

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER N1-101-06 - 1	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received 7/7/06	
1. FROM (Agency or establishment) Office of the Comptroller of the Currency		NOTIFICATION TO AGENCY	
		In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION Financial Management			
3. MINOR SUBDIVISION Records Management Program			
4. NAME OF PERSON WITH WHOM TO CONFER Susan Sallaway	4. TELEPHONE NUMBER 202-874-5076	DATE 12/6/06	ARCHIVIST OF THE UNITED STATES <i>Allen L. ...</i>
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached 2 page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE 3/27/06	SIGNATURE OF AGENCY REPRESENTATIVE <i>Susan L. Sallaway</i>		TITLE Agency Records Officer
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Customer Complaint System and Customer Complaint Call Center System (see attached)		
	<i>cc Agency N.R. NMMW</i>		

These records retention schedules are media neutral and the approved dispositions apply equally to predecessor and successor systems serving the same functions.

1. Remedy Customer Complaint System (CCS)

Description of System: *Remedy* CCS is a case management software system that supports the OCC Office of the Ombudsman's consumer complaint process, and tracks the handling and resolution of complaints and inquiries from customers of national banks or the customer's representative.

a. Master File: The master file contains phone call non-verbatim transcriptions, e-mails, and scanned documents. One record is created for each complaint (identified in the system with the unique identifier of "Case Number"). Examples of data elements include case information such as complainant's name, source, type, status, date opened, date closed, charter number, bank name, findings and resolutions.

Disposition: Temporary. Cut off closed cases at the close of the calendar year. Transfer closed cases off-line. Destroy 5 years after cut off.

b. Documentation: Record layouts, code books, technical descriptions of the files, user guides, and other records required for maintenance of system and access/use of data.

Disposition: Temporary. Destroy or delete when system is obsolete or superseded, or when no longer needed to access or interpret system data, whichever is later.

c. Inputs: Complaints and inquiries received by phone, fax, and mail from customers of national banks or the customer's representative.

Disposition: Temporary. Cut off at close of calendar year. Hold two years and transfer to FRC. Destroy when 5 years old. (Item 2.11 in The OCC Comprehensive Records Retention and Disposition Schedule).

d. Outputs:

1) Ad hoc statistical reports used by the Office of the Ombudsman.

Disposition: Follow records disposition instructions of Official Files of OCC Offices (Item 1.2 in The OCC Comprehensive Records Retention and Disposition Schedule).

2) Ad hoc reports used by examiners and filed in bank examination working papers.

Disposition: Follow records disposition instructions for bank examination working papers (Item 2.4 in The OCC Comprehensive Records Retention and Disposition Schedule).

2. Customer Complaint National Call Center System

Description: The Call Center System contains recordings of phone conversations with consumers, banks, complainants, and others who request information or voice a concern with the national banks and OCC. The recordings are used by OCC's customer service managers for quality control purposes and for customer service training purposes.

Disposition: Temporary. Cut off at the close of the calendar year. Destroy 5 years after cut off.