

FIFTH THIRD BANK

February 16, 2023

VIA OVERNIGHT MAIL

[REDACTED]
[REDACTED]
[REDACTED]

Dallas, Texas 75215

RE: Complaint against Fifth Third Bank National Association

Dear Mr. [REDACTED],

I am writing you today on behalf of Fifth Third Bank, National Association (the "Bank") in response to [REDACTED] letter dated November 24, 2022 (the "November 2022 Letter"). As an initial matter, we appreciate your communication and please accept our apologies for the delayed response - we believe the November 2022 Letter was originally misrouted as it only recently came to our attention. Please know however that the Bank takes the allegations contained within the November 2022 Letter seriously and as requested, a copy of the November 2022 Letter will be included within the Bank's Community Reinvestment Act ("CRA") public file.

As previously communicated to you and your organization on several occasions throughout 2021 and early 2022, and prior to your submission of the November 2022 letter, the Bank has no retail branch operations in the Dallas market and the Dallas Metropolitan Statistical Area ("MSA") is not identified as a CRA assessment area for the Bank. Nevertheless, the Bank is generally committed to fair and responsible banking by treating all individuals equitably wherever it conducts business, which, in the Dallas market, is currently limited to commercial production activities.

Despite the Bank's limited presence in the Dallas market, and the laws and regulations that you have cited having limited applicability based upon the current circumstances, the Bank would enjoy the opportunity to understand your organization's thoughts on how the credit needs of historically disadvantaged communities of color in the Southern Dallas area could be better served. To that end, a member of our team will be reaching out to you via telephone to discuss further.

Sincerely

[REDACTED]

Senior Vice President and Chief Community Impact Banking Officer

[REDACTED]
[REDACTED]



326 N. Erie St.
Toledo, OH 43604-1416
Phone: 419/243-6163
Fax: 419/243-3536
toledofhc.org



*Creating Inclusive
Communities
Of Opportunity*

*Sent via email, Portable Document Format, to
licensingpubliccomments@occ.treas.gov*

Feb. 16, 2023

To: The Office of the Comptroller of the Currency

From: The Fair Housing Center, [REDACTED]

Re: Comment letter regarding Application for Bank branch closure,
OCC Control number 2022-LB-BranchClosing-330146/ the
closure of the Fifth Third Bank Swayne Field branch, 3053
Monroe St., Toledo OH 43606 (certificate #211812A)

Office of the Comptroller of the Currency:

The Fair Housing Center (TFHC) submits this letter to comment on the planned closure of the Fifth Third Bank, Swayne Field branch located at 3053 Monroe St., Toledo OH 43606. As explained below, this letter triggers the public meeting requirements set forth at 12 U.S.C.A. § 1831r-1(d). TFHC asks that the Office of the Comptroller of the Currency please respond to this letter to confirm that it is requiring the bank to conduct a public meeting.

In addition, Fifth Third Bank has violated the notice requirements set forth at 12 U.S.C.A. § 1831r-1. Before closing the branch, Fifth Third must provide proper notice, as explained further below. The OCC must instruct Fifth Third to provide the required notices before closing the branch.

We ask that the OCC please respond to this letter within fourteen days to confirm that (1) it will consult with community leaders and convene public meetings, and (2) it will instruct Fifth Third to provide the proper notices before closing the branch.

A. The OCC must consult with community leaders and convene a public meeting.

1. Written request from a person in the area.

This letter meets the requirements set forth at 12 U.S.C.A. § 1831r-1(d)(2)(A)(i).

TFHC is a non-profit organization dedicated to the elimination of housing discrimination and the creation of inclusive communities of opportunity. To achieve this mission, TFHC engages in complaint investigation, education and outreach, and advocacy for non-discriminatory housing policies and neighborhood reinvestment.

Both TFHC and its members are persons from the area where the branch is located. TFHC serves all of Lucas County surrounding the branch location. TFHC's offices are only two miles from the branch location. Moreover, TFHC's mission as a nonprofit dedicated to advancement of the goals of the Fair Housing Amendments Act is frustrated by this branch closure. George Thomas, the CEO of The Fair Housing Center, lives and works in the Toledo area, and Ms. Christina Rodriguez, an attorney working for The Fair Housing Center, lives and works in the Toledo area as well.¹

The undersigned request that either (a) Fifth Third Bank keep the branch open and continue to serve the credit needs of residents in the area, or (b) that it make significant commitments to reinvestment to ensure that the needs of residents are met.

2. Statement of specific reasons for the request, including a discussion of the adverse effect of such closing on the availability of banking services in the area affected by the closing of the branch.

Consistent with 12 U.S.C.A. § 1831r-1(d)(2)(A)(ii), the undersigned provide the following statement.

The closure of this branch is a major loss to Toledo and will deprive the surrounding neighborhoods of the essential banking and credit services that residents of Toledo need. This bank branch sits almost directly in the center of the city of Toledo and this closure is essentially a consequence and reflection of historical redlining policies and decades of disinvestment that have made and kept inner city neighborhoods in Toledo and across America segregated by race, poverty, and access to financial opportunity.

This closure demonstrates callous disregard for the duties Fifth Third and other large banking institutions have under the Community Reinvestment Act of 1977 (CRA) to meet the credit needs of low- and moderate-income (LMI) neighborhoods such as the Englewood neighborhood where this branch is located.

