



# PRESS RELEASE

Federal Deposit Insurance Corporation • Each Depositor insured to at least \$250,000

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## FDIC's Office of the Ombudsman Publishes Report on 2019 & 2020 Activities

WASHINGTON – The Federal Deposit Insurance Corporation's (FDIC) Office of the Ombudsman today published a report detailing its activities, as well as assistance provided on behalf of the banking industry, for calendar years 2019 and 2020. The FDIC Office of the Ombudsman is an independent, neutral, and confidential liaison between the agency and its stakeholders, providing information and assistance to anyone affected by the FDIC in its regulatory, resolution, receivership, or asset disposition activities.

"I am pleased to release our latest report, delineating the activities of the Office for the previous two calendar years. This report offers transparency into the work we do every day, including engagements with parties from the banking industry," said M. Anthony Lowe, FDIC Ombudsman.

Over the past two years, the Office of the Ombudsman hosted a series of [Trust through Transparency](#) listening sessions throughout the country to solicit input on the existing appeals process; facilitated discussions and informally resolved disagreements over bank examination findings; assumed responsibility for the Post-Examination Survey process; and served as a resource to financial institutions and the general public impacted by the [COVID-19](#) pandemic.

The FDIC established the Office of the Ombudsman in 1994. To learn more about the office, or to submit an inquiry or comment, please visit [www.fdic.gov/about/ombudsman](http://www.fdic.gov/about/ombudsman).

**Attachment:**

[FDIC Office of the Ombudsman Report on 2019 & 2020 Activities](#)



Congress created the Federal Deposit Insurance Corporation in 1933 to restore public confidence in the nation's banking system. It promotes the safety and soundness of these institutions by identifying, monitoring and addressing risks to which they are exposed. The FDIC receives no federal tax dollars — insured financial institutions fund its operations.

FDIC press releases and other information are available on the Internet at [www.fdic.gov](http://www.fdic.gov), by subscription electronically (go to [www.fdic.gov/about/subscriptions/index.html](http://www.fdic.gov/about/subscriptions/index.html)) and may also be obtained through the FDIC's Public Information Center (877-275-3342 or 703-562-2200). PR-40-2021