

TDB: Customer Follow-up Request: Low score - goes to next state in 31 hours NEW



[Redacted]

April 18, 2025 at 6:16 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 04/18/2025, 06:16 PM |
| Alert Reopened | No | Creation Date | 04/18/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 04/17/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
04/18/2025, 6:17:05 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
04/18/2025, 6:17:00 PM EDT - System Generated
EE/IB

Comment

Ease comment
👍 Better hours.

Overall Comments
👎 Just went to TD on a Friday and they closed at 6!!!!!!! 👎 Terrible hours!!!

Reason for Scores
👎 Disappointed with hours and branches closing. 👎 Thinking about switching banks.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

First Contact Date

2025-04-21

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date

2025-04-28

Resolution Entered By



Resolution Details

contact summary: 4/21- call cx left vm 4/25-call cx left vm 4/28- call customer and provided resolution.

Advocate called customer on 4/28/25 at 2:10pm. I thanked the customer for taking my call and for filling out the survey.

The customer states that she went online to check the hours for her local store and on the yelp page it said that the TD bank would be open till 8pm. She went to the store at little after 6 and found that the store was already closed.

I apologized that the yelp page was incorrect about the store hours. I did tell the customer that at one point in time we did have later hours on Thursday and Friday but at time the bank will make the decision to extend or reduce store hours based on the transaction volume and customer traffic.

I advised the customer that if she wants to be sure of store hours she should visit the TD website as those hours will be correct. I also let the customer know that recently we have extended hours on the weekend so it is possible that in the future based on the business need the hours could be extended on Fridays.

The customer thanked me for my efforts in trying to get in touch with her and for listening to her concerns. I again apologized that she got the wrong information expressed thanks for her filling out the survey to provide us feedback.



[Redacted]

April 26, 2025 at 4:39 PM EDT

[Close Alert](#) [Add Note](#)

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 04/26/2025, 04:39 PM |
| Alert Reopened | No | Creation Date | 04/26/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 04/25/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
04/26/2025, 4:39:29 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
04/26/2025, 4:39:14 PM EDT · System Generated
EE/IB

Comment

Ease comment
Not at all the woman teller was not very nice

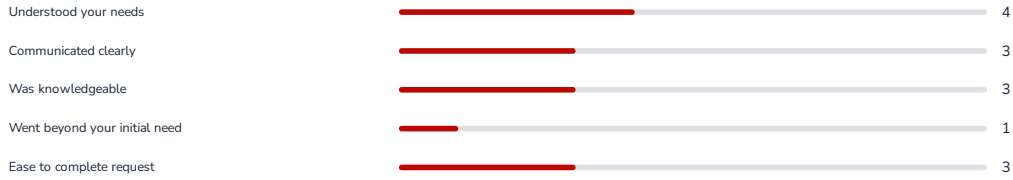
Reason for Scores
You closed a great branch in Bensalem pa with people that cared and now and lam sorry to say this they are cold and the only person at that branch the is worth keeping is the girl at the drive thru she is nice and helpful

Key Metrics and Attributes

LEI Score Breakdown



Attributes



Advice Attributes

Customer Received Advice Yes No

Closed Loop

Closed Loop

Yes – Please call me at this number: [e_td_tdb_phone_number_txt]
 Yes – Please call me at the following number:
 Yes – Please call me at this number: [e_td_tdct_single_phone_txt]
 No – Please don't call me

Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcomed Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

2025-04-29

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date

2025-04-29

Resolution Entered By

[REDACTED]

Resolution Details

Advocate spoke to [REDACTED] on 4/29 regarding his recent LEI survey. [REDACTED] stated that he preferred to use his old location before they closed it. He stated the the tellers at this location are not always the most friendly. I thanked him for his feedback and let him know we appreciated his continued business.

TDB: Customer Follow-up Request: Low score - goes to next state in 43 hours NEW



[Redacted]

April 28, 2025 at 11:46 AM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 04/28/2025, 11:46 AM |
| Alert Reopened | No | Creation Date | 04/25/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 04/24/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
04/28/2025, 11:48:03 AM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
04/28/2025, 11:47:50 AM EDT - System Generated
EE/IB

Comment

Ease comment
 NOTHING. Perhaps have one of the two Officers who were NOT INVOLVED with other customers come over from their desks and assist the two Tellers.

