

Written Comments Regarding CRA Performance

2022 Comments

No comments have been received year to date.

2021 Comments

No written comments were received in 2021.

2020 Comments

Complaint received 3/17/2020:

It did not surprise me when I looked at your leadership team about the "white decision" you made on closing your branches. I live in Frogtown on Mackubin Street. I light rail to the University Avenue location to cash my weekly payroll check and have done so for years. You decide to close your bank locations that serves people like me that need to get our money every week. I can not get to Como Avenue on the light rail and it is too much money to take a bus and transfer to get there. Even if I did, those Como people would probably call the cops on me if I sat outside their bank to long waiting for a bus. You kept your white locations open though. What the hell gone wrong with you folk up there. You used to serve this neighborhood with picnics and I ain't seen anyone of you support the Frogtown Neighborhood festival in years. Whose making these decisions.

Response sent 3/19/2020:

First, we hope you and your loved ones are safe during this time of uncertainty. And second, we understand your frustration regarding our bank-closing plan.

We chose to close the branches we did based on whether the locations shared tenants, HVAC quality and necessary infrastructure. Unfortunately, no decision we make is perfect, and we realize that these temporary closures may pose inconveniences for some customers. However, we are doing everything we can to make this transition as smooth as possible.

Please bear with us while we work through these challenging times. We will be contacting you to discuss your concerns further and ensure we're doing all we can to meet your needs. In the meantime, don't hesitate to contact us at (651) 265-5600.