



## FEDERAL RESERVE BANK OF SAN FRANCISCO

### DIVISION OF FINANCIAL INSTITUTION SUPERVISION AND CREDIT (FISC)

#### POLICY STATEMENT ON APPEALS OF MATERIAL SUPERVISORY DETERMINATIONS

Updated April 2017

##### **A. Introduction**

The Division of Financial Institution Supervision and Credit (FISC) has developed the following procedures consistent with the final guidelines on an internal appeals process for institutions wishing to appeal an adverse material supervisory determination, issued by the Board of Governors of the Federal Reserve System on March 24, 1995. Section 309 of the *Riegle Community Development and Regulatory Improvement Act of 1994* (13 U.S.C. 4806) required that the Board (as well as other Federal banking agencies) establish an independent, intra-agency appellate process, which will be available to review material supervisory determinations made at insured depository institutions, such as an adverse examination composite rating. The Board's appeals process covers state member banks, bank holding companies (including financial holding companies) and their nonbank subsidiaries, savings and loan holding companies and their nonbank subsidiaries, U.S. agencies and branches of foreign banks, Edge and agreement corporations, third party EDP servicers, and other entities examined or inspected by the Federal Reserve.

The Federal Reserve Bank of San Francisco (Reserve Bank) continues to believe that questions about or objections to supervisory determinations made during the course of an examination or inspection are most effectively handled through the longstanding Federal Reserve practice of resolving any problems informally during the course of the examination or inspection process. The appeals process should be viewed as a solution only when this informal process does not resolve the dispute.

## **B. Submission of Appeal**

1. Any institution about which the Reserve Bank makes a material supervisory determination is eligible for the appeals process. This includes state member banks, bank holding companies (including financial holding companies) and their nonbank subsidiaries, savings and loan holding companies and their nonbank subsidiaries, U.S. agencies and branches of foreign banks, Edge and agreement corporations, third party EDP servicers, and other entities examined or inspected by the Reserve Bank.
2. An appeal shall be approved by the institution's board of directors or, in the case of a U.S. agency or branch of a foreign bank, by the senior management person(s) responsible for the bank's U.S. operations. A copy of the board resolution or similar documentation evidencing this approval shall be filed with the appeal.
3. An appeal shall be filed in writing with the General Counsel of this Reserve Bank (General Counsel) within 30 calendar days of receipt of the written material supervisory determination, unless the time for filing is extended by the Reserve Bank.

An appellant may request an extension of time for filing an appeal by sending a letter detailing the reason(s) for the request to the General Counsel within 30 calendar days of receipt of the written material supervisory determination. The Officer-in-Charge of the FISC Division or his/her designee may, at his/her sole discretion, grant extensions arising from conditions outside the control of the appellant or where the issues involved are complex and require collecting and organizing a significant amount of documentation.

All appeals and requests for extensions should be addressed to:

Mr. Erik Revai  
General Counsel  
Federal Reserve Bank of San Francisco  
101 Market Street  
San Francisco, CA 94105

4. An appeal may be filed challenging a "material supervisory determination" which includes, but is not limited to, material determinations related to examination or inspection composite ratings, the adequacy of loan loss reserves, and significant loan classifications. The appeal may cover any type of examination, including safety and soundness, trust, transfer agent, electronic data processing, consumer compliance, and

CRA. A determination is not a material supervisory determination for purposes of this policy until the appellant has received a written communication from the Reserve Bank or the Board of Governors.

A material supervisory determination does not include any supervisory determination for which an independent right of appeal exists. Such actions include prompt corrective action directives issues pursuant to the Federal Deposit Insurance Act, as amended (FDI Act); actions to impose administrative enforcement actions under the FDI Act and the Bank Holding Company Act of 1956, as amended (BHC Act); capital directives; and orders issued pursuant to applications under the BHC Act. In such cases, the rights of appeal provided for in the statutes and regulations concerning these actions shall govern.

