



Ephrata National Bank

You'll feel the difference.

Ephrata National Bank received one public comment related to the bank's performance in helping to meet community credit needs for the year 2024.

JS WELDING

RIDESTORM

LOADSTORM

MUDSTORM

Easy Chore
EMPLOYER FEEDING SOLUTIONS

Hello, to **EquiManagement Bank**

You are cutting back in hours?

Is this bank in so bad shape?

We come home from work at 5:20
and would like to come to the bank
it makes it short if you close at
5:30 or 6:00 was close enough
Some times sat we have something
going.

Without horse it could take $\frac{1}{2}$ hr
to 1 hr to go to bank we would
like if you would give us service
we do not use cards just
cash or checks.

[REDACTED] Bank is thinking of
moving in the area many may
switch to them if they give better
service.

a customer



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Ephrata National Bank received no public comments related to the bank's performance in helping to meet community credit needs for the year 2025.



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Ephrata National Bank received one public comment related to the bank's performance in helping to meet community credit needs for the year 2026.

Date Complaint Received *

January 26, 2026 12:31PM

Complaint Taken by

[REDACTED]

Department

Customer Solutions Center

Customer Name *

[REDACTED]

Account Number *

[REDACTED]

Provide one of the customer's account numbers for reference

How was the Complaint Received? *

- Consumer advocate organizations
- Credit Bureau Dispute
- In person
- Mail, Email, or Contact Us Form
- Regulatory agencies
- Social Media
- Telephone

Please describe the complaint in detail. Use customer language where possible. *

Call taken by [REDACTED]: Reason for calling: [REDACTED] called in on Friday night wanting to know the branches hours. He was upset about the change in hours and says that it does not give customers who work a chance to stop by and get banking done. Customer is not requesting a call back.

What was the customer's complaint?

Does the complaint require follow up? *

- No
- Yes

Please document the conversation held with the customer in great detail related to how the issue was resolved. *

Discussed hours, alternate banking options (OLB, ATM, night drop). Does not wish for call back just to pass along comments.

Document how the problem was solved to the customer's satisfaction if accomplished during the time of the customer encounter.

Was the customer satisfied with the result of the conversation? *

He understood but still did not feel that the hours were adequate.

Attachment	Attach any additional documentation that would help us better understand the complaint. (i.e. Contact Us form, email from customer, related correspondence between bank personnel)	Attachment	Attach any additional documentation that would help us better understand the complaint. (i.e. Contact Us form, email from customer, related correspondence between bank personnel)
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