

From: [Jacqueline Fall](#)
To: [Comments_Regulation](#)
Subject: Attention: BSA Required Electronic Filing
Date: Tuesday, September 27, 2011 3:49:06 PM

Thank you for requesting feedback regarding the BSA Required Electronic Filing!

Here are a few of my thoughts and concerns:

I think it is a fabulous idea to have these forms all be electronically filed. It will help speed up the process for your end, you can view & act on the information quicker and the fear of the mail being lost during transit would disappear. I find the e-filing system (for the most part) very easy to use.

The downside is that it really is a pain to get set up with the e-filing system. It takes a long time to work out all the bugs before it is working properly. Also, if you get locked out, it also is a pain to have to call the Help desk and wait for a call back. The Help desk is fabulous though to speak with, very helpful, just as an FYI. It would be so much easier to click a button that says "locked out" or "can't remember password" & to have a temp password emailed back to us at our work address rather than having calling someone. I also understand that precautions have to be in place for verifying whom you are really dealing with, but you could have challenge questions or challenge pictures, etc. to go along with the reset buttons that you would answer when first getting set up. (By the way, you make it waaaaay tooooo difficult for your requirements with setting up passwords.)

It is also a pain when our employer (such as a financial institution) changes names, then we have to re-register all over again & go through that whole process to get reset up. It would be so much easier if Help desk could just change our email address over the phone if we called or we could hit a "change email address" button and someone on your end could verify it & let us know when it goes in to effect.

Thank you kindly!

Jackie Fall

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