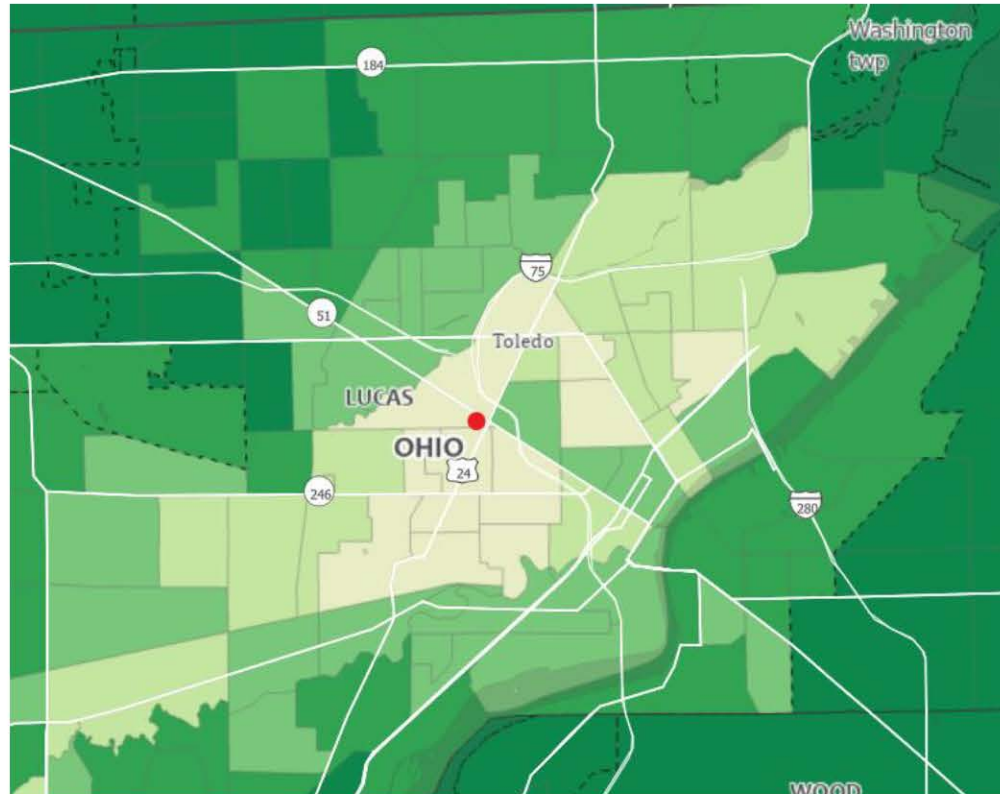
Furthermore, Fifth Third previously expressed intent to close this branch. In response to that announcement, community stakeholders contacted Fifth Third on behalf of those in the community who would be negatively affected by this closure. After explaining the vast negative effects this closure would have on Toledo and specifically the LMI neighborhood where it is located, Fifth Third committed to keeping this bank branch open to continue to serve the community. That Fifth Third has abandoned that promise to Toledo is unfortunately not a great surprise as Toledo has continued to see bank branch after bank branch close in the neighborhoods that need access to credit opportunities the most.

¹ 12 1831r-1 does not define the term "person." This letter is from both TFHC, as a nonprofit corporation, and the natural persons [REDACTED] and [REDACTED]

Fifth Third Bank should keep this branch open to continue to provide essential services to the community. Alternatively, Fifth Third should strategize as to how it can help minimize the negative impact of this branch closure on the community. Discussions of proposed strategies should include community groups, individuals, organizations such as TFHC that have an interest in promoting access to credit opportunities in LMI and minority neighborhoods, as well as area financial institutions such as The Toledo Urban Federal Credit Union, Directions Credit Union, and Premier Bank. Fifth Third could, for example, could take other actions that will help meet the credit and banking needs of the neighborhood by giving the branch location to another institution, such as one of those mentioned above.

a. The closure will disparately impact communities of color in the Toledo area.

The neighborhood where this bank branch is located is an area that was historically redlined and has remained segregated by race due to the lasting effects of those policies. This branch closure is an awful example of how formerly redlined areas continue to face disinvestment and often experience the closing of businesses that neighborhoods need to thrive, such as grocery stores and banks, while they have an abundance of other businesses that contribute to the cycle of poverty such as check cashing and payday lending companies, liquor stores, and fast-food restaurants. The map below shows the racial composition of the Toledo area per census tract, and the red dot represents the location of the Swayne Field bank branch. The areas in dark green represents a majority white population and the shades of green become lighter on the map as the percentage of whites in those census tracts goes down. The very light green and yellow areas represent census tracts that are predominantly minority, which are clustered in the center of Toledo.²



² US Census Bureau, US Census 2020, 2020 Census Demographic Data Map Viewer, <https://mtgis-portal.geo.census.gov/arcgis/apps/MapSeries/index.html?appid=2566121a73de463995ed2b2fd7ff6eb7>

b. The branch closure demonstrates disregard of Fifth Third Bank's responsibilities under the CRA.

The CRA requires Fifth Third Bank to meet the credit and banking needs of LMI and traditionally disinvested neighborhoods. The reason for the closure of this branch is not known. It's possible that Fifth Third is choosing to close this branch because of a decrease in deposits and profits from other banking products like home loans. Profit-driven decisions like this by banks are made regardless of the detriment it causes the communities that are left behind. If profit loss is driving the decision to close this branch, then Fifth Third Bank is leaving this area where the minority residents lack the wealth to significantly contribute to the profits of Fifth Third, when redlining practices by similar banks 80 and 90 years ago are largely to blame for the loss of opportunity to create and pass on generational wealth by those residents.

Another possible reason for the closure of this branch could be the trend towards greater use of mobile and online banking services by account holders. LMI neighborhoods and individuals are more likely to lack either access or understanding to use such online services. The lack of access to the internet or mobile banking in LMI areas can be traced back to the disinvestment and segregation that created such LMI neighborhoods. Both of these potential business reasons to close the branch are examples of how LMI neighborhoods get trapped in a cycle of poverty. The closing of this branch represents a particularly harmful disregard of the banking needs of this area, as customers in the area are more likely to need physical access to a branch location.