5. A material supervisory determination shall remain in effect while under appeal and until it is modified or overturned through the appeals process. The appeal of a material supervisory determination does not prevent the Federal Reserve from taking any supervisory or enforcement action—formal or informal—which it deems appropriate to discharge the Federal Reserve’s supervisory responsibilities.
6. An appeal shall contain all the facts and arguments that the institution wishes to have considered in deciding the appeal, but should not include information not available to the Reserve Bank at the time it made the material supervisory determination under appeal unless the appellant offered to provide such information prior to the time of the determination.
7. Upon the Reserve Bank’s receipt of an appeal, the appeal will be logged by the General Counsel and shall be immediately forwarded to the Officer-in-Charge of the FISC Division or his/her designee. The General Counsel will concurrently forward a copy of the appeal to the appropriate division director of the Board of Governors. A current copy of these procedures and the Federal Reserve guidelines effective March 24, 1995, shall be provided to the appellant institution at that time.

### **C. Selection of Review Panel**

1. The Officer-in-Charge of the FISC Division shall approve the selection of person(s) to serve as the review panel for the appeal. Generally, the presiding person of the review panel would be a Reserve Bank officer.
2. The review panel members shall not have participated in the material supervisory determination under appeal, including participation in the examination or inspection. The review panel members shall not directly or indirectly report to the person(s) who made the material supervisory determination under review. The review panel members shall be qualified to review the material supervisory determination. The review panel members shall not have any existing conflicts of interest with the institution filing the appeal, such as outstanding debt with or relatives employed by the institution or its affiliates.
3. The person(s) designated as directly involved in the material supervisory determination will always include the Examiner-in-Charge of the examination/inspection and the individual signing the examination/inspection report. Others may be designated as directly involved depending on the particular issue under appeal (e.g., an examiner assigned as Loans-in-Charge may be designated as directly involved if the issue is over a particular loan classification or adequacy of loan loss reserve).
4. If the Officer-in-Charge of the FISC Division participated in the material supervisory determination under appeal, the review panel shall be approved by the Officer-in-Charge of another Reserve Bank's Supervision and Regulation function. The appeal would be reviewed by a review panel composed of eligible person(s) from another Reserve Bank and/or Board of Governors staff.
5. The Officer-in-Charge responsible for approving the review panel shall select qualified person(s) conforming to the restrictions imposed in paragraphs 2, 3, and 4 above from eligible staff within the FISC Division, other Reserve Banks, and/or the Board of Governors.
6. The composition of the review panel shall be determined within five business days of the receipt of the appeal. One of the panelists shall be appointed as the chairperson of the panel.

#### **D. Review of Appeal**

1. Within five business days of appointment, the review panel shall initially review the appeal for clarity and completeness and ensure that the appeal involves a material supervisory determination for which an alternative, independent right of appeal does not exist.
  - a. If the review panel determines that the appeal has minor deficiencies in information or clarity, it will contact the appellant by letter and request that specific additional documentation be forwarded to the chairperson within seven business days. Information received by the chairperson within the required period shall be reviewed for completeness within five business days of receipt. If the information is not received within this timeframe, the review panel will return the appeal to the appellant together with a letter notifying the appellant of the reason(s) and stating that an amended appeal may be refiled within 30 calendar days.
  - b. If the review panel determines that the appeal is substantially deficient in terms of clarity or information or does not concern a material supervisory determination for which an alternative, independent right of appeal does not exist, the review panel will return the appeal to the appellant together with a letter notifying the appellant of the deficiencies and stating that an amended appeal may be refiled within 30 calendar days.
  - c. If the appellant has asked to provide oral testimony to the review panel, the appeal will not be deemed informationally complete until the business day after all oral testimony has been heard or additional written information is received from the appellant, if the Reserve Bank requested such information, whichever is later.
2. If the appellant has asked to provide oral testimony, the review panel shall hear oral testimony from the appellant within ten business days of when the appeal is otherwise informationally complete or other such period as mutually agreed to by the appellant and the review panel.
  - a. The review panel may structure oral testimony as it sees fit, including limiting the appellant to prepared remarks or allowing the review panel to ask questions.

Additional witnesses may be allowed to present testimony at the sole discretion of the review panel.