Overall Comments
 TD closed the most convenient Branch (New Providence) and I use either Summit, Livingston or Berkeley Heights. This day I used Berkeley Heights because I was in the area and someone should have assisted the two Tellers so I could merely make a deposit of \$! 4,000 to my Checking Account. This is despite the fact that I was recognized and greeted by name by one of your other Officer who were not involved with other Customers.

Reason for Scores
 I had to wait over 10 minutes to make a deposit to my main Checking Account. There were two Tellers working the inside of the bank and both of them were dealing with other customers. Even when I was greeted by name by one of the TD Employees (who was transferred and recognized me from one of your Closed Branches (New Providence), I had to produce an ID (Drivers License) to the Teller, merely to make a Deposit.
 THIS WAS AN "EXCEPTIONAL EXPERIENCE" but certainly not a Good One.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

| | | |
|------------------------|---|---|
| Exceptional Experience | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |
| Increase Business | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |

Attributes

| | | |
|-------------------------------|---|---|
| Understood your needs | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |
| Communicated Clearly | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |
| Was knowledgeable | <div style="width: 100%;"><div style="width: 75%; background-color: red;"></div></div> | 3 |
| Went beyond your initial need | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |
| Ease to complete request | <div style="width: 100%;"><div style="width: 100%; background-color: red;"></div></div> | 1 |

Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

First Contact Date

2025-04-28

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

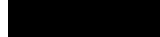
Resolution Approved by Legal?

N/A

Resolution Date

2025-05-02

Resolution Entered By



Resolution Details

contact summary: 4/28- spoke to cx and provided resolution.

Advocate called customer on 4/28/25. I thanked the customer for taking my call. I reviewed the complaint details with the customer and apologized that he had an unpleasant experience.

He explains that he uses this location because one that was closer to him was closed and he was pleasantly surprised when he came to this location and found that an employee from that store was at this store.

He said he expected that because the employee knew him and acknowledged him while he was in line that they would take his deposit so that he didnt have to wait. That did not happen and he feels like that was unacceptable.

He also mentioned that when he when up to the teller line they asked him for his ID which he felt was not needed because the other employee knew him.

I explained to the customer that although another employee knew who he was if the employee who he was with did not know him then it was appropriate for him to follow the deposit procedure of asking for your debit card to be pin authenticated and if you did not have your debit card for you to provide an ID to process the transaction.

The customer said that he doesn't like to carry his debit card because he is older and feels like he will lose it. I told the customer i understand I also misplace/lose items so i am cautious with what i carry on my person.

I told the customer that i appreciate his feedback and although this experience wasnt pleasant i hoped that he would continue his banking relationship. I expressed that i would provide feedback to store leadership that not only should we acknowledge customers but go above and if we are free help them help move things along.

The customer thanked me for my call.



[Redacted]

April 28, 2025 at 10:03 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 04/28/2025, 10:03 PM |
| Alert Reopened | No | Creation Date | 04/28/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 04/26/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
04/28/2025, 10:03:22 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
04/28/2025, 10:03:15 PM EDT - System Generated
EE/IB

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

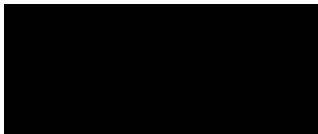
Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No



May 5, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 215 High Street Torrington, CT. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

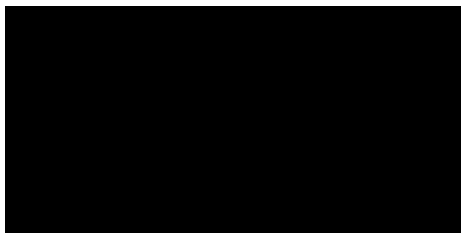
We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services.
- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Avon, CT store at .



 **Bank, America's Most Convenient Bank®**

April 24, 2025



To Whom it May Concern

My husband and I felt the need to tell you how very disappointed we are in your decision to close the 2345 Main Street, Tewksbury, MA 01876, TD Bank office.

We're not sure if you realize what a wonderful group of associates you have at this branch. It will be a shame to break up this team.