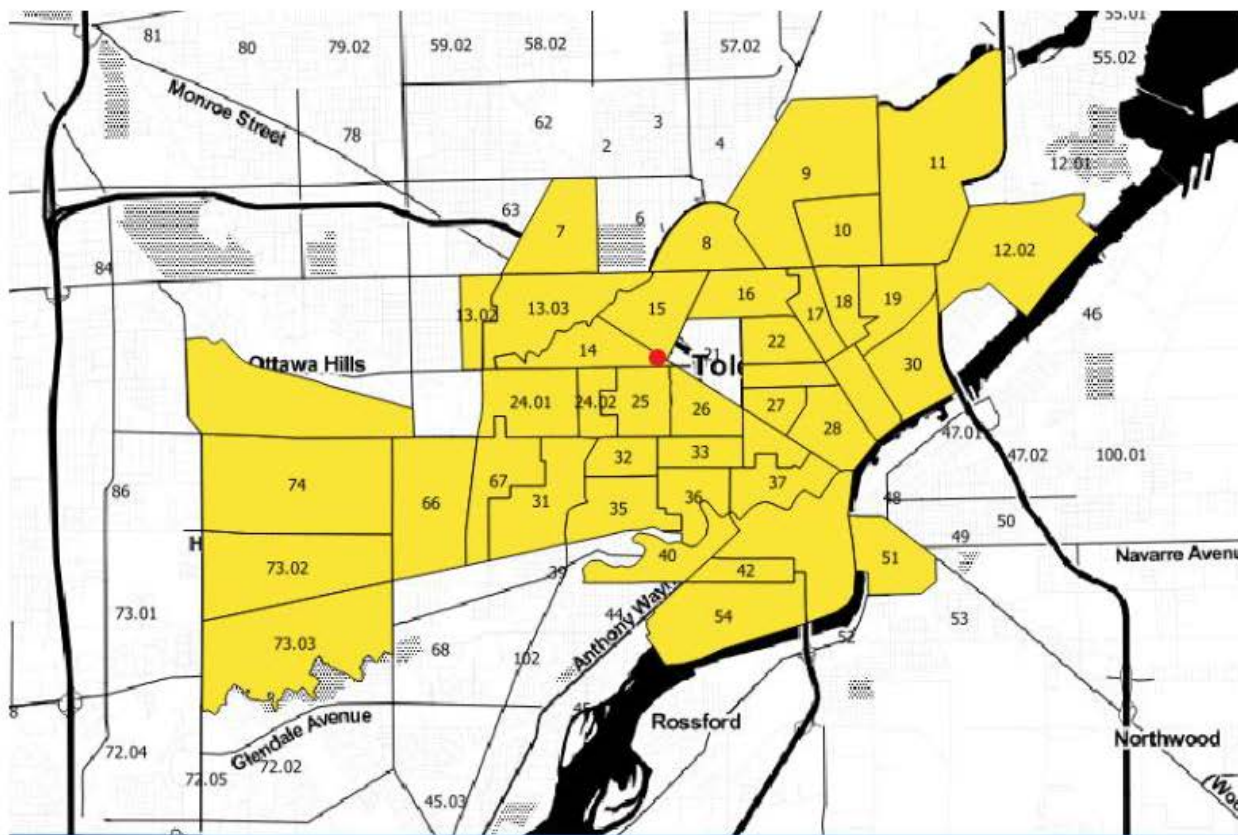
c. The Minority and LMI neighborhood where the branch is located has a great need for credit and banking opportunities.

The City of Toledo's Analysis of Impediments to Fair Housing Choice 2020 (AI) discussed how, despite the passage of The Fair Housing Act and the CRA decades ago, formerly redlined neighborhoods such as Englewood continue to experience discrimination by having far fewer home loan originations as compared to the white neighborhoods that surround them. The map further below highlights in yellow the 40 census tracts in Toledo identified as predominantly minority at the time the AI was completed in 2020 (those less than 50% white alone). The location of the Swayne Field Branch is represented by the red dot located approximately in the center of Toledo's predominantly minority census tracts. The AI stated that "approximately 9.0 percent of the owner-occupied housing units in the Toledo MSA are located in these 40 tracts and so one would anticipate that lenders would originate approximately 9.0 percent of their home purchase loans there." This analysis is based on Home Mortgage Disclosure Act data from 2018, which shows that at that time "only 4.1% of the 7,389 home purchase loans in Toledo were originated in the 40 census tracts of color".³

These numbers show that LMI neighborhoods continue to lack equal access to much needed credit, even as the Swayne Field bank branch is located in the center. The Swayne Field branch was opened by Fifth Third a little more than 20 years ago as a consolidation of branches that were closed in 2 other minority areas, one near the intersection of Collingwood Blvd. and Jefferson Ave., the other at Detroit and Indiana Aves. To gain access to important credit opportunities like home loans, it's important for local residents to see and build a relationship with a nearby bank branch, so closures like this, of branches that are among the

³ The City of Toledo Analysis of Impediments to Fair Housing Choice, 2020, p. 88-89 – available at <https://cdn.toledo.oh.gov/uploads/documents/Plan-Commission/General-Maps/Neighborhoods/city-of-toledo-2020-2025-analysis-of-impediments-and-fair-housing-action-plan.pdf>

few or only in LMI neighborhoods, perpetuates the racial divide in wealth and homeownership.



d. This closure is continuation of Fifth Third's pattern of abandoning minority communities and LMI neighborhoods throughout Toledo.

The notice posted at the Swayne Field bank branch for those who currently bank at this Fifth Third location directs account holders to visit the LaGrange branch for service after the closure of the branch. The Lagrange branch is located in another predominantly minority neighborhood in Toledo about two and a half miles away from the Swayne Field Branch. For those that drive, it is less than 10 minutes away, but for those who would normally walk to the Swayne Field branch, that walk would be 45 minutes or more, one way. Without a nearby bank branch, many Toledoans are relegated to using more expensive or exploitive services like expensive check cashing, money orders, or payday loans. To gain access to important credit opportunities like home loans, it's also important for local residents to see and build a relationship with a nearby bank branch.

e. The presence of a bank branch in the neighborhood surrounding Swayne Field would contribute to reinvestment and redevelopment in the area.

