

PUBLIC COMMENT

yr. 2023

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: *NONE*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2022

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

None

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2021

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

None

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: 3-25-20 (4-6-20)

NATURE OF COMPLAINT:

Customer disagreed with loan payoff amount.

DATE OF REPLY: 4-15-20

NATURE OF REPLY:

Customer was provided detailed summary of payments and payoff amount proved.

RESOLUTION:

No action taken. Helped customer refinance loan with secondary lender.

yr. 2019

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: *None*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2018

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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FRIONA BANKING CENTER**

DATE RECEIVED:

NONE

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

Yr. 2017

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

Apr. 2016

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: *NONE*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr 2015

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: *NONE*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

CUSTOMER COMPLAINT LOG

yr. 2014

FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER

DATE RECEIVED: 7-24-14

NATURE OF COMPLAINT:

Written complaint to OCC Customer Assistance Group

DATE OF REPLY: 7-28-14

NATURE OF REPLY:

Written response to OCC Customer Assistance Group

RESOLUTION:

Resolved to the OCC Customer Assistance Group's satisfaction

4th 2013

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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FRIONA BANKING CENTER**

DATE RECEIVED: *None*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr 2012

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

none

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr 2011

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT: *none*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2000
0

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT: *None*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

Apr. 2009

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT: *none*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2008

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT: *None*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

y. 2007

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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DATE RECEIVED:

NATURE OF COMPLAINT: *none*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2006

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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DATE RECEIVED:

NATURE OF COMPLAINT: *None*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2005

CUSTOMER COMPLAINT LOG

FIRST NATIONAL BANK OF HEREFORD
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DATE RECEIVED:

NATURE OF COMPLAINT: *None*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2004.

CUSTOMER COMPLAINT LOG

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FRIONA BANKING CENTER**

DATE RECEIVED:

NATURE OF COMPLAINT: *None*

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

2003

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
FIRST NATIONAL BANK NORTH LOCATION
FRIONA BANKING CENTER**

DATE RECEIVED: *None*

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

yr. 2002

CUSTOMER COMPLAINT LOG

**FIRST NATIONAL BANK OF HEREFORD
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None

NATURE OF COMPLAINT:

DATE OF REPLY:

NATURE OF REPLY:

RESOLUTION:

gr. 2001

CUSTOMER COMPLAINT LOG

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None

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NATURE OF REPLY:

RESOLUTION:

yr. 2000

CUSTOMER COMPLAINT LOG

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RESOLUTION:

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