## **INACTIVE - ALL ITEMS SUPERSEDED OR OBSOLETE**

Schedule Number: N1-101-06-001

All items in this schedule are inactive. Items are either obsolete or have been superseded by newer NARA approved records schedules.

Description:

DAA-GRS-2017-0002-0001 supersedes items 1A, 1B, and 2.

Date Reported: 3/25/2021

REQUEST FOR RI	ECORDS DIS SI	TION AUTHORITY	JOB NU F	₹ ' Ń1-10	01-06 -/
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001			Date received 7/7/00		
1. FROM (Agency or establishment) Office of the Comptroller of the Currency			NOTIFICATION TO AGENCY		
Cinice of the Comptroller of the Currency			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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.		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 Manag					
3. MINOR SUBDIVISION Records Manag					
4 NAME OF REPRONUNTH WHOM TO CONFER 4. TELEPHONE NUMBER			DATE	APCHIVIST (	OF THE UNITED STATES
4 . NAME OF PERSON WITH WHOM TO CONFER		4. IELEPHONE NOMBER		,	
Susan Sallaway		202-874-5076	126606	Allen C	Dericate
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,					
☑ is not required ☐ is attached;			· · · · · · · · · · · · · · · · · · ·		
3/27/06	SIGNATURE OF AGENCY REPRESENTATIVE		Agency Records Officer		
7. ITEM NO.	8. DESCRIPTION OF IT	EM AND PROPOSED DISPOSITION	9. GRS OR SU JOB CIT		10. ACTION TAKEN (NARA USE ONLY)
	Customer Comp	1			
	(see attached)				
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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, emails, 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. Qutputs:

1) At 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. <u>Customer Complaint National Call Center System</u>

**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.