



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 Destroy or delete when system is obsolete or superceded, or when no longer needed to access or interpret system data, whichever is later.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.