently applied statutes, regulations and procedures, can inconvenience, disrupt, and even damage institutions. Accordingly, chief executive officers of

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institutions under the Department's jurisdiction are the customer constituency surveyed to monitor the Department's performance.

Mortgage Industry

REGULATION

Customers of the mortgage industry regulation include all of the diverse parties that participate in any way in the residential mortgage market and the secondary market for investment in such mortgages.

LICENSING AND EXAMINATION

The mortgage licensing and examination sections directly serve the entities licensed or registered by the Department and indirectly any consumers seeking residential mortgage loans from the Department's licensees and registrants. The customer base - licensees and registrants, and consumers applying for and/or obtaining residential mortgage loans - is too broad to survey, so the Department focused its survey of customer satisfaction on a the licensed and registered mortgage entities and individuals, who had recently gone through the licensing or examination process.

Consumers

COMPLAINT AND INQUIRY PROCESS

The primary customers are consumers doing business with regulated entities or relying on their work. By enforcing the statutory experience, educational requirements, and standards of conduct, the Department also serves mortgage bankers, lenders and investors, appraisers, title companies, surveyors, mortgage insurance companies, realtors, and federal agencies, such as Federal Housing Administration, Veterans Administration, and HUD. The customer base is too broad to survey, so the Department focused its survey on a sampling of complainants who had recently gone through the complaint process.

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INFORMATION GATHERING METHODS

The Department utilizes electronic surveys to collect responses from the Department's customers - thrift institution CEOs, licensed or registered mortgage entities and individuals, and persons filing complaints against entities. The surveys were conducted with varying frequency, depending on the type of customers, as detailed below. All responses were submitted anonymously. The data from the surveys reveals that a majority of customers are satisfied with the services the Department provides. The Department is proud of its reputation as a provider of quality regulation and service to its customers.

The Department has revised the survey process in order to receive a better statistical representation of the customers' feedback, including expanding the surveyed number of customers and increasing the frequency of the survey, and continues to monitor for possible improvements.

DETAILED CUSTOMER SERVICE INFORMATION

Thrift Industry

Thrift institutions operations are calendar-year based, therefore the thrift industry survey is sent annually after calendar-year end. The table below shows the results from the most recent annual survey.

The link to the online survey was sent to all of the state chartered thrift institutions' chief executive officers, total of 25, and covered the full range of Department activities: examination, monitoring, enforcement, and application processing. The response rate was 68%.

The state-chartered thrift industry is a small population with a well-established regulatory program. Because transactions are few in number but complex, institution executives have substantial one-on-one communication with the commissioner, general counsel, examiners, and monitoring staff.

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STATE SAVINGS BANK CHIEF EXECUTIVE OFFICER SURVEY – CY2021

Overall satisfaction with the agency		Very satisfied	Satisfied	Neut-ral	Unsatisfied	Very unsatisfied	Not Applicable
Questions							
1	How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?	10	2	3	-	-	2
2	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	14	2	-	0	1	0
3	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	8	8	1	-	-	0
4	How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further Information or to complain?	8	8	1	-	0	0
5	How satisfied are you with the agency's complaint handling process, Including whether it is easy to file a complaint and whether responses are timely?	9	5	0	-	-	3
6	How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	12	4	-	-	-	1
7	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	8	6	2	-	-	1
8	Please rate your overall satisfaction with the agency.	14	3	-	-	-	-
Overall Totals		87	34	6	-	1	8
Overall Composite Results		64.0	25.0%	4.4%	0.0%	0.7%	5.9%
Satisfaction with specified services		Strongly Agree	Agree	Dis-agree	Strongly Dis-agree	Not Applicable	
Questions							
Examination and Supervision							
9	The scope and goals for each examination are clearly communicated to management prior to the start of the examination.	11	6	-	-	-	
10	Examiner requests for information are timely and reasonable.	9	8	-	-	-	
11	Examiners conduct themselves professionally.	13	4	-	-	-	
12	Examiner communication with management during the examination meets my needs.	11	6	-	-	-	
13	Examiners are informed on current industry issues, adequately trained, and qualified.	11	5	1	-	-	

