

| Date | Source | Customer Complaint/Comment | Response Provided | Location |
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| Jan, 2025 | Contact Center | "Client documented a complaint about lack of Saturday hours at any of the local branches in Casper, WY." | The client was contacted by Sarah Reed, Retail Manager and was left a voicemail asking to return the call. | Casper, WY |
| Dec, 2024 | In Person | Client came into the branch to voice his frustration that he was told that FIB no longer offers HELOCs to clients who own homes that are Deed Restricted / owned through the local Housing Authority/Housing Trust. He mentioned that FIB used to provide this service to this client base for years and was even initially referred to us by the local Housing Authority. He is hoping that something can be done by FIB so that we are able to serve these community members that live in Deed Restricted housing. | At this point, as of 1/31, the resolution we have been able to provide to the client is to notify him that we are working internally to review the changes to Bank policy that have restricted us from doing HELOCs against Deed Restricted Properties and/or properties that have Land Leases. We will follow up with the client again once we have been able to determine if we will be able to proceed with the client's needs in the future | Jackson, WY |
| Dec, 2024 | In Person | "Client came into the branch to voice his frustration that he was told that FIB no longer offers HELOCs to clients who own homes that are Deed Restricted / owned through the local Housing Authority/Housing Trust. He mentioned that FIB used to provide this service to this client base for years and was even initially referred to us by the local Housing Authority. He is hoping that something can be done by FIB so that we are able to serve these community members that live in Deed Restricted housing." | "At this point, as of 1/31, the resolution we have been able to provide to the client is to notify him that we are working internally to review the changes to Bank policy that have restricted us from doing HELOCs against Deed Restricted Properties and/or properties that have Land Leases. We will follow up with the client again once we have been able to determine if we will be able to proceed with the client's needs in the future. We currently have an exception request that is being championed by Market President, Richard Uhl, to get approval to be able to do these HELOCs again for the community. The need to serve this crucial demographic of our local community is something that is very important to local leadership and local employees of FIB." | Jackson, WY |
| Dec, 2024 | Customer Survey | You are doing well now, staffed with excellent people who know their job and interface with the customers very well. | No Response Required | Grinnell, IA |
| Dec, 2024 | Customer Survey | Whenever we have business inside the bank during normal operational hours, there have not been issues, but even with that, the business hours are not conducive to the working hours of many of your customers. Where we find ourselves frustrated is the inconsistencies with the availability with the ATMs. You can never count on them being available. Shouldn't there be a service tech or network IT support on call to repair? | No Response Required | Grand Island, NE |
| Nov, 2024 | Customer Survey | The hours of operation are not easy for me. I am not always able to go to the bank to conduct my business during your hours of operation. The bank location I use is not open on Saturday and the drive through is not available at times I would need. | No Response Required | Casper, WY |
| Oct, 2024 | Customer Survey | I think you folks are great. No changes needed. | No Response Required | Raymond, |
| Oct, 2024 | Customer Survey | Your bank is not open past regular working hours. As a teacher by the time I have to be at school and get done you aren't available. | No Response Required | Perry, IA |
| Oct, 2024 | Customer Survey | Have the banks open on Saturday (mornings at least). The hours are too limited when most people are working. | No Response Required | Ames, IA |
| Oct, 2024 | Customer Survey | Great bank! Great people! | No Response Required | Helena, MT |

