



Ida Grove, IA 51445
501 2nd Street
712-364-3393

September 19, 2023

City of Ida Grove
Ida Grove, IA 51445

To Whom It May Concern:

I am the Vice President and Office Manager of United Bank of Iowa in Ida Grove. One of the most significant technology challenges in our community is the outdated infrastructure of our Telco. Our local provider needs to upgrade their utilities out to the residential properties. We believe the services being offered as part of the project will be affordable for the households in the project area.

Substandard quality of service prohibits our customers' full capabilities of using the many technological services that United Bank of Iowa provides, including mobile banking, online banking, digital wallet, etc.

United Bank of Iowa is committed to satisfying our customers' needs and expectations with up-to-date products and services. However, the current Telco infrastructure does not make it possible for UBI to achieve exceptional customer satisfaction within the community of Ida Grove.

Sincerely,

A handwritten signature in blue ink that reads "Jean M Burns". The signature is written in a cursive, flowing style.

Jean M. Burns
VP/Office Manager
jburns@unitedbk.com