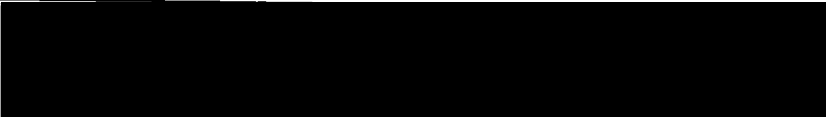
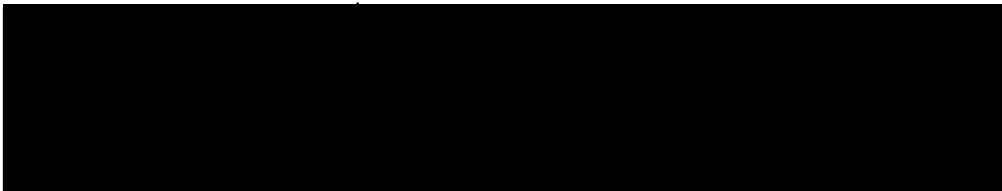
They are all always so welcoming and extremely helpful in every way, always going that extra mile to help with any questions you may have and to just make your banking experience so pleasurable. They all have such great personalities and make you feel oh so welcome the minute you walk in the door.

We have banked with TD for well over forty years and can say this is the only branch that we have ever felt so comfortable banking at and look forward to our bi-weekly visits with this incredible team of people.

It will be a great loss for TD to break up this team of

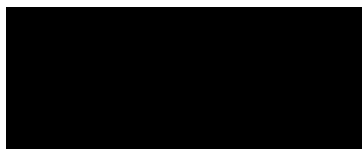


We hope that perhaps some how you'll be able to keep this team together and we can continue our great relationship with them and TD Bank





May 2, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 2345 Main St Tewksbury, MA. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

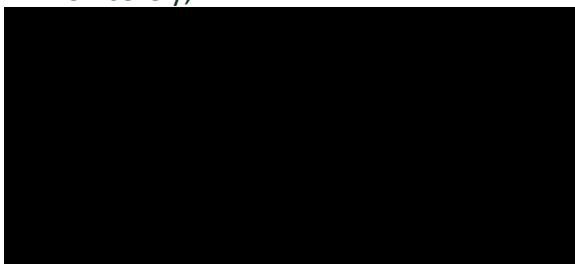
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services.
- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Billerica, MA store at 

Sincerely,



 **Bank, America's Most Convenient Bank®**



[Redacted]

May 2, 2025 at 4:48 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 05/02/2025, 04:48 PM |
| Alert Reopened | No | Creation Date | 05/02/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 05/01/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
05/02/2025, 4:48:47 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
05/02/2025, 4:48:33 PM EDT · System Generated
EE/B

Comment

Overall Comments
 I'm sad the houlton branch is closing, we've been customers for 33 years 😞

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

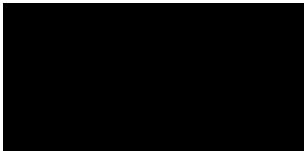
Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No



May 7, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 6 North Street Houlton ME. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

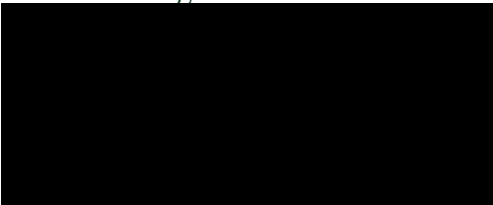
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services.
- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Presque Isle store at 

Sincerely,



 **TD Bank, America's Most Convenient Bank®**



[REDACTED]

May 4, 2025 at 6:00 PM EDT

[Respond](#) [Reassign Alert](#) [Close Alert](#) [Add Note](#)

All Roles: Customer Information

| | | | |
|----------------------|--|------------------------|----------------------|
| Alert Type | TDB Phone Channel: Customer Follow-Up Request: Low Score | Response Date | 05/04/2025, 06:00 PM |
| Alert Reopened | No | Creation Date | 04/30/2025, 02:40 PM |
| Survey Program | TDB Phone | Transaction entry date | 04/29/2025 |
| Sub Program | TDB Phone CLSS | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [REDACTED] |
| Task CD | Customer Authentication Indicator | Email name | [REDACTED] |
| Agent Queue Name | 47 | Customer phone number | [REDACTED] |
| Team/Unit | [REDACTED] | Customer email | [REDACTED] |
| Employee ID | [REDACTED] | Survey Language | English |
| Program | [REDACTED] | Survey Status | COMPLETED |
| Call Centre Location | [REDACTED] | Call Key ID | [REDACTED] |
| GM | [REDACTED] | | |
| Manager | [REDACTED] | | |
| VP | [REDACTED] | | |
| SVP | [REDACTED] | | |
| Unit Creation Date | [REDACTED] | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- Alert Assigned**
05/05/2025, 9:02:28 AM EDT - [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
05/04/2025, 6:00:41 PM EDT - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
05/04/2025, 6:00:35 PM EDT - System Generated
EE/B