Despite the disinvestment, this neighborhood has a rich history and was the site of Toledo's first baseball field, Swayne Field. Swayne Field was among the best minor league baseball stadiums in the country when it opened in 1909. Toledoans and residents of the area continue to have pride for the location of the former ballpark, which was the site where many of America's first black baseball players and teams played ball together with white players, during a time when segregation was imposed on many other baseball teams throughout the country.

Sadly, the area surrounding the branch location that once represented the promise of racial equality 110 years ago is also an area that was redlined by government and financial policies 90 years ago. This redlining resulted in a concentration of blacks and other minorities and a lack of opportunity or wealth. Currently, The City of Toledo is working with HUD to redevelop the area, which could include new businesses, housing, green space, career development centers, and sports fields. The continued presence of the Swayne Field branch could be an asset to the planned redevelopment that attracts businesses and individuals to the area. A definite plan for the redevelopment is expected in March 2023. It is hard to understand the closing of this branch just when there are major plans underway for much-needed reinvestment in the area to which Fifth Third could contribute and help meet its CRA responsibilities to the community.

3. This request is not frivolous.

Pursuant to 12 U.S.C.A. § 1831r-1(d)(2)(B), the OCC should conclude that this request is not frivolous. All of the conditions necessary to trigger the requirements at 12 U.S.C.A. § 1831r-1(d)(2)(B) have been met and the OCC should consult with community leaders to convene public meetings.

B. The OCC must instruct Fifth Third that it cannot close the branch until it complies with the notice requirements.

Under 12 U.S.C.A. § 1831r-1(b)(2), Fifth Third must provide notice in a conspicuous manner on the premises of the branch it proposes to close. Under 12 U.S.C.A. § 1831r-1(d)(1), the notice must contain the mailing address of the OCC and a statement that comments on the proposed closing of such branch may be mailed to such agency.

Fifth Third has posted notices in a conspicuous manner on the premises, but these notices do not contain information about commenting to the OCC as required. To the contrary, the notices direct customers to contact Fifth Third and do not contain any information about commenting to the OCC. The pictures on the following pages, Exhibits 1 and 2, show the public notices at the branch.

Exhibit 1

This is a large conspicuous notice inside the branch. It does not provide any information about commenting to the OCC.

