

Branch Name	City/State	Assessment Area	Date Received	Source	Response Date	Type of Response 1	Type of Response 2	Phone/Meeting Response Summary
Hesperia	Hesperia, CA	CA-Riverside-San Bernardino-Ontario	1/4/2023	Written Letter to OOP	1/6/2023	Verbal	Custom	Branch Closures Customer upset about the Hesperia Branch divestiture to HomeStreet Bank
East Village	San Diego, CA	CA-San Diego-Carlsbad	1/13/2023	Social Media	1/17/2023	Written	Social Media	Business Hours Customer upset branch closed before 5pm on Friday
Big Bear	Big Bear Lake, CA	CA-Riverside-San Bernardino-Ontario	1/21/2023	Social Media	1/23/2023	Written	Social Media	Branch Closures Customer upset about the Big Bear branch divestiture to HomeStreet Bank
Hesperia	Hesperia, CA	CA-Riverside-San Bernardino-Ontario	2/10/2023	E-mail complaint	2/22/2023	Verbal	Phone call; unreachable letter	Branch Closures Customer upset about the Hesperia Branch divestiture to HomeStreet Bank
Casa de Oro (Campo Rd Spring Valley)	Spring Valley, CA	CA-San Diego-Carlsbad	2/13/2023	Website	2/15/2023	Verbal	Custom	Business Hours Customer upset that his branch was not open on Saturday
Torrance	Torrance, CA	CA-Los Angeles-Long Beach-Glendale	2/27/2023	Social Media	3/3/2023	Written	Social Media	Branch Closure Customer upset that his branch is closing
Torrance	Torrance, CA	CA-Los Angeles-Long Beach-Glendale	3/1/2023	Website	3/6/2023	Verbal	Custom	Branch Closure Customer upset that her branch is closing
20th & Wilshire - Los Angeles	Los Angeles, CA	CA-Los Angeles-Long Beach-Glendale	3/2/2023	Social Media	3/8/2023	Written	Social Media	Branch Closure Customer upset about his branch not having Saturday hours, and also learning of its subsequent closing in May
Montebello	Montebello, CA	CA-Los Angeles-Long Beach-Glendale	4/5/2023	OCC Letter	4/5/2023	Verbal	Custom	Branch Closure Customer is upset that the Montebello Branch is closing