Comment

Ease comment
Very little. Emailed me a form. Whoppee

Overall Comments
You need to re-think your business. It is not adding ANY value to me.
Will probably move off TD bank soon.....

Reason for Scores
You restricted an account which was opened without letting me know.
The account stayed open for years without an fees. (That was a mistake on me -- I should have had it closed out right away....)
Then you charged me \$5.25 -- then sent me a letter. Then when I tried to close out the account..... it couldn't close out due to a balance YOU CHARGED.
So in the end -- I was not able to email to document in. I needed to go to my "local" branch. Since you closed all the branches close to me -- it was a 20 min drive - each way to get this handled.

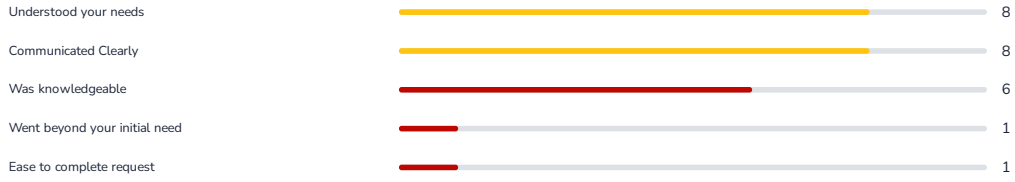
Is that to be expected from "The MOST convenient bank"?
Ask yourself that question.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved

Previous touchpoints used

None

Previous calls

Previous branch visit / interaction

ATM (automated teller machine)

Website

Mobile app

Online banking

Online chat

Virtual Assistant

Other: specify

Privacy opt-ins

Call Linking and Privacy Opt-in

25-037

First Contact Date

2025-05-06

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date

2025-05-06

Resolution Entered By

[REDACTED]

Resolution Details

5/6 - Spoke to customer and apologized for the inconvenience of him needing to go to the branch to close out his account due to a pending charge. I assured the customer that his concerns were valid and completely understandable. Customer thanked me for my call and just said he was just a little annoyed about having to drive 20 mins to his closest branch because the ones closer to him have been closed. Customer thanked me for reaching out to him before we disconnected.

Digital: Customer Follow-up Request: Low score - goes to next state in 46 hours NEW



[Redacted Customer Name]

May 5, 2025 at 1:52 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|----------------|--|------------------------|----------------------|
| Alert Type | Digital: Customer Follow-up Request: Low score | Response Date | 05/05/2025, 01:52 PM |
| Alert Reopened | No | Creation Date | 05/03/2025, 03:10 PM |
| Survey Program | TDB Digital | Transaction entry date | 05/01/2025 |
| Sub Program | TDB Online | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | TDB Online | Email name | [Redacted] |
| Survey ID | [Redacted] | Customer phone number | [Redacted] |
| | | Customer email | [Redacted] |
| | | Survey Language | English |
| | | Survey Status | COMPLETED |

Actions Taken

- Alert Created: Digital: Customer Follow-up Request: Low score**
05/05/2025, 1:52:49 PM EDT · System Generated
EE/B

Comment

Overall Comments

- First of all, the reason I switched to TD was the convenience and location to my home. You closed that branch.
- The other reason I used TD was so that a relative of mine could make a deposit into my account. You did away with that for security purposes. How could someone making a deposit be a security risk?
- I would definitely change banks except it is too much of a hassle for bills that are automatically withdrawn and Social Security and Pension that are automatically deposited.
- Reason for Scores
 - I really don't rely on online other than my statement.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes

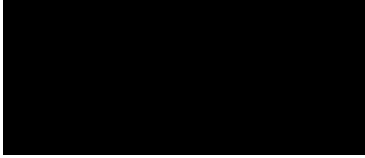


Operating metrics and additional client information

Privacy opt-ins

Privacy opt-in Yes No

May 14, 2025




Dear 

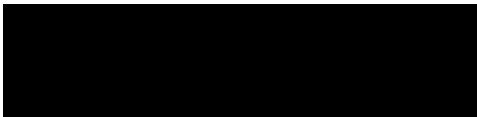
You matter to us. Getting things right and providing you a legendary Customer experience is a top priority for us. Today, we're writing to let you know that our leadership team shared your feedback regarding our deposit policy.

