



DISB Banking Services Focus Groups

**D.C. Residents:
We want to hear from you!**

Sept. 23 and 25, 2015

Wednesday, September 23

1 p.m. - 3 p.m.

District Government
Employees Federal Credit Union
Community Room (2nd Floor)
of Reeves Center
2000 14th Street NW
Washington, DC 20009

Friday, September 25

4 p.m. - 6 p.m.

East River Family Strengthening
Collaborative, Inc.
3917 Minnesota Avenue NE
Washington, DC 20019

The D.C. Department of Insurance, Securities and Banking (DISB), the city's financial services regulator, is conducting a study to understand the challenges and barriers to banking services for District of Columbia residents and small businesses. DISB invites you to participate in a focus group to share your experiences with opening and maintaining bank accounts.

By participating in this focus group, you have a unique opportunity to provide input that might shape future policy that affects how, where and when banks serve the D.C. community.

Each focus group will last 90 minutes and will include a discussion of the following:

- Perceptions about banking services to the individuals and the community
- Experiences in working with financial institutions
- Summary of challenges and barriers facing the community in opening and maintaining bank accounts
- Ideas on how banks can improve their services to the local community

Register for either focus group [here](#). No walk-ins.

For more information, [visit disb.dc.gov/banksurvey](http://disb.dc.gov/banksurvey).

Food, beverages and special prizes will be provided at each focus group.

D.C. Department of Insurance, Securities and Banking (DISB)
Government of the District of Columbia

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