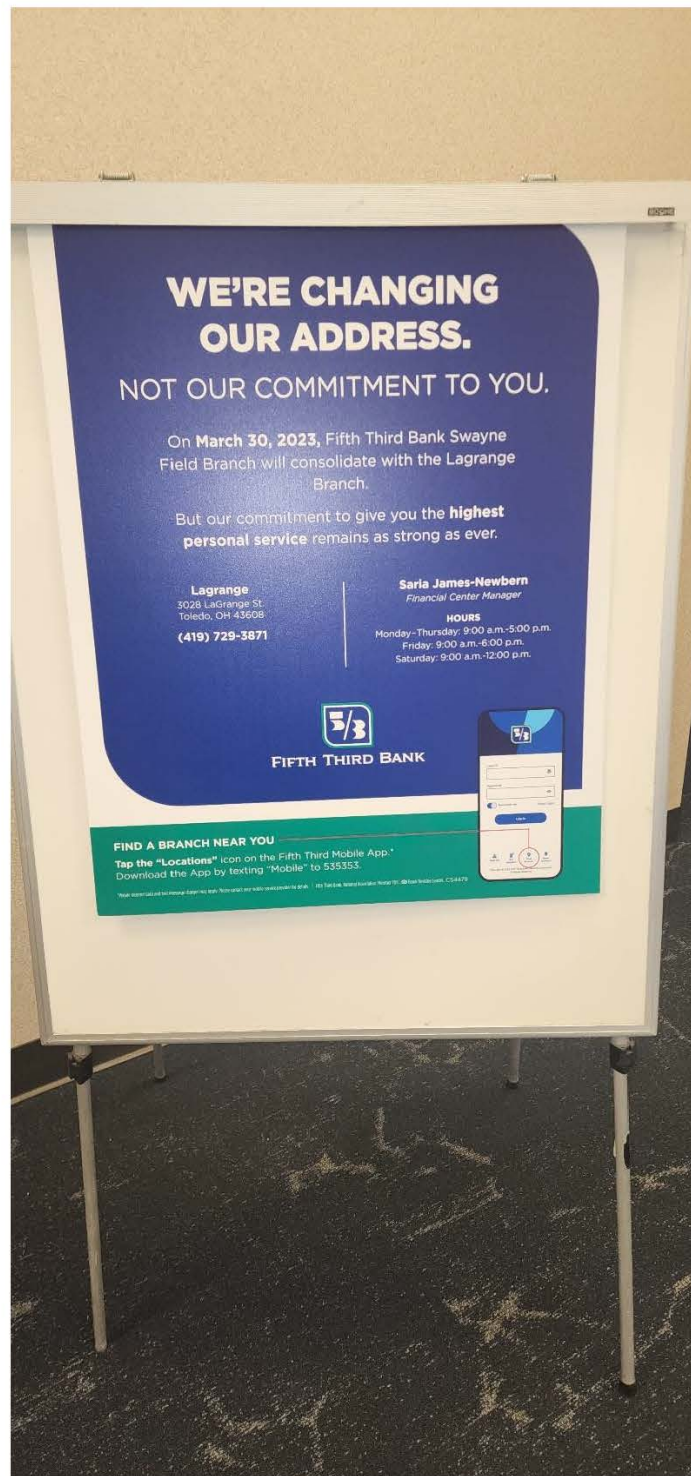


Exhibit 2

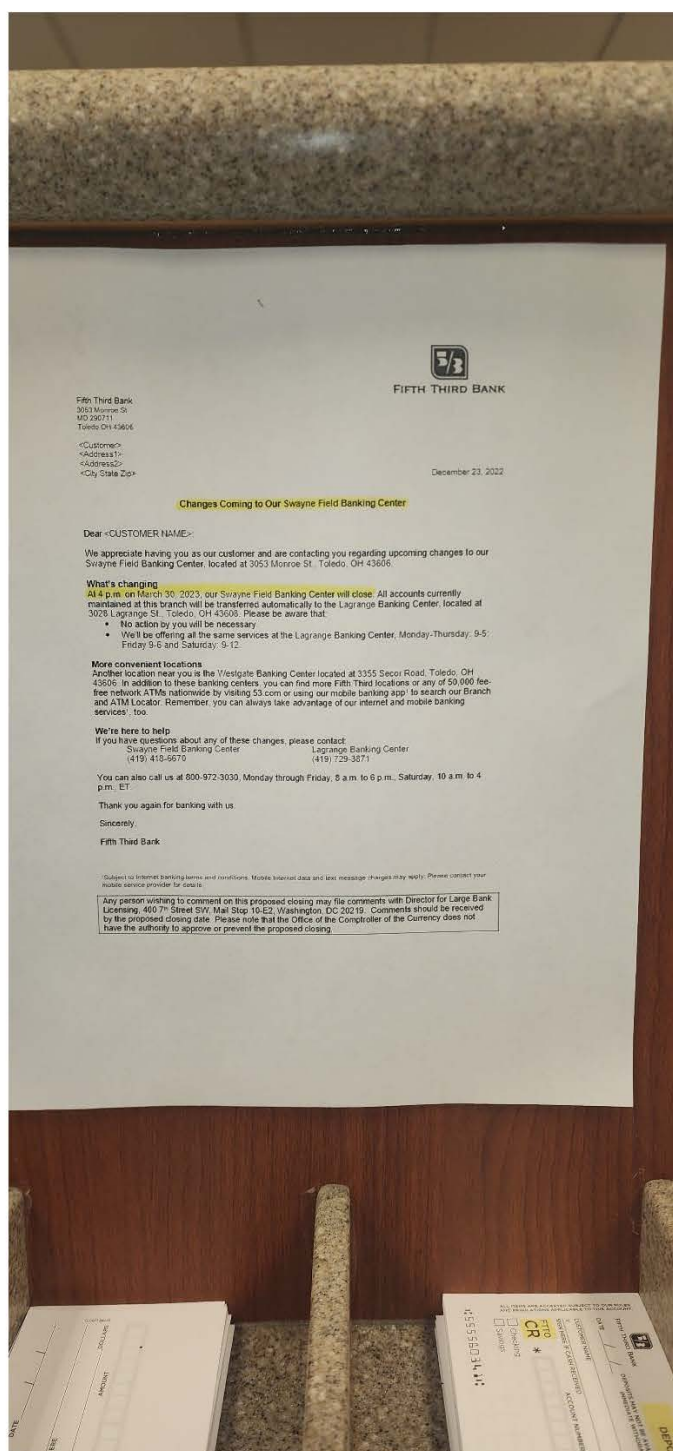
This is a large conspicuous notice easily seen from outside of the branch. It does not provide any information about commenting to the OCC as required.



Fifth Third has failed to provide the required content in the notices posted conspicuously on the premises. Further, it only provided information about commenting to the OCC on the bottom of a small letter-size paper in a non-conspicuous location. Fifth Third is directing customers and the public to contact Fifth Third in all of the conspicuously posted notices, instead of providing the required OCC contact information.

Exhibit 3

This is the non-conspicuous notice that contains information about contacting the OCC in small print at the bottom of the page.



Conclusion

The OCC must consult with community leaders and conduct public meetings under 12 U.S.C.A. § 1831r-1. The OCC must also instruct Fifth Third that it cannot close the branch until it provides the required notices with information about commenting to the OCC.

The Fair Housing Center requests that the OCC respond to this letter within fourteen days. Please respond via email to both [REDACTED] and [REDACTED]

[REDACTED]

[REDACTED]

Housing Conditions & Neighborhood Reinvestment Attorney
The Fair Housing Center
326 N. Erie Street,
Toledo, OH 43604

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CEO and General Counsel
The Fair Housing Center
326 N. Erie St.
Toledo, Ohio 43604

[REDACTED]

[REDACTED]



March 6, 2023

To: The Office of the Comptroller of the Currency

From:

Re: Comment letter regarding Application for Bank branch closure, OCC Control number 2022-LB-Branch Closing-330146, the closure of the Fifth Third Bank Swayne Field branch, 3053 Monroe St., Toledo OH 43606 (certificate #211812A)

Office of the Comptroller of the Currency:

I am commenting on the closure of the Fifth Third Bank Swayne Field branch in Toledo, OH located at 3053 Monroe St., Toledo OH 43606.

My home and business are from the area where this branch is located.

I am requesting that Fifth Third Bank stop the closure immediately and keep this branch open, or that Fifth Third bank make significant commitments for reinvestment in the surrounding area. In addition, I am requesting that the Office of the Comptroller of the Currency (OCC) consult with community leaders and convene public meetings. The OCC must ensure that the community is made aware of the impact of this branch closure and there must be a public review of how the credit needs of the area will be met.

The reasons for this request include the following:

- The loss of the bank branch will have a powerful negative impact on the Toledo area. Fifth Third Bank is operating in a "bank desert" with a scarcity of banking and lending services for community residents.
- The OCC must do more to meet the credit needs of the Toledo area and offset the harm that the loss of this branch will have on the area.
- The subject Bank is across the street from the Swayne Field Shopping Center that has a low occupancy and a high level of disinvestment. The City of Toledo and other stakeholders are in the midst of a major redevelopment process in which several

concepts have been identified to enhance the Center. The close of this branch bank undermines the opportunity to redevelop the Center and overall District.

- Similarly, Fifth Third Bank is located on the edge of the Monroe Auburn Neighborhood. The Monroe Auburn Neighborhood Master Plan was recently adopted by the City of Toledo. The plan was prepared by the Toledo Design Collective and the Monroe Street Neighborhood Center. Closing the Fifth Third Bank branch conflicts with this adopted Plan.

