



Appeals Process for Material Supervisory Decisions

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The Board is committed to maintaining an independent, intra-agency process to review appeals of material supervisory determinations that complies with section 309 of the Riegle Community Development and Regulatory Improvement Act of 1994, 12 U.S.C. § 4806.

Any institution about which the Federal Reserve makes a written material supervisory determination is eligible to utilize the appeals process as described in **Internal Appeals Process for Material Supervisory Determinations and Policy Statement Regarding the Ombudsman for the Federal Reserve System**, 85 Fed. Reg. 15175 (March 17, 2020). An appeal under this process may be made of any written material supervisory determination, as defined in the policy statement.

On April, 2020 the Federal Reserve Board also updated its policy statement governing the internal appeals process for material supervisory determinations and revised the Board's Ombuds policy as described in **SR 20-28 / CA 20-14: Internal Appeals Process for Material Supervisory Determinations and Policy Statement Regarding the Ombudsman for the Federal Reserve System**.

The **Board's Ombuds** (Ombuds) can provide assistance regarding questions related to the System's material supervisory determination appeals process and claims of retaliation. The Ombuds can also provide assistance to facilitate the informal resolution of concerns prior to the filing of a formal appeal. An institution may contact the Ombuds at any time by calling 1-800-337-0429, by sending a facsimile to 202-530- 6208, by writing to the Office of the Ombuds, Board of Governors of the Federal Reserve System, Washington, D.C. 20551, or by sending an e-mail to ombudsman@frb.gov.
