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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. Superseded by:

<u>MI-483-09-4/18</u> **-LONSUMER COMPLAINTS** 10/19/2010 MAJOR SUBDIVISION: Deputy Director for Regional Operations Agency - wide **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 NI-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. N1-483-93-1/11b)