We heard your concerns and appreciate the opportunity to find a resolution.

Thank you for speaking up. Your feedback makes us better, and we want to be the best for you. We're grateful for your business, and we're here to address your concerns.

Unfortunately, our attempts to reach you have been unsuccessful. Please call me at your earliest convenience so I can learn more about your issue and discuss how we can help. You can reach me at . Thank you for the opportunity to work toward a solution together and further serve your banking needs.

Sincerely,



 **TD Bank, America's Most Convenient Bank®**

Director for Large Bank Licensing

Office of the Comptroller of the Currency 400 7th Street
SW, Mail Stop 10e – 2, Washington, DC 20219

To Whom it may concern:

I am writing this letter for the concernment of the decision you are making about the closure of the TD Bank branch located at 1501 Main Street, Columbia, SC 29201.

As you may already know this branch is located in the heart of the downtown Columbia area, but what may not be realized is that it is considered to be the main pillar by which all your other branches are recognized, this branch is what puts TD Bank on the map here in the Columbia area. For many years, businesses, clients, customers, and various people in the downtown area, are enjoying, and have enjoyed the convenience of your bank, being right in the most perfect place for them to do their banking to include myself and those of us who work in this very building. Do you know that in this building there are many businesses that would love to set up their accounts right here with you because you are so convenient for them. I don't want to sound as if I am being harsh to you

in any way, but to be truly honest if I had to go to one of your other branches to do my banking, I would probably go to a different bank and open another account that would be more convenient. Please consider this, would you like to drive all the way to around to another TD Bank branch somewhere else around town just to do your banking, or would you prefer to maybe to go across the street to your New Bank where it is convenient, and you do not have to endure the hassle of the traffic and the time you have to spend just trying to get to another TD Bank somewhere else? I am fairly sure there are many others who would most likely think the same way. I also happen to know that there are some of your biggest account holders who use this branch to do their banking, one of the reason may be because they simply enjoy coming to this beautiful luxurious branch to handle their banking needs, I know I do! Everyone I have spoken to have voiced that closing this branch is not a good idea. I don't know what your reasons may be for considering the closure of this branch, but in my opinion, I think it would be a mistake. When I am driving, I never seem to think about the times I pass by your other branches, but when I am downtown, I always notice this branch. Maybe this is

something you might consider. People tend to like the finer things in life, and coming to your downtown branch makes things more special for them, and I don't think you should take that away from people. I would be willing to bet, if I were a betting person. If you had some pictures of this branch and you showed them to 100 people and then read this letter to them, my guess would be that they would agree that closing this branch would not be a good idea. Please reconsider your decision about the closing of this branch, there may be more at stake than you may realize. Thank You for viewing the letter!

If you are not the authority that has the ability to reconsider the information contained in this letter, please forward this information to the proper personnel, and if you would like to contact the person responsible for sending this letter, please contact; [REDACTED]

[REDACTED]



05/09/2025

[REDACTED]

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 1501 Main Street, Columbia, SC 29201. We appreciate the time you've taken to express concern with our decision to close this location.

We've been part of the Columbia community for some time. We are proud of our commitment to the region and look forward to continuing our long-standing relationship with this community.

At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy, but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week [REDACTED]
- And, a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Five Points Store at [REDACTED], or visit any location convenient to you in the greater Columbia area.

Sincerely,
[REDACTED]

“ TD Bank”

“America’s Most
Convenient Bank”

Doesn’t seem to be the
case for downtown
Columbia SC anymore.

Would you like for this to be the thought for
people banking in the Columbia area, or maybe
should they think there is really no meaning to
their slogan, they just say that because it
sounds good?

Please do not close the downtown branch!