- b. The review panel shall notify the appellant and the person(s) making the determination under appeal of the format for providing oral testimony and the date such testimony will be heard no less than five business days prior to taking testimony.
  - c. Oral testimony will be heard at the Reserve Bank or such other location as mutually agreed by the appellant and the review panel.
  - d. The review panel may record or transcribe any oral testimony for review in subsequent appeals. The method of recording or transcribing testimony shall be determined by the review panel.
3. The review panel shall as necessary also solicit the views of the Reserve Bank staff involved in the determination under appeal, Legal Department staff, Board of Governors staff, and, where appropriate, the staff of other supervisory agencies (for example, in the case of joint examinations or inspections). Nothing in this appeals process shall create any discovery or other such rights.
4. When the review panel determines that the appeal is complete, it shall notify the institution in writing that the appeal will be decided within 30 days from the date of receiving the informationally complete appeal, unless the appellant and the review panel jointly agree to extend the time for decision.
5. A copy of the acceptance or return letter to the appellant shall also be provided to the appropriate division director of the Board of Governors and the General Counsel.
6. The review panel shall review the information submitted by the institution filing the appeal and any other information obtained during the appeal process. However, in reaching a decision, the review panel will consider only that information (i.e., data and/or facts) that was available to the person(s) making the material supervisory determination under appeal at the time of the determination or the information which the appellant offered to provide prior to the determination, but which the person(s) making the determination declined to review. Subsequent information, such as information regarding payments on a classified loan after the date of the examination or

a legal opinion sought and obtained after receipt of the material supervisory determination, will not be considered in deciding the appeal unless the person making the determination should have been aware of the information when making the determination.

7. The review panel will issue written findings within 30 calendar days from date of acceptance of an informationally complete appeal, unless the appellant and the review panel jointly agree to extend the time for decision. The reasons for the decision shall be included in the letter to the appellant and any necessary documentation supporting the decision maintained by the review panel. The chairperson of the review panel shall also provide a copy of the written decision to the appropriate division director of the Board of Governors and the General Counsel.

#### **E. Appeals of Decisions of the Review Panel**

1. Any appellant institution dissatisfied with the decision of the review panel may, with the consent of the board of directors of the institution or, in the case of a U.S. agency or branch of a foreign bank, by the senior management person(s) responsible for the bank's operations, appeal that decision to the Reserve Bank President by filing a written appeal with the General Counsel within 30 days of receipt of the review panel's written decision.
  - a. The appeal shall contain all facts and arguments that the institution wishes to be considered in deciding the appeal, and be accompanied by the board resolution or similar documentation evidencing the approval for filing the appeal.
  - b. The appeal may be returned for lack of clarity or information. In such case, the institution may refile an amended appeal within 30 calendar days of receipt of the Reserve Bank President's written return notice.
  - c. The Reserve Bank's President shall obtain the record of the initial appeal from the review panel chairperson.
  - d. The Reserve Bank's President shall provide the person(s) who made the initial determination with a copy of the subsequent appeal. If the appeal raises issues not addressed in the original appeal, the person(s) who made the material supervisory determination under appeal shall notify the Reserve Bank's

President, who shall provide a reasonable period for the person who made the material supervisory determination to provide a written response to the new material.

- e. The appeal shall be decided by the Reserve Bank President, in writing, within 30 calendar days of the filing of an informationally complete appeal. A copy of the appeal and the Reserve Bank President's decision shall be provided to the appropriate division director of the Board of Governors and the General Counsel.
2. Any appellant institution dissatisfied with the decision of the Reserve Bank President may, with the consent of the board of directors of the institution or, in the case of a U.S. agency or branch of a foreign bank, the senior management person(s) responsible for the bank's operations, appeal that decision to the Governor of the Federal Reserve System who serves as Chairman of the appropriate oversight committee by filing a written appeal with the Secretary of the Board of Governors<sup>1</sup> within 30 days of receipt of the Reserve Bank President's written decision. The Board of Governors will establish procedures for reviewing such appeals.

