Branch Closure
Grand View, Idaho
January 12, 2017

RE: Branch Closure

To Whom It May Concern:

I am the Director of the Eastern Owyhee County Library in Grand View. I am writing this letter in complaint of US Bank’s decision to close their local branch.

We are a government entity – a County District library. As such, we are not eligible to open an online banking account. We cannot take advantage of any online banking services available to personal or non-governmental businesses. Additionally, we deal with cash on a daily basis. It is not possible to make “mobile” deposits of cash and coins. And, even if we could make use of both online and mobile services, the cell service in Grand View is decidedly unreliable, to say the least. So, these services are not available to us. We need access to a physical banking facility. Since the nearest US Bank, aside from the Grand View branch, is 25 miles away, it is neither convenient nor realistic for me to drive to Mtn. Home on a daily – or even weekly – basis to conduct the Library’s business.

The closure of the Grand View branch of US Bank will present a great hardship for our Library. Also, if the bank closes, there is no reason for the Library to continue to bank with US Bank over any other banking establishment since we will have to go to Mtn. Home to bank anyway. There is not a business in Grand View that doesn’t deal with cash on a daily basis. It is unreasonable to expect to have to drive 50 miles roundtrip every day to do our banking.

I, therefore, respectfully request that US Bank reconsider their decision to close their Grand View branch.

Sincerely,
Dear Sir:

The Grand View Ambulance has been a customer of the US Bank since it changed from West One and before when it was Idaho State Bank in Grand View.

The ambulance has a Checking Account, a Money Market Account, and is co-owner of accounts; Rimrock Rescue and Rimrock Emergency Services. Granted, these are small accounts, but it will be a hardship for us to have to go into Mountain Home. If we have to change, we will go to another institution.

As a small business in this area, we appreciate the service we receive in the Grand View Bank. The tellers are always friendly and courteous.

We will not go on-line to do the business. We would ask you reconsider your decision to close the Grand View Branch of US Bank.

Sincerely,
Dear Sir:

We received your letter concerning the closure of the Grand View Branch of the US Bank. My husband and I have a large farming and ranching business based out of Grand View. Our yearly income grosses over [redacted] and we deposit monthly over [redacted] in this branch.

We have two full time employees and several part time employees who do business with this branch. We try to do as much business as possible within the community and appreciate when people of this community do business with us.

To close this branch of US Bank will create a huge hardship for us as we do not do online banking and much prefer to do our banking face-to face and by check. We have appreciated the local bank and its friendly personnel.

If we have to move to Mountain Home, which was indicated in your letter, you must be made aware that we will certainly not continue with US Bank. This also applies to the account that we have in the Mountain Home Branch as well.

We feel from the tone of your letter that this decision has been set in stone. If, however, there is a chance that you change your decision and stay in Grand View, we would appreciate it and will continue our business.

Sincerely,
This letter is to express our dismay with your decision to close the Grand View branch of the US Bank. We were not informed of the reason for the closing of the local bank; therefore, we have fear of changing to US Bank in Mtn. Home although [redacted] and I have been with Idaho First National, and West One for over 50 years.

This closing is not only inconvenient but emotional for many because of the pleasant and helpful service. A friend of mine has a picture of the bank when it was dedicated many years ago. In the picture is her father who donated the land that GV could have a bank. I realize that none of this has anything to do with modern, corporate business who forgets who gave them their start.

This closing affects the elderly, the school district, numerous local businesses, Idaho Power employees, the Department of Motor Vehicles at City Hall, the extensive farming community owners and employees, and your present employees.

Many of the young in the community are now and will be leaving US Bank. Perhaps less spent at the top, only two employees, would cut your costs and allow business to continue in small communities which are not going to remain small forever.

With concern

Thank for returning my call.