March 16, 2025

To 

Dear Sir,

I recently received a notice along with other Customers that our bank in Contoocook N.H. will be closing in June of this year. We are all very disappointed. Especially we senior citizens including myself at the age of ninety-four. Traveling another ten miles is difficult. I know your job is to make a profit for your company. But would you please reconsider leaving our Bank open. Thank you for reading my note.

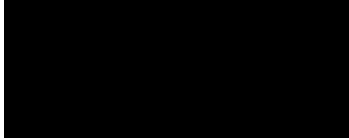
Sincerely


P.S.

Your staff at our Contoocook Bank are very pleasant and helpful. You are fortunate to have them in your employ.



May 8, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 884 Main Street Contoocook, NH. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

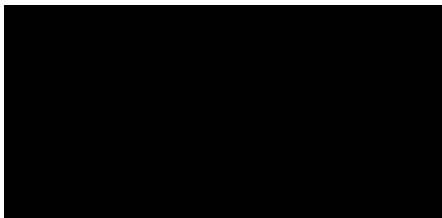
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
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- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Concord North Main Street store at 

Sincerely,



 TD Bank, America's Most Convenient Bank®

From:
To:
Cc:



Subject:

Date: Friday, May 9, 2025 5:50:46 PM

Please Note: SLA (Customer Contact) is due within 24 hours from the date and time the original email is sent from Social Media Team.

Customer Information

| | |
|---------------------------------------|--------------|
| Customer Name | [REDACTED] |
| Contact Information | Not Provided |
| Customer Influence | 30 Followers |
| Account Number | N/A |
| Social Channel | Twitter |
| Twitter X Handle/Facebook Name | [REDACTED] |

Store Information

| | |
|-----------------------------------|-----|
| Store Name & Address | N/A |
| Market | N/A |
| Market President of Retail | N/A |
| Retail Market Manager | N/A |

Detail Summary

[REDACTED] reached out to us via Twitter. They remarked that they noticed that TD Bank was closing more locations and notated experiences when they could not deposit cash into their account and could not be verified to get a new debit card. They reported their account was drained and the account closed without a proper explanation. After asking for additional details they reported us having difficult and inconsistent policies. The former TD Bank customer declined providing contact information for an escalation.

Conversation History

Private Message
05/09/25

[REDACTED] 4:01 PM
I see you're closing more branches. Perhaps it's because you're so difficult to work with? Like the time you would not let me deposit cash into my checking account. Or maybe like the time you couldn't verify my ID enough to give me a new debit card but let me completely drain and close the account? I'm still waiting for a coherent

explanation of that, BTW. Have a great weekend, stupid Canucks!

TD Routing 4:01 PM

Thank you for contacting TD Bank, America's Most Convenient Bank. For your own security and safety, never send personal or confidential information (account numbers, PIN numbers, usernames, passwords or any other confidential information) through this forum. Please note, we may request contact information in order to further assist you. Conversations may be retained.

4:06 PM

Hi. We would like to hear more about your experience. Can you offer specific details like dates and the location you are referring to?

We know it's early, but we haven't heard back from you today. We're here until 11pm ET if you still need our assistance. Thank you for choosing TD for your banking needs. We hope you have a great rest of your day and take care!

4:17 PM

Why does it matter. I explained it in previous messages and you don't have a logical answer because your policies are difficult and inconsistent.

Your bank is difficult, crappy, and shady. You launder money for criminals, but make life too hard for honest customers. I hope you close every branch you have.

4:30 PM

I'd like to escalate your concern to our Leadership Team directly for further review. Will you please provide your full name, as it appears on your account, and the best contact number for you? Please note, for the authentication/verification concerns, we cannot authenticate via unsecured emails. In addition, we do not have the ability/access to connect with Customers via Whatsapp. We apologize for any inconveniences this may have caused. -Trivia

4:34 PM

I NO LONGER HAVE ANY ACCOUNTS WITH YOU. Do you actually read these DMs or just scan them? And quite frankly, it doesn't really matter anymore; you had plenty of chances to address my concerns and you didn't care. Too little, too late. So go ahead and escalate your buyout because TD will eventually join the ranks of other banks whom purchased a good brand and ruined it because there are too many out of touch MBAs making decisions.

