

CONSUMER CRA COMPLAINTS

We received **1** consumer complaint in 2024 regarding GSB CRA performance:

On 12/27/2024 a customer called in to let us know about her dissatisfaction with the fact that the Conway branch is closed this week and how they are not open all day like the rest of the branches. She stated when she has gone to the branch, she said there was only a couple of employees working and how one of them was in training. She stated she went to the branch to do a deposit but since it was closed, she had to drive all the way to SD branch to complete the transaction.

Bank response: After several repeated attempts to reach the customer, the complaint was closed due to lack of customer response. Due to unexpected staffing issues (health-related), our Conway branch was closed on 12/27/24 and 12/28/24. Clear and visible signage was placed on the closed branch explaining the reason for, and duration of, the closure, as well as directing them to the nearest alternative service location (South Deerfield, approximately 7 mi. away). The Conway branch re-opened for business on 12/30/24 as expected.