Thank you for your consideration of this request.

Sincerely,

[REDACTED]

[REDACTED]



Lucas County Treasurer

One Government Center, Suite 500 • Toledo, OH 43604-2253

Web: www.co.lucas.oh.us/treasurer • Email: treasurer@co.lucas.oh.us

April 13, 2023,

To: Office of the Comptroller of the Currency

Sent via email to: licensingpubliccomments@occ.treas.gov

I am writing today to request a hearing on the closure of the Swayne Field 5th/3rd Bank Branch-330146 (Cert. # 211812A) pursuant to U.S.C.A. § 1831r-1 (d)(2)(B).

I believe this is a very unique situation in our community, given the fact that the bank branch building is approximately less than 10 years old and it represents a sizable investment in this low to moderate income area in Toledo, OH. The loss of retail banking services will have a significant impact on the community that is already under-banked and challenged with transportation issues. By my calculation, the 5th/3rd branch most likely to absorb this branch's retail business is more than 5 miles from this location. It also represents a significant disinvestment of retail banking services to the urban core of Toledo by this institution.

Many entities have invested or plan on investing significant resources in a targeted and thoughtful way in the adjacent neighborhoods served by this branch location. Those entities include, but are not limited to, the City of Toledo, the County of Lucas, the philanthropic community and indeed, 5th/3rd Bank itself.

This neighborhood needs the assistance of your office "to explore the feasibility of obtaining adequate alternative facilities and services for the affected area, including the establishment of a new branch by another depository institution the chartering of a new depository institution or the establishment of a community development credit union, following the closing of the branch." See generally, U.S.C.A. § 1831r-(d)(2)(B). Additionally, while 5th/3rd Bank attempted to convene a group of stakeholders on 4/12/2023, it was not inclusive nor accessible to the public, and offered very little in the way of concrete solutions to address the problems created by this business decision.

Therefore, as the elected Treasurer of Lucas County, I am a "person from the area in which such a branch is located" (See U.S.C.A. § 1831r-1(d)(2)(A)) and I am respectfully requesting that your office assist our community in directly addressing the harm this business decision is having on our community by convening the stakeholders and helping to lead us to a positive solution.

Sincerely,

Lucas County Treasurer

April 19, 2023

Sent by email to [REDACTED]

[REDACTED]
Regulatory Legal Fellow
Fifth Third Bank, National Association
38 Fountain Square Plaza
Cincinnati, Ohio 45202

Re: Notice by Fifth Third Bank, National Association, Cincinnati, Ohio to close a branch
OCC Control No. 2022-LB-BranchClosing-330146 OCC Charter No. 25190

Dear Regulatory Legal Fellow [REDACTED]

Enclosed is a copy of a letter dated April 18, 2023, from [REDACTED] Lucas County
Treasurer, responding to the Notice of Branch Closing for the *Swayne Field Branch* of the Fifth
Third Bank, National Association branch located at 3053 Monroe Street 0, Toledo, Ohio 43606.
Please place the comment letter in the bank's public file.

If you have any questions, contact [REDACTED] Director for Community Development at [REDACTED]
[REDACTED] or by e-mail at [REDACTED] and reference the OCC control number.

Sincerely,

Digitally signed by [REDACTED]

Date: 2023.04.19

11:42:09 -04'00'

[REDACTED]
Director for Large Bank Licensing

Enclosure: Public Comment Letter

cc: Director for Community Development

National Appraisal Bias Task Force Inc
(nuballpartners@gmail.com)

([REDACTED])

10/3/2023

Fifth Third Bank Fifth Third Center

900 Main Street, Cincinnati, OH 45202

Subject: Complaint Regarding Violations of the Fair Housing Act and Community Reinvestment Act

[REDACTED]/Third Bank,

We are writing to express our serious concerns regarding the lending practices of 5/3 bank, which we believe may be in violation of the Fair Housing Act (FHA) and the Community Reinvestment Act (CRA). As a concerned citizens who advocates with several Fair Housing and Community Development Organizations, we feel compelled to bring these matters, and violations, to your attention.

We have completed a comprehensive analysis of your lending practices through your most recent HMDA data. And we have found that your actual loan numbers for African American Black borrowers are below the goals you set in your Community Benefits Agreement (CBA) signed with National Coalition Redevelopment Corporations (NCRC) We do know your agreement has since expired, however again you have not met goals set forth in the agreement (CBA). We also have great concern for the community's financial well-being prospective as well, as to your low loan numbers in 2022-2021 HMDA data for Ohio. We have completed an analysis of your loan denial rates based your most recent HMDA data analysis. Your current loan denial rates in Ohio are at 42.3% rate for Blacks and 21.7% for Whites, double that of Black borrowers.

We are also currently investigating your loan denial based on redlining through undervaluing African American Black communities, and homeowners. We will provide further details of this in our next letter to your institution.

These patterns of undervaluation, appraisal bias, we have observed are impacting African American Black borrowers and homeowners and have been disproportionately denied loans or made loans subject to unfavorable lending terms.

These types of lending practices we believe are in violation of the Fair Housing Act which prohibits discrimination in housing-related transactions based on race, color, national origin, religion, sex, familial status, or disability.

Our information, investigation, and analysis show that 5th/3rd CRA rating may be in question and should be reviewed by regulators. We are requesting a former review of your CRA compliance and your commitment to the Community Benefits Agreement you signed with NCRC. Again, we are requesting a full audit of that agreement, by a community approved third party and what goals the bank met in the agreement. We do believe based on the evidence that the bank's lending practices are affecting its obligation to meet the credit needs of the communities it serves, particularly in low- and moderate-income areas and African American/Black communities.

We can provide additional relevant documents, data, or reports that support our findings and/or conclusions. This could include loan denial records, lending data broken down by race, or community investment reports.