#### **F. Safeguards Against Retaliation**

1. After the receipt of an appeal, the Reserve Bank shall not assign the person(s) directly involved in the material supervisory determination under appeal to future examinations or inspections of the institution for at least one examination/inspection cycle, but in no case less than one year after the final decision on an appeal filed by the appellant.
2. Any Reserve Bank employee found to retaliate against an institution for filing an appeal shall be subject to the Reserve Bank's disciplinary policies.
3. Institutions who believe they have suffered retaliation as the result of an appeal may contact the Board's Ombudsman.<sup>2</sup>

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<sup>1</sup> Ms. Ann Misback, Secretary, Board of Governors of the Federal Reserve System, 20th Street and Constitution Avenue, N.W., Washington, D.C. 20551.

<sup>2</sup> Contact information for the Ombudsman for the Federal Reserve System is available at <https://www.federalreserve.gov/aboutthefed/ombpolicy.htm>.



**G. Public Request for Policy**

A copy of this policy and the Board of Governors *Guidelines for Appeals of Material Supervisory Determinations* shall be made available to any member of the public who requests them.

FEDERAL RESERVE SYSTEM  
[Docket No. R-0867]  
Internal Appeals Process

AGENCY: Board of Governors of the Federal Reserve System.

ACTION: Final guidelines.

SUMMARY: The Board is issuing its final guidelines on an internal appeals process for institutions wishing to appeal an adverse material supervisory determination.

EFFECTIVE DATE: March 24, 1995.

FOR FURTHER INFORMATION CONTACT: Gregory A. Baer, Managing Senior Counsel, Legal Division (202/452-3236); Shawn McNulty, Assistant Director, Division of Consumer and Community Affairs (202/452-3946); or Ann Marie Kohlligian, Senior Counsel/Manager, Division of Banking Supervision and Regulation (202/452-3528), Board of Governors of the Federal Reserve System. For the hearing impaired only, Telecommunication Device for the Deaf (TDD), Dorothea Thompson (202/452-3544).

SUPPLEMENTARY INFORMATION:

**Background**

Section 309 of the Riegle Community Development and Regulatory Improvement Act of 1994 (the Act), 12 U.S.C. 4806, requires the Board (as well as the other Federal banking agencies) to establish an independent, intra-agency appellate process that is available to institutions to seek review of material supervisory determinations. Section 309 specifies various requirements that the appellate process must meet.

On December 29, 1994, the Board published for public comment its proposed guidelines that would implement the intra-agency appellant process required by section 309 of the Act. (59 Fed. Reg. 67297 (December 29, 1994)). In general, the proposed guidelines required that: (1) all appeals be in writing and approved by the institution's board of directors; (2) all appeals be heard and decided within specified timeframes; (3) the initial appeal be heard by a person or persons selected by the Reserve Bank (the review panel) who had not participated in, or reported to the persons who made, the material supervisory determination under review; (4) an adverse decision by the review panel be appealable to a Reserve Bank President; (5) an adverse decision by a Reserve Bank President be appealable to the Board; and (6) Reserve Banks establish safeguards to protect institutions that file appeals from examiner retaliation.

Although section 309 requires the Board to develop an internal appeals process only for state member banks, the proposed guidelines expanded the process and made it available to all institutions

that are subject to Federal Reserve oversight, including bank holding companies, U.S. agencies and branches of foreign banks and Edge corporations.<sup>1</sup> The proposed guidelines also defined a "material supervisory determination" to include all material matters relating to the examination or inspection process, but exclude those matters, such as the imposition of a prompt corrective action directive or a cease and desist order, for which an alternative, independent right of appeal exists.

As noted in the proposed guidelines, the Board continues to believe that questions about or objections to supervisory determinations made during the course of an inspection or examination are most effectively handled through the longstanding Federal Reserve practice of resolving any problems informally during the course of the inspection or examination process.

## **Public Comments**

The Board received 27 comments on its proposed guidelines from Federal Reserve Banks, financial institutions, trade associations, law firms and a consulting firm. While the comments were generally supportive of the proposed guidelines, most comments submitted suggested changes or raised concerns regarding the implementation of the internal appeals process. These proposed changes and concerns, which are discussed below, relate to five areas: (1) protection from examiner retaliation; (2) independence of the review panel; (3) who should decide the final appeal at the Board; (4) the need for additional, specific timeframes; and (5) procedural issues.

