



## Written Comments

### Current and Prior Two Calendar Years

In compliance with the Community Reinvestment Act (CRA), the CRA Public File must contain copies of Written Comments for the current year and each of the prior two calendar years.

*No written comments on file for the calendar year 2024*

To: Jeffrey L. Standafer, President & CEO - Citizens Bank

From: [REDACTED] LLC, SDVOSB & MBE

Date: June 10, 2025

Subject: Formal Complaint Regarding Customer Service Related to SDVOSB & MBE Loan Application

Dear Mr. Standafer,

This letter serves to formally express my profound dissatisfaction with the service I received during my recent inquiry concerning the [REDACTED] SBA loan application process. It is my belief that the conduct of [REDACTED], failed to meet the professional standards expected of your institution in the handling of my SBA loan application. Specifically, his engagement with my veteran-owned small business was, in my assessment, lacking in both integrity and due diligence. From the outset of our interactions, [REDACTED] appeared disengaged and disinclined to provide assistance.

Subsequently, [REDACTED] communicated via email that the board of directors had declined my loan application, notwithstanding the fact that the loan is 75% guaranteed [REDACTED]. I wish to emphasize that my concern does not pertain to the denial itself. Rather, it arises from [REDACTED] omission in offering alternative solutions or suggestions that might have facilitated the approval of my business loan. It was only upon my explicit request for an official document detailing the denial that such information was furnished. The denial document indicated that additional capital was required to secure the loan. This capital could have been obtained to address the identified funding shortfall.

Regrettably, the application process for potential collaboration with Citizens Bank regarding veteran business opportunities was prematurely terminated. Following initial discussions, [REDACTED] elected not to pursue further exploration of a partnership, thereby ending the process abruptly. It is my hope that Citizens Bank maintains a genuine commitment to supporting veterans in their entrepreneurial endeavors and possesses a sincere desire to assist them in achieving their business ownership aspirations. Instead of pursuing further collaboration, however, [REDACTED] directed me to other avenues, which I interpreted as an attempt to avoid further engagement on this matter. This sudden cessation of dialogue resulted in the forfeiture of a potentially mutually advantageous relationship.

Sincerely,

[REDACTED]

[REDACTED] LLC



301 N. Rochester St.  
PO Box 223  
Mukwonago, WI 53149-0223  
262-363-6500  
CitizensBankWI.bank  
Citizens Bank - WI on social media  
Member FDIC | Equal Housing Lender

June 30, 2025



Dear [REDACTED]

Thank you for your letter dated June 10, 2025, and for bringing your concerns to my attention.

First and foremost, I want to express my sincere apologies for the experience you described during your recent interaction with our bank concerning your SBA 7a loan application. As a veteran and a business owner, you deserve to be treated with professionalism, respect, and genuine interest in your goals—and we are clearly disappointed to hear that this was not your experience.

While every loan application must be assessed according to credit policy, risk considerations, and regulatory standards, I wholeheartedly agree that the process should also include open communication, clear reasoning for decisions, and—when possible—guidance on potential alternatives or next steps. Based on your description, we missed the mark in both communication and follow-through.

Please be assured that we take these concerns seriously. I have shared your letter with our senior management team and have asked for a thorough internal review of this situation, including the handling of your application and the nature of the communication you received. I want you to know your feedback is valued and it will help us improve the way we serve others in the future.

I also want to assure you that Citizens Bank remains committed to supporting veteran-owned businesses and fostering strong, respectful relationships in all communities we serve.

Respectfully,

A handwritten signature in black ink, appearing to read 'Jeffrey L. Standafer'.

Jeffrey L. Standafer  
President & CEO  
Citizens Bank