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| Sept, 2024 | Customer Survey | The drive thru hours are limited for working people. | No Response Required | Sioux Falls, SD |
| Sept, 2024 | Customer Survey | hours dont work for some kne the works till 5 or later and direct deposit isnt available thru company plus saturdays are closed so make it evem more difficult to cash a check | No Response Required | Leon, IA |
| Sept, 2024 | Customer Survey | Have morning hours in your drive up windows on Saturday! Not everyone has 9-5 hours during the week. | No Response Required | Marshalltown, MT |
| Sept, 2024 | Customer Survey | Open longer hours. | No Response Required | Roseburg, OR |
| Sept, 2024 | Customer Survey | Be open on Saturdays | No Response Required | Airway Heights, WA |
| Sept, 2024 | Customer Survey | The banking days and hours during the week are fine. However, there are days that I need to take care of transactions on Saturdays. This bank use to be opened on Saturdays. There are some other local banks that are opened Saturdays until noon. | No Response Required | Omaha, NE |
| Sept, 2024 | Customer Survey | being open only during normal business hours for everyone is entirely inconvenient, not being open at least with drive through on saturdays and forcing members to take time off work to do bank business is terrible. being honost if it wasnt for the hassle of having to re set up direct deposite and all my auto pay through my accounts, i would have left FIB right at the merge of great western bank when i could no longer be helped on saturdays. this needs to be addressed and adjusted. | No Response Required | Rapid City, SD |
| Aug, 2024 | Customer Survey | I don't have complaints, the care and kindness I received when my accounts were hacked was impressive. I've always had prompt responses, excellent service, and a friendly atmosphere either in person or by phone. Thanks! | No Response Required | |
| Aug, 2024 | Customer Survey | Extended drive up hours and Saturdays also. | No Response Required | Aberdeen, SD |
| Aug, 2024 | Customer Survey | Lobby hours on saturday morning. | No Response Required | Burlington, IA |
| Aug, 2024 | Customer Survey | Your hours of operation are extremely inconvenient. It took us 6 months to deposit this check due to not being able to go together during your hours. 9 is too late to be open in the morning. Saturdays used to be a great time to go. Now it is difficult. Not impressed and considering closing my account. | No Response Required | Newton, IA |
| Aug, 2024 | Customer Survey | Office hours should be open later than 4:00! | No Response Required | Sioux Falls, SD |
| Aug, 2024 | Customer Survey | later hours one day a week or open on saturdays | No Response Required | Corydon, IA |
| July, 2024 | Customer Survey | Bank hours are worse than they used to be. It would be great if drive thru was open until 5 or 5:30 like all the other banks. Saturday until noon is great as well. I have family members that bank at different credit unions telling me I should switch that way I don't have to take so long making deposits. | No Response Required | Rapid City, SD |
| July, 2024 | Customer Survey | More hours open. | No Response Required | Newton, IA |
| July, 2024 | Customer Survey | The loan officer did not return my calls. I work and your hours do not correspond with people that work. You are only open from 9-4 daily. I only get 45 minutes for lunch. How am I supposed to work with a business that doesn't cater to the working people. I had to call and speak to the loan officer's supervisor to get my loan financing back on the rails and moving. Very frustrating. | No Response Required | Riverton, IA |
| July, 2024 | Customer Survey | Not a thing, everyone I've ever dealt with has always been very helpful and courteous. | No Response Required | Spokane, WA |

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| July, 2024 | Customer Survey | You are doing an excellent job! | No Response Required | Leon, IA |
| May, 2024 | Customer Survey | Having the drive thru hours the same as the lobby doesn't allow for those of us who are not able to make it there during lobby hours. One of the main functions of drive thru service is to allow for earlier and later hours than the lobby offers. Low limits on mobile deposit amounts also made doing business more difficult. | No Response Required | Red Oak, IA |
| April, 2024 | Facebook | And yet, you are shutting down the branch in downtown Louisville, CO because it's not busy enough? Pretty much ALL the small businesses in downtown Louisville, CO use this branch on a daily basis and have accounts there. That's not very supportive of small business. I seriously encourage you to reconsider this decision. | No Response Required | Unknown |
| March, 2024 | Contact Center | "The hours for the inside have always been short, and it's hard to be able to do business inside when I work 8-5 Mon-Fri. I have to leave work sometime during the work day if I need to do banking inside. With Saturday being closed now, it's very difficult: | None Required | South Dakota |
| Feb, 2024 | Contact Center | " This bank is the greatest and I would recommmed it to all my friends" | None Required | Unknown |
| Feb, 2024 | Contact Center | "Get better you purchased Great Western Bank and it has been downhill since. Hours for the physical bank is a joke, no Saturdays? Closes before you can get there after work during the week. Multiple issues with online and mobile banking. Issues with accepting and posting direct deposit from employers. Get better" | None Required | Unknown |
| Feb, 2024 | Contact Center | " The Bank is excellent just the way it is" | None Required | Unknown |
| Feb, 2024 | Contact Center | " Have the main branch stay open till 7pm or 8pm, 2-3 nights a week" | None Required | Unknown |
| Feb,2024 | Contact Center | "Change your branch hours in Nebraska. You don't open early enough or stay open late enough for me" | None Required | Nebraska |

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| Feb, 2024 | Contact Center | I would suggest numerous things such as communicating in a more timely manner and taking the time to actually explain the process to us. If it wasn't for our realtor, we would have felt extremely out of the loop and in the dark. The entire time, it made us feel like you were too busy to acknowledge our questions and had to get extra help involved. We would wait days until we got a response from this lender. I am speaking from one experience where I had called this lender for multiple days in a row to inquire about a rate to lock in, when she finally picked up she said "today is probably a good day". Us being first time home buyers, we didn't know any better and did not feel reassured with that answer. It truly felt like she was just saying that to get us to stop asking her about it. I had to change numerous things around in my schedule, along with my husbands to deal with the wishy washy changes such as our closing time. We had the closing time set for weeks, and at 5:00 pm the night before I had to take time off from work to close. Many things were last minute. If we had to redo this process, we would not have gone with First Interstate again and I will not be recommending any family or friends to as well. The anxiety, frustrations, and difficulties we have felt on our end should not have been felt. This should have been an exciting time for us and unfortunately it was not. | None Required | Unknown |
| Jan, 2024 | Contact Center | I was denied a credit card because of past history, not current history. Why clean up your credit if you will always bring up the past? I didn't need a credit card when I was with Great Western Bank. They always had my back. Now you all close at 4 during week. You have no drive up or any service over the weekend. You screwed up my son's account so when he tried to deposit to your bank, you didn't want the money!!! You closed his account!!! I am looking for a better bank. My little family may not have very much money but I know we can find friendlier people!!!! | No Response Required | Unknown |
| Aug, 2023 | Facebook | "We are honored to have First Interstate Bank as a member of the Montana Chamber, and to have Jocelyn Lane serve on our Board of Directors. Your commitment to communities in Montana and beyond, and your dedication to the people who live in them are inspiring." | None Required | Unknown |
| Aug, 2023 | Facebook | "We cannot say thank you enough to First Interstate Bank for their continued belief in giving back to the communities they serve and making a real difference for Central Oregon youth and families impacted by foster care! Through generous financial contributions and your joyful employees gift of their time, your company has shown up and said "YES!" to so many in need. We appreciate you!" | None Required | Redmond, OR |
| July, 2023 | Facebook | We cannot thank First Interstate enough!! Your partnership has been invaluable and has made a tremendous impact on the children and families we serve. You make our mission possible!!! Thank you!!!!" | None Required | Sheridan, WY |
| June, 2023 | Facebook | "Thank you, First Interstate Bank. You are making a difference in so many lives." | None Required | Unknown |