4:37 PM

I hear you. Thank you for your feedback. -

5:12 PM

I understand you are no longer a TD Bank customer. I am working on an escalation and will update you shortly with the ID number. Feel free to provide us with your contact information if you would like to be contacted in reference to this complaint. -

5:33 PM

Thank you for your patience. I've finished escalating your concerns to our Leadership Team for further review, with the case number

25-041

First Contact Date/Time

Response Type

No Response

Response Type Detail

Customer Requested No Contact

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date/Time

2025-05-09, 5:51 p.m.

Resolution Entered By



Resolution Details

Customer does not need to be contacted due to not providing information and declining our request. Shared FYI with Retail CRT.

TDB: Customer Follow-up Request: Low score - goes to next state in 33 hours - Assigned to [REDACTED] NEW



[REDACTED]

May 10, 2025 at 6:43 PM EDT

- Respond ▼
- Reassign Alert
- Close Alert
- Add Note

All Roles: Customer Information

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 05/10/2025, 06:43 PM |
| Alert Reopened | No | Creation Date | 05/10/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 05/09/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [REDACTED] |
| Team/Unit | [REDACTED] | Email name | [REDACTED] |
| Employee ID | [REDACTED] | Customer phone number | [REDACTED] |
| TDB: Region | [REDACTED] | Customer email | [REDACTED] |
| Regional Operations Officer | [REDACTED] | Survey Language | English |
| Market | [REDACTED] | Survey Status | COMPLETED |
| Retail Market President | [REDACTED] | Included in LEI Score | Yes |
| Metro Market | [REDACTED] | | |
| Shop/BM Start Date | [REDACTED] | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- Alert Assigned**
05/12/2025, 1:37:16 PM EDT - [REDACTED]
Assigned to [REDACTED]
- Alert Assigned**
05/12/2025, 1:23:36 PM EDT - [REDACTED]
Assigned to [REDACTED] by [REDACTED]
- Alert status set to New**
05/10/2025, 6:44:10 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
05/10/2025, 6:43:57 PM EDT - System Generated
EE/B

[View Less](#) ^

Comment

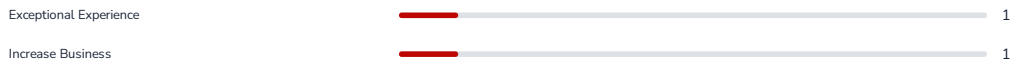
Ease comment
🗨️ Y'all screwed my over

Overall Comments
🗨️ Because y'all screwed me over

Reason for Scores
🗨️ Let me start out with my in store experience was great. 🗨️ I had to drive 30 minutes to the closest branch to deposit my paycheck. 🗨️ I was planning on using the funds to purchase my mom something for Mother's Day. 🗨️ Instead I wake up today and checked my balance and it was negative 1,500 so you guys out a 6 day hold on my deposit. 🗨️ I have never deposited a bad check and have deposited well over 100 checks from my employer "Velocity Consulting". 🗨️ Now I'm pretty much screwed, so thank you for that.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcomed Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

25-042

First Contact Date

2025-05-12

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date

2025-05-12

Resolution Entered By

[REDACTED]

Resolution Details

Left VM on 05/12/25. Customer returned call on 05/12/25. Stated he had a hold on his deposit for \$9625.00. When I spoke to him he said the call center released it for him. He said he was happy with the service at the store, he does not have a complaint. He was just frustrated about the hold but that is resolved.



[REDACTED]

May 14, 2025 at 5:23 PM EDT

[Respond](#) [Reassign Alert](#) [Close Alert](#) [Add Note](#)

Customer Information: All Other Roles

| | | | |
|----------------------|--|------------------------|----------------------|
| Alert Type | TDB Phone Channel: Customer Follow-Up Request: Low Score | Response Date | 05/14/2025, 05:23 PM |
| Alert Reopened | No | Creation Date | 05/14/2025, 02:40 PM |
| Survey Program | TDB Phone | Transaction entry date | 05/13/2025 |
| Sub Program | TDB Core Phone | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [REDACTED] |
| Task CD | Customer Authentication Indicator | Email name | [REDACTED] |
| Agent Queue Name | 1 | Customer phone number | [REDACTED] |
| Team/Unit | [REDACTED] | Customer email | [REDACTED] |
| Employee ID | [REDACTED] | Survey Language | English |
| Program | [REDACTED] | Call Key ID | [REDACTED] |
| Call Centre Location | [REDACTED] | Survey Status | COMPLETED |
| GM | [REDACTED] | Time | 1021 |
| Manager | [REDACTED] | | |
| VP | [REDACTED] | | |
| SVP | [REDACTED] | | |
| Unit Creation Date | [REDACTED] | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- Alert Assigned**
05/15/2025, 11:38:55 AM EDT [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
05/14/2025, 5:24:15 PM EDT - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
05/14/2025, 5:24:00 PM EDT - System Generated
EE/IB

Comment

Ease comment

You offer voice verification, which I can get my checking and saving balanced but not get my cell number changed. Absolutely, ludicrous policy!
 Catch up to the 21st century.
 I will go to your branch, but only to close my account.

