



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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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.