



October 16, 2023

Kerry James Cross
PO Box 784
Logan, NM 88426

Dear Mr. Cross,

I am writing in response to a survey you completed on October 10, 2023, in which you provided us feedback regarding the closure of the Logan Banking Center located at 301 South U.S. Hwy, Logan, NM 88426. New Mexico Bank & Trust, a division of HTLF Bank (“Bank”) takes customer feedback very seriously, and we sincerely apologize for any difficulty you have experienced as a result of the Logan Banking Center branch closing. Please note that the Tucumcari branch of the Bank located at 101 E. Route 66, Tucumcari, NM 88401 is 24 miles away from Logan, New Mexico versus the 80 miles you noted in your survey response. Additionally, the Pile Banking Center located at 709 Pile Street, Clovis, NM 88102 is 67.4 miles away from Logan, New Mexico and the Portales Banking Center located at 1612 E. Spruce Street, Portales, NM 88130 is 80.7 miles away from Logan, New Mexico. Please let us know if we can serve your financial needs at the Bank’s Tucumcari, Clovis, or Portales branches. A personal banker at each location will be available to speak with you to discuss better methods to access your funds.

Thank you for sharing your thoughts and concerns and working to make a difference in our communities.

Sincerely,

Greg Leyendecker
President & CEO