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14	Examiner findings and concerns are clearly communicated at exit meetings.	10	7	-	-	-
15	Examiner conclusions are well-supported.	7	10	-	-	-
16	Examiner recommendations are clear and reasonable in the circumstances.	7	10	-	-	-
17	Examination time frames are reasonable.	8	9	-	-	-
18	Reports of examination are consistent with findings discussed at exit meetings.	8	9	-	-	-
19	Reports of examination are received timely.	8	6	2	1	-
20	Supervisory action and correspondence is consistent with examination findings.	8	9	-	-	-
Examination and Supervision Totals		111	89	3	1	-
Examination and Supervision Results		81.6%	65.4%	2.2%	0.7%	0.0%
Corporate Activities						
21	Correspondence with the Department regarding routine business matters is handled promptly and effectively.	13	4	-	-	-
22	Responses to my questions or requests for interpretation (written or verbal) of applicable statutes and regulations are timely and can be relied upon to be accurate.	10	7	-	-	-
23	My calls, e-mails, or letters are routed to the appropriate person.	12	5	-	-	-
24	If you have filed an application or requested supervisory approval for matters subject to regulatory discretion, answer the following:					
	a. The staff was accessible and provided helpful assistance in complying with requirements.	8	1	-	-	8
	b. Responses to my inquiries were timely, appropriate, and helpful.	8	1	-	-	8
	c. The process was efficient and professional.	8	1	-	-	8
	d. Requests for additional information are reasonable and appropriate.	8	1	-	-	8
Corporate Activities Totals		67	20	-	-	32
Corporate Activities Results		56.3%	16.8%	0.0%	0.0%	26.9%

ANALYSIS OF THE THRIFT INDUSTRY SURVEY

An overwhelming majority of the responding thrift chief executive officers are “very satisfied” or “satisfied” with the Department’s overall performance, and “strongly agree” or “agree” that the examination and supervision and corporate activities services provided were satisfactory. In addition to the answers of the questions above, several of the respondents provided further feedback in the form of comments. Positive feedback was received on the Department staff’s accessibility, knowledge, and responsiveness.

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Mortgage Industry

Surveys were sent to the customers of the Mortgage Examination and the Mortgage Licensing sections, as follows: one survey covering the period January 1 through August 31, 2020, and six quarterly surveys covering the period September 1, 2020, through February 28, 2022. The results below represent the totals from all surveys conducted after December 31, 2019.

The mortgage examination survey population included all regulated mortgage entities that had received a full scope examination between January 1, 2020, and February 28, 2022, total of 940. The survey was sent to the entire population and received by 897 customers. 43 survey invitations were not received due to invalid or duplicative email addresses, or a customer survey opt-out. The average response rate was 27.4%.

MORTGAGE EXAMINATIONS SURVEY – JAN 1, 2020-FEB 28, 2022

Questions		Overall satisfaction with the agency	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	Not Applicable
1	How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?		51	27	11	1	3	153
2	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?		148	45	11	1	12	29
3	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?		131	58	11	12	15	19
4	How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further Information or to complain?		82	84	38	12	13	17
5	How satisfied are you with the agency's complaint handling process, Including whether it is easy to file a complaint and whether responses are timely?		61	36	26	1	6	116
6	How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?		95	60	23	7	8	53
7	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?		66	51	30	3	11	85
8	Please rate your overall satisfaction with the agency.		118	92	13	6	13	4
Overall Totals			752	453	163	43	81	476
Overall Results			38.2%	23.0%	8.3%	2.2%	4.1%	24.2%

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Field Examination of Loan Files						
12	The scope and goals of the examination were clearly communicated prior to the start.	164	75	1	3	3
13	The examiners conducted themselves professionally, are informed on current industry issues, and adequately trained and qualified.	197	43	2	2	2
14	Examiner findings or conclusions are well-supported and concerns are clearly communicated at exit meetings.	163	69	8	4	2
Examination Totals		524	187	11	9	7
Examination Results		71.0%	25.3%	1.5%	1.2%	1.0%

ANALYSIS OF THE MORTGAGE EXAMINATIONS SURVEY

The majority of the responding licensees were “very satisfied” or “satisfied” with the Department’s overall performance, and “strongly agree” or “agree” that the mortgage examination activities, in particular, are satisfactory. Significant improvement in the satisfaction with the Department’s website was noted after the launch of the new and improved website in October 2021. In addition to the answers of the questions above, multiple respondents provided further feedback in the form of comments to the surveys. Positive feedback was received on the Department staff’s patience, knowledge, and professionalism.

The mortgage licensing survey population included all individuals and entities whose new license or registration applications (MU1, MU3, and MU4) were approved by the Department’s Mortgage Licensing section between January 1, 2020 and February 28, 2022, total of 35,170. The survey was sent to the entire population and received by 31,721 customers. 3,349 survey invitations were not received because they either went to an invalid or duplicative email address, or the customer had opted out from receiving surveys. The average response rate was 7.5%.

