REQUEST FOR RECORDS DISPOSITION AUTHORITY

To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001

1. FROM (Agency or establishment)
   Office of Thrift Supervision

2. MAJOR SUBDIVISION
   
3. MINOR SUBDIVISION
   
4. NAME OF PERSON WITH WHOM TO CONFER
   Kathy Collins

5. TELEPHONE NUMBER
   (202) 906-7514

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 1 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,
   

7. ITEM NO.
   
8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION
   
   This schedule applies to all formats and media in which records are created and maintained at the Office of Thrift Supervision (OTS), including paper, microfilm, and electronic records.

   1. Consumer Complaints
   
   2. Certificates of OTS Charter
      (see attached)

   Note: Authorization to destroy temporary records is subject to prior approval of OTS Counsel.

   

STANDARD FORM 115 (REV. 3-91)
Prescribed by NARA 36 CFR 1228
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1. CONSUMER COMPLAINTS

MAJOR SUBDIVISION: Deputy Director for Regional Operations

DESCRIPTION: Documentation of the complaints filed by consumers relating to a thrift and the resolution of the complaints.

DISPOSITION: Temporary. Cut off at the end of the calendar year in which the complaint is resolved. Destroy 6 years after cutoff. (Supersedes Job No. N1-483-91-2/6 and N1-483-92-8/2)

2. CERTIFICATES OF OTS CHARTER

MAJOR SUBDIVISION: Examinations and Supervision Operations

DESCRIPTION: These files consist of certificates of charter issued by the OTS. They are issued only upon request of the thrift.

DISPOSITION: Temporary. Retain in office for life of function then destroy.

(Supersedes Job No. N1-483-93-1/1b)