### **(1) Protection from Examiner Retaliation**

Thirteen comments raised concerns about examiner retaliation. Several comments suggested that the Ombudsman, which the Board is required to establish under section 309 of the Act, should play a role in addressing this issue, such as serving as an independent contact for institutions that believe they have been subject to some form of retaliation or ensuring that different examiners conduct examinations that commence after an appeal has been filed. Some comments suggested that greater Board involvement in the appeals process would protect institutions against retaliation, while others suggested that the guidelines include specific sanctions and disciplinary actions for examiners found to have engaged in retaliation due to an appeal.

The Board acknowledges that some institutions may perceive that availing themselves of the appeals process may result in retaliatory action by examiners. As proposed, the guidelines require the Reserve Banks to establish safeguards to protect institutions that file appeals from retaliation. While the Board believes that this provides sufficient protection and meets the requirements of section 309, the Ombudsman is available to address such concerns and may be contacted by institutions who believe they may have suffered retaliation as a result of an appeal. The role of this official and his/her procedures for addressing these concerns will be outlined in the Board's Policy Statement for the Ombudsman.

## (2) Independence of Review Panel

Six comments suggested modifications to the part of the guidelines that addressed the independence of the review panel. Several stated that the appeals process cannot be independent so long as it remains an internal procedure and suggested that outside parties, such as a peer review panel or a panel appointed by the Federal Financial Institutions Examination Council, hear and decide all appeals. Another comment suggested that the review panel exclude not only persons who participated in, or who directly or indirectly report to the person(s) who participated in, the material supervisory determination under appeal, but anyone who directly or indirectly supervises the person(s) who made such determination.

Section 309 of the Act reflects a Congressional conclusion that an intra-agency appeals process will provide institutions with an adequate means to redress adverse material supervisory determinations. The Board does not believe that it is necessary to expand the guidelines beyond what is required by the statute. Similarly, section 309 requires that the person hearing the appeal not directly or indirectly report to the person who initially made the supervisory decision under review. Consequently, the composition of the review panel has not been modified in the final guidelines.

## (3) Who Decides the Final Appeal at the Board

The proposed guidelines provided for an appeal of an adverse decision by a Reserve Bank President to the appropriate Board division director, who would consult with the appropriate Governor of the Board's oversight committee for that division. Three comments suggested that it would be more suitable for a Governor to review a decision by a Reserve Bank President. The final guidelines have been modified so that an appeal of a Reserve Bank President's decision will be to the Governor who serves as chairman of the appropriate oversight committee, who will consult with that division's director.

## (4) Need for Additional Timeframes

The proposed guidelines required institutions to file an appeal within 30 days of the material supervisory determination and the review panel to decide the appeal within 30 days of its receipt. The proposed guidelines also required Reserve Bank Presidents to make a decision on any matter appealed to them within 30 days of receipt. Several comments noted that the proposed guidelines did not contain timeframes for other actions, such as the time in which an appeal should be filed with a Reserve Bank President or the Board, or the time in which the Board would make a decision on an appeal.

The Board agrees with these comments on the need for additional timeframes. Consequently, the final guidelines require that an appeal to a Reserve Bank President or the Board to be filed within 30 days of receipt of an adverse decision by the review panel or the Reserve Bank President, respectively. The final guidelines also require that the Board decide any appeal within 60 days of its receipt.

(5) Procedural Issues

Several comments suggested that the Board's guidelines include some additional procedures in order to ensure that the internal appeal process works smoothly. One comment suggested that the guidelines explicitly provide that the material supervisory determination remain in effect while it is under appeal, while another comment suggested that the determination be stayed pending the completion of the appeal. The Board believes that it is appropriate for the determination to remain in effect while it is under appeal, and the final guidelines have been modified to state this explicitly. The Board does not believe that section 309 of the Act is intended to stay the Board's supervisory decisions, but rather is designed to provide institutions with a procedure by which to voice objections to supervisory determinations for which no other formal appeals procedures exist.

