

First Federal Bank

CRA Public File Written Comments and
Responses

Received 2024 and 2025

2025

No comments were received for 2025.

2024

Comment [#1330] received in-person 8/12/2024

Mr. [Name redacted] commented that more people were needed to help staff the branch.

FFB response 8/13/2024

Branch management apologized for any inconvenience the branch being shorthanded caused Mr. [Name redacted] and explained that the open position was in the process of being filled.

Comment [#1321] received via phone 6/04/2024

Ms. [Name redacted] was upset because the ITM at the Financial Center branch was broken. She said the only option was to speak to a teller to deposit money and she did not have time to wait 15 minutes for a teller and it appeared the tellers did not want to help. She suggested putting a sign on the ITM to let people know it's broken.

FFB response 6/06/2024

After review, Management determined that there was a disruption in the internet service on Tuesday 6/4/2024 around 4:30PM that caused several branches to go down for a short amount of time. While it did not affect the financial center, [name redacted] confirmed it is common to have to reboot all ATM's, even the ones not affected by the outage to reestablish connection with FISERV.; when the system goes down the ATM's will typically bounce right back up.