



Federal Deposit Insurance Corporation
3501 Fairfax Drive, E-2022
Arlington, VA 22226

M. Anthony Lowe
Director
Office of the Ombudsman

April 17, 2020

Ms. Sara A. Long
President, CEO & Treasurer
Delaware Bankers Association
8 W. Lockerman Street
Dover, Delaware 19904

Dear Ms. Long:

We recognize that your members are primarily focused at this time on addressing the challenges presented by the coronavirus pandemic and its impact on their banking operations. Although we highly value meetings and discussions with banking industry representatives, we understand the competing priorities bankers are facing, relative to safeguarding their staff, customers, and operations. Therefore, we will extend all courtesies and flexibilities, as may be requested or needed by your members, for which the FDIC is the primary federal regulator, in deferring any near-term planned on-site visits or conference calls by our Regional Ombudsmen.

However, we would like to take this opportunity to remind you of the services that our Office can provide during this stressful period, such as facilitating communications with relevant FDIC parties, researching application, and examination-related matters, and providing feedback to the appropriate levels of FDIC management and staff.

The Office of the Ombudsman offers bankers and the public an informal process to resolve complaints and inquiries about the FDIC in a confidential, neutral, and independent manner. Please do not hesitate to contact Regional Ombudsman Sherryann Nelson at 917-320-2532 or shnelson@fdic.gov for any needed assistance. In addition, you can always contact me directly at (312) 382-6777 (office), (202) 374-2873 (cell), or via email at mloew@fdic.gov with any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Anthony Lowe". The signature is fluid and cursive, with a long horizontal stroke at the end.

M. Anthony Lowe