We are requesting a thorough investigation into the bank's lending practices by the appropriate regulatory agencies, such as the Consumer Financial Protection Bureau (CFPB) or the Office of the Comptroller of the Currency (OCC), Housing Urban Development (HUD)

We strongly urge and desire for the 5th/3rd Bank to take corrective action if any violations, or compliance questions are confirmed, such as revising lending policies, implementing fair lending training, or offering restitution to affected borrowers or others impacted by those violations. It is our hope that the bank will address these concerns promptly and in accordance with federal laws. We thank 5th/3rd in advance for their immediate attention to this matter and we express our sincere hope for a positive resolution.

Please add this letter to the 5th/3rd Corporate CRA file to meet all CRA regulations and be informative to the community at large of our concerns.

National Appraisal Bias Task Force Inc

P.O. Box 16038 Cincinnati, Ohio 45216

513-813-8446

Signature: 

Member/Director

cc

Office of the Comptroller of the Currency (OCC)

Consumer Financial Protection Bureau (CFPB)

National Coalition Redevelopment Corporations (NCRC)

Housing Opportunity Made Equal (HOME)

Fair Housing Center (FHC)

Housing Urban Development (HUD)

**VIA MAIL**

Dear [REDACTED]

Sincerely



Urban Coalition of Appraisal Professionals
P O Box 6046
Florence, KY 41022-6046

October 12, 2023

[REDACTED] Fifth/Third Bank,
8100 Burlington Pike
Florence, KY 41042

Subject: Complaint Regarding Violations of the Fair Housing Act and Community Reinvestment Act;

In a joint investigation with the National Appraisal Bias Taskforce regarding Fifth Third's possible violations of the Fair Housing Act (FHA) and the Community Reinvestment Act (CRA). The Urban Coalition of Appraisal Professionals (UCAP), a national organization, a community advocate for appraiser's rights, CRA issues, and Fair Housing violations, we have uncovered several issues. We believe that it is important to bring these concerns to your attention.

One of, UCAP's major responsibilities is to engage with all relevant stakeholders to address an equitable path toward addressing the continual misevaluations and undervaluation of properties experienced by families in communities of color and focus on issues of racial bias in the appraisal process.

We have completed a thorough analysis, using some of the most recent HMDA data of your lending practices. This research revealed that your actual loan numbers for African American Black borrowers, in Ohio, are below the goals you set in your Community Benefits Agreement (CBA) signed with National Coalition Reinvestment Corporation (NCRC).

We also found some discrepancies relating to patterns of undervaluation in certain communities and appraisal bias. Clearly, these types of lending practices are in violation of the Fair Housing Act which prohibits discrimination in housing-related transactions based on race, color, national origin, religion, sex, familial status, or disability.

In legal terms, we understand your CBA agreement with NCRC, has since expired, April 2021. However, what was revealed in our analysis of 2021-2022 HMDA data for Ohio,

implies that your denial rate for African American Black borrowers is twice that, of Caucasian borrowers. In fact, records indicated that of the Black or African American, Loans Originated, that there was a 45.7% denial rate. Almost twice the rate of White, Loans Originated. These numbers are disturbing. Our concerns are further amplified when you examine only lower to moderate income (LMI) communities.

Home ownership is one of the best paths for building intergenerational wealth. Bias in the mortgage approval process has historically been influenced by racial, ethnic, and other prejudices. Homeownership comprises nearly 30% of American household wealth, making mortgage lending, a very important business. For many families, their home is their single biggest asset, and can represent a significant proportion of their overall wealth. This is particularly the case for African American Black borrowers and Hispanic families, whose houses can account for a significant portion of their overall wealth.

In the press release dated November 18, 2016, former President & CEO [REDACTED] of Fifth Third Bank Corp, stated "Fifth Third is deeply committed to both investing significant resources into the community as well as engaging community members and leaders". Were any of the landmarks in the community benefits agreement of \$30 billion achieved?

The Urban Coalition of Appraisal Professionals would like to schedule a meeting to discuss some of these matters and others that we currently have concerns about.

Sincerely,

[REDACTED]
[REDACTED]
Executive Director
The Urban Coalition of Appraisal Professionals

Cc: [REDACTED]



FIFTH THIRD BANK

November 16, 2023

VIA MAIL

[REDACTED]
Executive Director
Urban Coalition of Appraisal Professionals
PO Box 6046
Florence, KY 41022-6046

RE: Complaint against Fifth Third Bank, National Association

Dear [REDACTED],

I am writing you today on behalf of Fifth Third Bank, National Association (the "Bank") in response to the letter from the Urban Coalition of Appraisal Professionals dated October 12, 2023 (the "October 2023 Letter"). Please know that the Bank takes the allegations contained within the October 2023 Letter seriously. A copy of the October 2023 Letter will be included within the Bank's Community Reinvestment Act ("CRA") public file.

Fifth Third Bank is committed to fair and responsible banking by treating all individuals equitably wherever it conducts business. Fifth Third regularly conducts fair lending reviews of its mortgage lending operations to ensure that customers receive fair and equitable treatment. We continue to work with organizations such as NAREB and NAHREP to assist new homebuyers as well as make connections with realtors and real estate industry professionals.

As required by the Home Mortgage Disclosure Act (HMDA), Fifth Third annually publishes specific detailed information about its mortgage lending activities in the areas where it does business. This HMDA data includes the type of loan, whether there was a co-applicant, whether the loan was approved or denied, and the gender, ethnicity, race and income of the applicant(s). The publicly reported data does not, however, include significant information at an individual loan-level concerning creditworthiness that a lender would use to determine whether or not to approve an application (including relevant details of an applicant's credit history, for example).

Examining denial rates across different race, ethnicity, and gender groups as reflected in HMDA data does little to explain why potential differences in those denial rates exist. However, examining differences in numbers of applications and in loan denial rates can still be valuable to lenders in evaluating their lending operations.

To that end, Fifth Third is committed to regularly examining its data to ensure that credit decisions are being made based on credit characteristics as specified in its underwriting criteria, and not on race, ethnicity, or gender. Moreover, Fifth Third has implemented fair lending training and compliance programs to ensure that its underwriting criteria are applied fairly and consistently to all applicants.

