



first financial bank

First Financial Bank Complaint Form

Bank Information

Date: 1/2/2025
Banking Center/Department Name: Consumer Support Center
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 1/2/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Hagerstown

Description of Issue

Client states the local branch is only open two days a week, which is very inconvenient for them and other locals, as they have to drive over 30 minutes to the next nearest location.

Additional Comments

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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

January 3, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received your concern regarding our Hagerstown financial center and have passed it along to the appropriate business area for review.

Should you have any questions, please feel free to contact our Client First Center at 877-322-9530. We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 2/8/2025
Banking Center/Department Name: Kenwood BC
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 2/8/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? Yes
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Roselawn

Description of Issue

Customer felt that it was discriminatory and unfair for the branch in a "black neighborhood" to be closed on Saturdays, specifically referencing the closure of the Roselawn branch. They also felt that the communication of the change in hours wasn't accomplished appropriately and felt that they were not told with enough notice that the branch would be changing its Saturday hours.

Additional Comments

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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

February 10, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received your concern regarding our Roselawn financial center hours and have passed it along to the appropriate business area for review.

Should you have any questions, please feel free to contact our Client First Center at 877-322-9530. We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 3/4/2025
Banking Center/Department Name: Retail Collections
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 3/4/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Wilmington

Description of Issue

The client was upset the Wilmington, OH branch is no longer open on Saturdays. The client is unable to make payments due to the bank hours.

Additional Comments

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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

March 10, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received your concern regarding your client experience with a banking center's business hours and have passed it along to the appropriate business area for review.

Should you have any questions, please feel free to contact our Client First Center at 877-322-9530. We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 3/11/2025
Banking Center/Department Name: Consumer Support Center
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 3/11/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Madison Downtown

Description of Issue

The client thinks that closing our branches at 5/6pm and on weekends is a dumb thing for our company to do. Client is also upset that they have called the branch 8 times and was connected to us when they told them they are putting them on hold. The branch also told the client they switched their account to a Simple Checking account a year ago, but it was never done. Client left a voice mail to the branch and never heard back. Client was also put on hold for 25 minutes and then connected to the Client First Center.

Additional Comments

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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

March 18, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

Recently, we attempted to contact you regarding your recent experience when calling the Madison Downtown Financial Center but were unsuccessful. We hope we have resolved your concern but if you should have any questions or feel as though your concern has not been resolved or addressed, please contact our Client First Center at 877-322-9530, Monday through Friday 8 AM to 8 PM and Saturday 8 AM to 5 PM, EST.

We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 4/11/2025
Banking Center/Department Name: Interactive Teller
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 4/11/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Oakley

Description of Issue

Client is upset because they were not aware of the Hyde Park location's closure. Client stated that a notification should have been sent out beforehand.

Additional Comments



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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

April 17, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received your concern regarding the closure of our Hyde Park branch and have passed it along to the appropriate business area for review.

Should you have any questions, please feel free to contact our Client First Center at 877-322-9530. We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 7/15/2025
Banking Center/Department Name: Consumer Support Center
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 7/15/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Alex Bell

Description of Issue

Client is upset the branch is not open on Saturdays anymore. Client stated someone on corporate level made that decision. Client tried to go in around 10 and 11 and was unable to get their banking needs serviced. Client stated it was appalling and requested the board of directors to call them. Client is unable to go into the branch Monday through Friday. Client stated they will probably move their account. Client was upset they didn't receive a notice telling them the branch would be closed on Saturdays.

Additional Comments



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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

July 18, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received and addressed your concern regarding the Alex Bell Banking Center no longer being open for business on Saturday. Alternative options were given. We believe we have resolved your concern, but should you have any questions, please feel free to contact our Client First Center at 877- 322-9530, Monday through Friday 8 AM to 8 PM and Saturday 8 AM to 5 PM, ET.

We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202



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First Financial Bank Complaint Form

Bank Information

Date: 8/18/2025
Banking Center/Department Name: Consumer Support Center
Submitted Via: Verbal

Type of Issue/Complaint

Issue: Branch/Office Atmosphere
Date Received: 7/15/2025

Issue Comments

Entity sending issue: Client
Does Issue allege Discrimination? No
Does Issue allege an Unfair, Deceptive Act, or Practice? No
Product/Service Issue: Wilmington

Description of Issue

Client stated the Wilmington branch hours online say 9-12 on Saturdays. The client went to branch on 8/16/25 and it was closed. They were not very happy.

Additional Comments

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225 Pictoria Dr. Ste 800
Cincinnati, OH 45246

August 19, 2025

Dear Client:

At First Financial Bank, we take great pride in the products and services we deliver to our clients. We appreciate you reaching out with your concerns as this provides us an opportunity to address them and find resolution.

We recently received your concern regarding your recent client experience visiting our Wilmington financial center and have passed it along to the appropriate business area for review.

Should you have any questions, please feel free to contact our Client First Center at 877-322-9530. We apologize for any inconvenience and hope to hear from you soon!

Sincerely,

First Financial Bank
Compliance Department
Client Feedback Resolution
255 E. Fifth Street
Cincinnati, OH 45202