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| June, 2023 | Facebook | "Well here's the deal Gents its more about the nothing WILL CHANGE when they took over Great Western. Our branch was attempted to held up on a weekday, so Saturday in a small town with ONE Bank is a bigger deal than towns with several banks and FYI, I an drive to the next town over where several banks are open on a Saturday, just not First Interstate Bank. | No Response Required | Eloy, AZ |
| May, 2023 | Facebook | FANTASTIC!!! Thank you, First Interstate, for your amazing gift that will help so many in need!!!" | None Required | Unknown |
| May, 2023 | Facebook | "Here's a thought, nothing will change, is what you said you took over Great Western Bank in Eloy, AZ. Well, that was a lie, you NO LONGER open on Saturdays. I am sure you had a valid reason, but a lie is a lie. No Saturdays is a pretty big deal in a small town". | "Thank you for voicing your concerns regarding hours and access. We designed hour to best meet the needs our clients, using transactional data to determine when clients most frequently visit the bank. These new hours will allow us to ensure we are fully staffed at the time when our clients needs us most. We encourage you to take advantage of convenience services like mobile banking, mobile check deposit, night drop or our deposit taking ATM". | Eloy, AZ |
| Feb, 2023 | Customer Compliant | "The client's complaint addressed his experience with a dealership that FIB partners with. The client's expressed to the dealership the need to have all taxes, licensing, fees and costs included in the deal along with the payment due date being on or about the 5th of the month, as they were on Social Security. When the client found out the fees were not a part of the loan they asked the dealership to go back to the bank and request the additional amount be added to their loan. The dealership indicated to the client's that the bank had turned down the request for the additional amount. The client indicated that he has not been able to determine that the request to the bank for additional funds were ever made. On January 23rd, 2023, the client's sent to the FIB located at West Blvd & Omaha St., in Rapid City to change the due date to the requested dated. They found out that a CIT would be needed after the first payment and a \$50.00 processing fee. The client expressed that those involved in the entire transaction had made the entire process hard" | The client was contacted by Carla Giles, Collection Team Lead. A new CIT was sent over to the branch for the client to come in and sign at his convenience and a waiver for the previous CIT fee to be removed. Per Carla Giles email dated 2/278/23 scanned as part of the email stream. | Omaha, NE |
| Feb, 2023 | Facebook | "You guys are a huge blessing the community" | None Required | Unknown |
| Feb, 2023 | Facebook | "Incredible, Thank you for your support" | None Required | Unknown |
| Jan, 2023 | Facebook | "Can you fix your atms so we can get cash? Not being open on the weekends, then closed on Monday really hurts! Plus your branches not returning messages is the cherry on top!" | None Required | Unknown |
| Jan, 2023 | Facebook | "Ah so 4 days in a row without offering any service to your Sioux Falls Customers. I get that issues will arise.....but they arise a lot since First Interstate Bank took over" | None Required | Sioux Falls, SD |
| Jan, 2023 | Facebook | "All transactions have been DECLINED and just now could not get money from ATM at the bank since it is not open on Saturdays. I am on E and driving an SUV. Just glad I'm not away from home stuck somewhere and can not access my money as I am sure some PPL are for the holiday. | "Please contact our Client Contact Center at 855-342-3400 if you are still experiencing issues. Representatives are available today from 10:00am-2:00pm MT. | Unknown |

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| Jan, 2023 | Facebook | <p>“Their reduced hours (compared to when they were Great Western Bank) are difficult enough-especially no longer being open on Saturdays. This outage has meant that I cant do some badly needed transactions until Tuesday because the bank is on open on a Saturday and they are closed for New Years day. I would have felt less frustrated if they had at least offer to be open tomorrow to make up for being closed today. I will say the staff at my local branch are lovely, helpful, courteous people. It is just the frustration of no longer being able to easily access my banking services since they started closing earlier every afternoon and on Saturdays after the switch from GWB”.</p> | None Required | Unknown |
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