MORTGAGE LICENSING SURVEY – JAN 1, 2020-FEB 28, 2022

Overall satisfaction with the agency		Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	Not Applicable
Questions							
1	How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?	645	377	224	45	64	1,017
2	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?	866	494	238	63	95	616

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3	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?	790	577	288	179	180	358
4	How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further Information or to complain?	800	664	387	139	140	242
5	How satisfied are you with the agency's complaint handling process, Including whether it is easy to file a complaint and whether responses are timely?	572	352	302	47	87	1012
6	How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?	712	481	313	152	228	486
7	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?	638	449	316	29	55	885
8	Please rate your overall satisfaction with the agency.	846	708	380	17	155	108
Overall Totals		5,869	4,102	2,44	82	1,004	4,72
Overall Results		30.9%	21.6%	12.9%	4.4%	5.3%	24.9%
Satisfaction with specified services		Strongly Agree	Agree	Dis-agree	Strongly Dis-agree	Not Applicable	
License Processing							
9	Requests for information were clear and timely.	835	882	244	134	277	
10	My license was issued in a reasonable period after all required information was submitted.	756	756	345	394	121	
11	The process was efficient and professional.	836	902	297	203	134	
License Processing Totals		2,427	2,540	886	731	532	
License Processing Results		34.1%	35.7%	12.5%	10.3%	7.5%	

ANALYSIS OF THE MORTGAGE LICENSING SURVEY

The majority of the responding licensees were “very satisfied” or “satisfied” with the Department’s overall performance, and “strongly agree” or “agree” that the licensing activities are satisfactory. In addition to the answers of the questions above, multiple respondents provided further feedback in the form of comments. The Department staff was commended for its professionalism and helpfulness.

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Consumer Complaints

Surveys were sent to the customers of Consumer Complaints section, as follows: one survey covering the period January 1 through August 31, 2020, five quarterly surveys covering the period September 1, 2020, through November 30, 2021, and three monthly surveys for the period December through February 2022. The results below represent the totals from all surveys conducted after December 31, 2019.

The population included all complaints originated by consumers who had provided an e-mail address and whose complaint had been closed between January 1, 2020, and February 28, 2022, total of 2,931. The survey was sent to the entire population and received by 2,634 customers. 297 survey invitations were not received due to invalid or duplicative email addresses, or a customer survey opt-out. The average response rate was 19.86%.

CONSUMER COMPLAINTS SURVEY – JAN 1, 2020-FEB 28, 2022

Questions		Overall satisfaction with the agency	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	Not Applicable
1	How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?		64	43	31	26	49	310
2	How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?		129	84	52	36	65	157
3	How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?		154	100	79	45	81	64
4	How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further Information or to complain?		137	152	105	47	56	26
5	How satisfied are you with the agency's complaint handling process, Including whether it is easy to file a complaint and whether responses are timely?		169	112	46	72	118	6
6	How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?		145	90	47	57	90	94
7	How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?		67	55	68	24	48	261
8	Please rate your overall satisfaction with the agency.		150	106	50	83	132	2
Overall Totals			1015	742	478	390	639	920

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Overall Results		24.3%	17.7%	11.4%	9.3%	15.3%	22.0%
Questions		Strongl y Agree	Agree	Dis- agree	Strongl y Dis- agree	Not Applic- able	
Consumer Complaints							
9	Requests for information were clear and timely.	134	164	67	78	70	
10	My complaint was resolved within a reasonable period after all required information was submitted.	139	113	69	165	27	
11	The process was efficient and professional.	160	133	77	101	42	
Overall Totals		433	410	213	344	139	
Consumer Complaints Composite Results		27.6%	26.1%	14.4%	21.9%	8.2%	

ANALYSIS OF THE CONSUMER COMPLAINTS SURVEY RESULTS

Customer service is a priority for the Department. The frequency of the surveys was adjusted several times in an attempt to achieve a better response rate. The results are monitored closely to identify possible improvements in the customer service of the Consumer Complaints section. In addition to the answers of the questions above, multiple respondents provided further feedback in the form of comments. Consumers' responses reflect that the investigations process is efficient and professional as well as resolved within a reasonable time.

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CUSTOMER SERVICE PERFORMANCE MEASURES

OUTCOME MEASURES

- Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received: The total number of survey respondents indicating that they are satisfied or very satisfied with the agency, divided by the total number of agency survey respondents. 64.7%

OUTPUT MEASURES

- Total Customers Surveyed: The number of customers who receive access to surveys regarding Department's services 35,115
- Response Rate: The percentage of total customers surveyed who completed the survey 9.1%
- Total Customers Served: Total numbers of customers receiving services through Department's programs 39,082

EFFICIENCY MEASURES

- Cost per Customer Surveyed: Total costs for the Department to administer customer surveys divided by the total number of customer surveyed.* \$0

*No identifiable costs were incurred in order to administer the customer surveys.

EXPLANATORY MEASURES

- Total Customers Identified: The total population of customers in all unique customer groups** 39,082
- Total Customer Groups Inventoried: The total number of unique customer groups identified for each Department's program. 4

**The potential customer base is very broad as explained above. Included here are only the direct recipients of the Department's services.