

Date	Source	Customer Complaint/Comment	Response Provided	Location
April, 2026	Customer Survey	Provide Saturday banking hours at a minimum drive through banking. Also being open at 0730 on weekdays- again even it is only the drive through. Not all of us have banker's hours and sometimes it is difficult to get there before the bank closes on a week day and not having Saturday banking available is very inconvenient.	No Response Required	Lincoln, NE
March, 2026	Customer Online Review	I applied for a small business loan with First Interstate around 3 months ago. Started off great with quick communication. After about 2 weeks, my application was sent off to underwriting and never heard anything again. This loan is everything for my business, and the expansion from it will also let me give 3 people jobs. I tried to routinely follow up on the progress of the loan, but my contact never bothered to respond to my calls or emails. Got ahold of his assistant a couple times, and although she promised I would get a response, they were all false promises. I waited for a month after this in the chance I would get approved, which delayed starting applications with other banks. I've since been approved for the loan with a smaller bank, but this delay was costly for my business. It is clear that First Interstate Bank doesn't prioritize their smaller customers, I would not recommend doing business here.	Unidentifiable complainant, the branch was notified for awareness and potential training purposes.	Bozeman, MT
March, 2026	Customer Survey	"Have someone who makes Ag Loans available at our branch. We are a farming community.	No Response Required	Bethany, MO
Dec, 2025	Customer Survey	I've never had a bad experience or an issue that could not be resolved so, therefore, I can't think of anything that I would want to change.	No Response Required	Missoula, MT
Dec, 2025	Customer Survey	Question: What can we do to make your banking experience at First Interstate Bank better? Response: That's a loan officer at the local branches could pre-approve clients for mortgages.	No Response Required	Corydon, IA
Oct, 2025	Customer Survey	It is very difficult to do business with you when I work Monday thru Friday 8-4:30. Sometimes you just have to go into the bank and talk to someone face to face. Your hours are not customer friendly. It would really be nice if you were open Saturday mornings.	No Response Required	Sioux Falls, SD
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	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, WA
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
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 even 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 honest if it wasn't for the hassle of having to re-set up direct deposit 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
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

Feb, 2024	Contact Center	<p>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.</p>	None Required	Unknown
Jan, 2024	Contact Center	<p>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!!!!</p>	No Response Required	Unknown