

CBAI Leadership Bankers and Staff Attend the FDIC's *Listening Session on Supervisory Appeals and Dispute Resolution Process*

On December 3, 2019, CBAI leadership bankers and staff attended the Federal Deposit Insurance Corporation's *Listening Session on Supervisory Appeals and Dispute Resolution Process*. This session was held as part of the FDIC's efforts to enhance the Agency's transparency, efficiency and, accountability. The participants offered input and recommendations regarding these processes as well as suggestions regarding the role the Office of the Ombudsman in resolving disagreements.



Pictured left to right – Patrick McShane (Chairman, President and CEO of American Metro Bank and CBAI Group Director), David Schroeder (Senior Vice President Federal Governmental Relations of CBAI), Anthony Lowe (Director of the Office of the Ombudsman of FDIC), Tom Marantz (Chairman and CEO of Bank of Springfield and CBAI Past Chairman), and Greg Marantz (Vice President of Bank of Springfield)

CBAI is concerned about the appeals and dispute resolution process, which is time-consuming, expensive, lengthy, with little hope of a positive result and a fear of retribution for elevating disputes. CBAI supports enhancing the powers of Office of the Ombudsman to resolve agreements between banks and the FDIC, shortening the timeframes for pursuing reviews and appeals, and increasing the independence of the adjudicators of formal banker complaints.

CBAI appreciates this opportunity for the participants to express candid concerns and hopes the results of this session will be an improved process which more community bankers will have confidence in pursuing to resolve their legitimate grievances.