Sincerely,

[REDACTED]

[REDACTED]

Urban Coalition of Appraisal Professionals

January 06, 2024

Fifth Third Bank
201 N Tryon Street
Suite 18
Charlotte, NC 28202

Dear [REDACTED],

We hope this letter finds you well. We acknowledge the concerns expressed in your recent correspondence regarding our assessment of Fifth Third Bankcorp Community Reinvestment Act (CRA) performance. We value open communication and the opportunity to address these concerns directly.

Firstly, we appreciate your dedication to enhancing community development and financial services in the areas you serve. As a non-profit organization committed to advocating for equitable access to financial resources, we recognize the significance of responsible and inclusive banking practices.

Our previous communication may have appeared critical and raucous and for any unintended offense caused, we extend our deepest apologies. Our intent was not to disparage but rather to highlight the importance of robust and comprehensive CRA initiatives that can profoundly impact underserved and low to moderate income communities positively.

We understand the complexities involved in meeting CRA requirements and the challenges banks encounter in fulfilling these obligations. Nonetheless, our organization remains committed to advocating for the equitable allocation of resources to benefit all community members.

In the spirit of collaboration, we welcome the opportunity to engage in a constructive dialogue to explore potential avenues for improving contracting opportunities with qualified and component black appraisers. We believe that an open exchange of ideas and experiences can foster innovative solutions that further align with the shared goal of community development.

We would greatly appreciate the chance to schedule a meeting or discussion to delve deeper into our concerns and work together towards mutually beneficial solutions. Your input and insights are invaluable in shaping strategies that address the needs of underserved populations effectively.

Please let us know a convenient time for us to connect. We eagerly anticipate the opportunity to engage in a meaningful conversation and collaborate for the betterment of the communities we both serve.

Thank you for your attention to this matter. We look forward to the possibility of fruitful discussions.

Sincerely,

[REDACTED]

Executive Director
The Urban Coalition of Appraisal Professionals
P O Box 6046
Website: ucaptraining.org
Email: [REDACTED]
Florence, KY 41042

Cc: [REDACTED]
[REDACTED]

Complaint Date	Source	Complaint Description	Remediation Description
01/12/2023	Call Center / Phone	Customer called in to express dissatisfaction that local bank mart closing and new mobile app issues.	Agents apologized of the inconvenience and advised there are other branches in their area they are welcomed to go to
03/10/2023	Branch / In Person	Customer is very unhappy with the Allpoint ATM migration. We closed their bank in Algonac, MI and used our Allpoint ATM as a strong reason to keep our customer base from Algonac and giving us leverage of Convenience for our customers. Now that Allpoint ATM's are going away, all of our Algonac customers have no choice but to drive to Marine City or Fair Haven if they need money. We have been getting a lot of unhappy customers, and James is one of them, who has also been banking with us for a very long time.	Extended an apology to the customer for the inconvenience the branch/atm closure may cause.
10/18/2023	Call Center / Phone	Cust req to speak to a supervisor in regards to his branch closing.	I apologized to the cust for the inconvenience and advised that if the branch is closing, that ATM would not remain.
10/18/2023	Email	To Whom It May Concern: What is wrong with you people?? First you stop doing farm loans, then you close New Harmony, Indiana branch - then Wadesville, Indiana branch and now Poseyville - leaving a county of thousands of people with ONE BRANCH located at the far SOUTH end of the county over 20 miles away - how long before it is gone too?!!! Do you have any idea how many elderly people live in the NORTH end of Posey County. You give me a choice of near by branches - that is BS - all of these branches are at least 30 minutes away. In Evansville, you have a branch on every corner.	Verbally resolved.
10/20/2023	Branch / In Person	Cust was sent a letter regarding alert in our compliance system due to excessive cash deposits activity (13-month review period, \$140k in cash deposits) after discussing with cust she requested to file a complaint regarding 5/3 ATM's at Stony Island Location (1563) and Auburn Highland (2505). She states ATM's are only allowing her to withdraw \$400.00 per attempt. Anything over \$400 she is required to insert her card again. She is concerned of her safety as 79th and Stony as well as 81st and Ashland are branches in LMI communities with higher crime rate. She does not feel safe using our ATM's. I advised we do not service our ATM's and although her withdrawal limit is \$800, the ATM itself may pose a different withdrawal limit.	Banker advised we do not service our ATM's and although her withdrawal limit is \$800, the ATM itself may pose a different withdrawal limit.
12/18/2023	Call Center / Phone	Customer wanting to file a branch complaint regarding him needing to clean out his safe deposit box since the branch is closing.	Explained if the customer does not have a key, the safe deposit box has to be drilled open, which does have a fee according to retail KB. Explained he will need to speak to the branch regarding any further issues with the safe deposit box or branch closing.
02/12/2024	Branch / In Person	CX Feedback Conversation- She is dissatisfied in us switching from Allpoint to Money Pass ATMs. She has the list however everytime she goes to one they have changed to something else and it is no longer money pass. Between the branch closures and ATM changes it's been incredibly challenging for her to do her banking. She wasn't upset with us and happy with the branches services.	apologized and captured complaint.
04/16/2024	Call Center / Phone	Hi Team, On this one, borrower paid the application fee and received the LMI census tract Fifth Third DPA of \$1,295. The fees were correctly marked as lender paid but he did not receive the \$495 he paid towards his closing costs. I am submitting this complaint so a refund can be requested. This was a system error. Best, [REDACTED]	Provided explanation to cust that the application fee refund submitted on his behalf was not approved because he received the application fee credit on his final Closing Disclosure, so no refund was due or forthcoming. Cust shared that he now understands.
10/25/2024	Branch / In Person	cst submitted survey complaint. The branches that 5/3 has closed has made it very inconvenient to do business and bank. the ATM at Columbia Station is not being serviced properly according to customer and is often out of receipt paper ATM #4728	Complaint documented