

**Maureen Whalen
Deputy Comptroller for External Governance and
Ombudsman**

Maureen Whalen serves as the Deputy Comptroller for External Governance and Ombudsman at the Office of the Comptroller of the Currency (OCC).

Ms. Whalen serves as the expert advisor to the Senior Deputy Comptroller for Enterprise Governance and Ombudsman. She provides counsel for all complaints operations, national appeals programs, and OIG/GAO activities, and manages the OCC's whistleblower process and bank examination questionnaire process. Ms. Whalen assumed this role in June 2018.

Prior to this role, Ms. Whalen served as the Associate Deputy Comptroller in the Northeastern District, where she was responsible for the oversight of eight field offices and their supervision of approximately 120 federally chartered financial institutions.

Ms. Whalen started her career with the OCC in 1993 in the Fairview Heights field office. She was commissioned as a National Bank Examiner in 1998. In addition, she served as a Compliance Specialty Examiner, Compliance Lead Expert, Deputy Comptroller Analyst, and Assistant Deputy Comptroller for Specialties and Operations.

Ms. Whalen graduated from Western Michigan University with a bachelor's degree in finance.