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|--|--------------------------------|--|---|
| <b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b><br><i>(See Instructions on reverse)</i> |                                | <b>LEAVE BLANK (NARA use only)</b>   |   |
| 10 NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR)<br>WASHINGTON, DC 20408            |                                | JOB NUMBER<br>NI-483-92-8  | DATE RECEIVED<br><b>MAR 29 1993</b>                           |
| 1 FROM (Agency or establishment)<br>Office of Thrift Supervision/Department of Treasury  |                                | <b>NOTIFICATION TO AGENCY</b>  |   |
| 2 MAJOR SUBDIVISION<br>Policy  |                                | 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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10 |   |
| 3 MINOR SUBDIVISION  |                                |  |   |
| 4. NAME OF PERSON WITH WHOM TO CONFER<br>Gilda Morse                                     | 5. TELEPHONE<br>(202) 906-6238 | DATE<br>5-20-94  | ARCHIVIST OF THE UNITED STATES<br><i>Cathy Huskamp Petrus</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 now needed for the business of 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,

is not required;  is attached; or  has been requested.

|                 |   |   |
|-----------------|---|---|
| DATE<br>3/19/93 | SIGNATURE OF AGENCY REPRESENTATIVE<br><i>Colleen Devine</i> | TITLE<br>Director<br>Directives Management Division |
|-----------------|---|---|

| 7. ITEM NO. | 8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION | 9. GRS OR SUPERSEDED JOB CITATION | 10. ACTION TAKEN (NARA USE ONLY) |
|-------------|---|-----------------------------------|----------------------------------|
|             | Consumer Complaint<br><br>See Attached          |                                   |                                  |

*Copies sent to Agency NIST, NIST-NBA @ 5/22/95*

OFFICE OF THRIFT SUPERVISION  
CONSUMER COMPLAINT SYSTEM

ITEM                    DESCRIPTION OF ITEM

Under the Federal Trade Commission Act, the Office of Thrift Supervision, as successor to the Federal Home Loan Bank Board, is required to have a Consumer Affairs program to resolve disputes between the consumer and the thrift institution. The Consumer Complaint database tracks the status of the complaint investigation and resolution, and is used to generate annual and ad hoc reports in response to Congressional and other inquiries. The information is also used to assess the institution's compliance with consumer protection laws and regulations. Most of the consumer complaints are filed with the regional offices and are scheduled on the Regional Records Retention schedule.

1.                    Consumer Complaint Tracking Database

This database tracks the status of consumer complaints from the date received through resolution. It contains data relating to the case number, complainant name, dates of processing, type of complaint and the disposition. It may contain supervisory information about the thrift and personal information regarding the complainant.

DISPOSITION:

Temporary. Cut off at the end of the calendar year in which the case is closed. Destroy 6 years after cut-off.

Privacy Act Considerations: Yes  
Sensitive: Yes  
Media: Disk File and Magnetic Tapes  
Inclusive Dates: 1981 - Present

2. Consumer Complaints

These are a limited number of specific complaints which are being handled through Washington in conjunction with the regions.

DISPOSITION:

Temporary. Cut off at the end of the calendar year in which the case is closed. Transfer to the Federal Records Center one year after cut-off. Destroy 6 years after cut-off.

Privacy Act Considerations: Yes  
Sensitive: Yes  
Media: Paper  
Inclusive Dates: 1986 - Present

3. Reports - Consumer Complaints System Outputs

This system generates detailed reports which summarize the types of complaints received, the types of resolutions, or the status of the complaints. These reports are generated on an ad hoc basis and reflect the specifics of the request for a report.

DISPOSITION:

Temporary. Destroy when no longer needed.

Privacy Act Considerations: Yes  
Sensitive: Yes  
Media: Paper  
Inclusive Dates: 1992 - Present