Another comment suggested that institutions that consent to the issuance of a formal enforcement action, such as a cease and desist order, be allowed to use the internal appeals process to challenge the material supervisory determinations that led to the enforcement action. This suggestion seems inconsistent with the intent of section 309 of the Act, which is to provide an avenue for the review of material supervisory determinations and not to contest enforcement actions for which an alternative appeals mechanism exists. Therefore, the Board has not adopted this suggestion. Another comment suggested that the record be expunged of any material supervisory decisions that have been modified or overturned on appeal. The Board believes that it is appropriate to maintain all records of its supervisory actions, including those relating to a decision that is modified or overturned as a result of an internal appeal. Nonetheless, the Reserve Banks are expected to maintain complete records of any appeal, including updating all files, both hard copy and electronic, to reflect the results of all appeals.

One comment suggested that the board of directors of an institution only be required to approve the initiation of an appeal, but that management be allowed to decide on any subsequent appeals to a Reserve Bank President or the Board. Another comment noted that getting approval of the board of directors of a foreign bank would be extremely difficult in order for its U.S. agency or branch to file timely appeals. The Board continues to believe that the board of directors should be involved in each step of the appeals process; therefore, the final guidelines still require board approval for each step in the appeals process. On the other hand, the final guidelines have been modified to allow the senior management person(s) with authority for U.S. operations of a foreign bank to approve appeals; however, he or she must approve each step of the appeal.

The Board has decided to adopt several other procedural suggestions. The final guidelines provide that any appeal filed must contain all of the facts and arguments that the institution would like to present to the review panel, the Reserve Bank President or the Board, as the case may be, and that the review panel, the Reserve Bank President or the Board may reject the appeal for lack of clarity or information. In such a case, an institution would have 30 days in which to refile a rejected appeal. Last, the final guidelines make explicit that the internal appeals process does not give the appealing institutions any discovery or other similar rights.

## GUIDELINES FOR APPEALS OF MATERIAL SUPERVISORY DETERMINATIONS

Section 309 of the Riegle Community Development and Regulatory Improvement Act of 1994, 12 U.S.C. 4806, requires the Board and the other Federal banking agencies to establish an independent, intra-agency process to review appeals of material supervisory determinations.

The purpose of these guidelines is to allow each Reserve Bank to administer its own appellate process, but to establish procedures under which all Reserve Banks' appellate process must operate. Doing so will ensure that each Reserve Bank's process is consistent with section 309 and that institutions will be granted the same appellant rights regardless of the Federal Reserve district in which they reside.

### **Procedures for Appealing a Material Supervisory Determination**

Any appeal of a material supervisory determination pursuant to section 309 shall be filed and considered pursuant to the following procedures.

- (1) Any appeal shall be approved by the board of directors of the institution, or in the case of a U.S. agency or branch of a foreign bank, the senior management person(s) responsible for the bank's U.S. operations, and filed in writing with the Secretary of the Reserve Bank or other appropriate Reserve Bank official within 30 calendar days of receipt of the written material supervisory determination, unless the time for filing is extended by the Reserve Bank. The Reserve Bank shall promptly provide a copy of the appeal to the appropriate division director of the staff of the Board of Governors.
- (2) Any appeal shall contain all the facts and arguments that the institution wishes to present. The appeal may be rejected for lack of clarity or information. In such case, the institution may refile the appeal within 30 calendar days of receipt of written notice of the rejection of any filing.
- (3) The appeal shall be considered in the first instance by a person or persons selected by the Reserve Bank (the review panel) who --
  - (A) did not participate in the material supervisory determination;
  - (B) do not directly or indirectly report to the person who made the material supervisory determination under review; and
  - (C) are qualified to review the material supervisory determination.
- (4) The appellant institution may appear before the review panel in order to present testimony and, with the consent of the review panel, witnesses. The review panel shall also solicit the views of the Reserve Bank staff involved in the determination under appeal, Board staff, and, where appropriate, the staff of other supervisory agencies (for example, in case of joint examinations or inspections). Nothing in this appeals process shall create any discovery or other such rights.

(5) Any appeal shall be decided, in writing, by the review panel within 30 calendar days of the filing of an informationally complete appeal, unless the appellant and the review panel jointly agree to extend the time for decision.

(6) Any appellant institution dissatisfied with the decision of the review panel may, with the consent of its board of directors of the institution, or in the case of a U.S. agency or branch of a foreign bank, the senior management person(s) responsible for the bank's U.S. operations, appeal that decision to the Reserve Bank President by filing a written appeal with the Secretary of the Reserve Bank or other appropriate Reserve Bank official within 30 calendar days of receipt of the review panel's written decision. The appeal shall contain all facts and arguments that the institution wishes to be considered. The appeal may be rejected for lack of clarity or information. In such case, the institution may refile the appeal within 30 calendar days of receipt of written notice of the rejection. The appeal shall be decided by the Reserve Bank President, in writing, within 30 calendar days of the filing of an informationally complete appeal.

(7) Any appellant institution dissatisfied with the decision of the Reserve Bank President may, with the consent of its board of directors of the institution, or in the case of a U.S. agency or branch of a foreign bank, the senior management person(s) responsible for the bank's U.S. operations, appeal that decision to the appropriate Governor by filing a written appeal with the Secretary of the Board within 30 calendar days of receipt of the Reserve Bank President's written decision. The appeal may be rejected for lack of clarity or information. In such case, the institution may refile the appeal within 30 calendar days of receipt of written notice of the rejection. The appeal shall be decided, in writing, by the appropriate Governor, who shall consult with the director of the appropriate division of the Board of Governors, within 60 calendar days of the filing of an informationally complete appeal.

**Safeguards Against Retaliation.** Each Reserve Bank shall establish appropriate safeguards to protect appellants from retaliation. The Board's Ombudsman will periodically contact institutions after their appeals have been decided in order to make certain that no retaliation has occurred. In addition, institutions who believe they have suffered retaliation as the result of an appeal may contact the Board's Ombudsman.

**Availability of Procedures.** Each Reserve Bank shall make these guidelines and the Reserve Bank's process for selecting a review panel available to each institution in its district, any institution appealing a material supervisory determination, and any member of the public who requests them.

**Eligible Institutions.** Any institution about which the Federal Reserve makes a material supervisory determination is eligible for the appeal process. This includes state member banks, bank holding companies and their nonbank subsidiaries, U.S. agencies and branches of foreign banks, Edge and agreement corporations, third party EDP servicers, and other entities examined or inspected by a Reserve Bank.

**Material Supervisory Determination Defined.** Whether an appealed action constitutes a "material supervisory determination" eligible for the appeals process shall be decided by the person or persons hearing the appeal, and a determination that the action is not appealable under these guidelines may be further appealed to the Reserve Bank President or the appropriate oversight Governor in the same manner as any other adverse decision.

The term "material supervisory determination" includes, but is not limited to, material determinations relating to examination or inspection composite ratings, the adequacy of loan loss reserves and significant loan classifications. The term does not include any supervisory determination for which an independent right of appeal exists. Such actions include prompt corrective action directives issued pursuant to section 38 of the Federal Deposit Insurance Act, as amended (the FDI Act), actions to impose administrative enforcement actions under the FDI Act and the Bank Holding Company Act of 1956, as amended (the BHC Act), capital directives, and orders issued pursuant to applications under the BHC Act.

**Effect of Appeal on Material Supervisory Determinations.** A material supervisory determination shall remain in effect while under appeal and until such time it is modified or overturned through the appeals process. The appeal of a material supervisory determination does not prevent the Federal Reserve from taking any supervisory or enforcement action -- formal or informal -- it deems appropriate to discharge the Federal Reserve's supervisory responsibilities.

**Savings Provision.** Section 309 expressly provides that it shall not affect the authority of the Board or any other agency to take enforcement or supervisory action against an institution. In such cases, the rights of appeal provided for in the statutes and regulations concerning these actions shall govern.

By order of the Board of Governors of the Federal Reserve System, March 24, 1995.

(signed)  
Jennifer J. Johnson,  
Deputy Secretary of the Board.

<sup>1</sup> The final guidelines have been modified to state explicitly that third party EDP servicers subject to examination by the Federal Reserve may appeal any material supervisory determination.