Overall Comments

I have three other bank accounts[both checking and savings] all verified my identity and changed my cell on the first call. You really think your customers will drive to a branch, wait in line just to change their cell?? If you are going to call me, tell me you changed my cell to number below. And you will keep me as a customer.

Reason for Scores

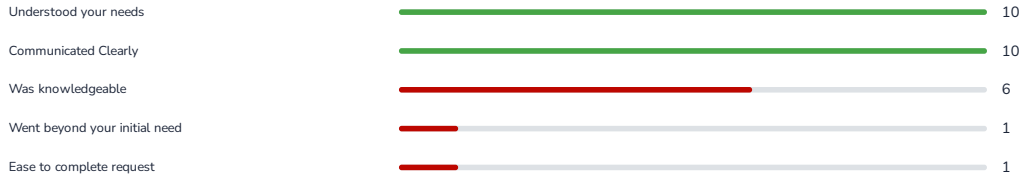
I have been a customer for twelve years and I could not get my cell # changed without driving to a local branch[30 min away]

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved

Previous touchpoints used

None

Previous calls

Previous branch visit / interaction

ATM (automated teller machine)

Website

Mobile app

Online banking

Online chat

Virtual Assistant

Other: specify

Privacy opt-ins

Call Linking and Privacy Opt-in

25-043

First Contact Date

2025-05-15

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

Yes

Resolution Approved by Privacy?

N/A

Resolution Approved by Legal?

N/A

Resolution Date

2025-05-15

Resolution Entered By

[REDACTED]

Resolution Details

[REDACTED] called customer on 5/15/2025 at 12:28 pm.

I apologized for the inconvenience and explained it is for the security of their account.

I advised customer they are able to change their phone number through online or the branch due to their new phone number unable to pass failsafe with the phone channel.

FBC approved on 5/21/2025.

25-044

TDB: Customer Follow-up Request: Low score - goes to next state in 75 hours

NEW



May 22, 2025 at 3:05 PM EDT

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Customer Information: All Other Roles

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 05/22/2025, 03:05 PM |
| Alert Reopened | No | Creation Date | 05/22/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 05/21/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [REDACTED] |
| Team/Unit | [REDACTED] | Email name | [REDACTED] |
| Employee ID | [REDACTED] | Customer phone number | [REDACTED] |
| TDB: Region | [REDACTED] | Customer email | [REDACTED] |
| Regional Operations Officer | [REDACTED] | Survey Language | English |
| Market | [REDACTED] | Survey Status | COMPLETED |
| Retail Market President | [REDACTED] | Included in LEI Score | Yes |
| Metro Market | [REDACTED] | Time | 1121 |
| Shop/BM Start Date | [REDACTED] | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- Alert status set to New**
05/22/2025, 3:06:20 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
05/22/2025, 3:06:04 PM EDT · System Generated
EE/IB

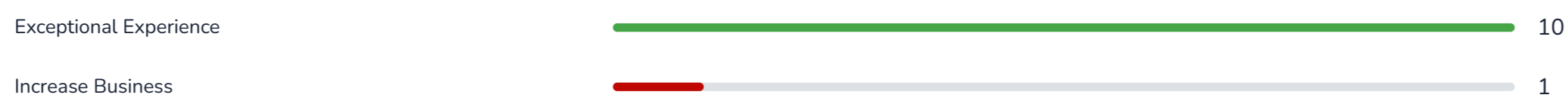
Comment

Overall Comments
 This survey is difficult because I am specifically upset about my local branch closing. I loved TD as my bank prior to this

Reason for Scores
 The North Branford CT location is awesome. The staff, the location, the hours are the reason I stay with TD. Unfortunately, you are closing that branch in June and I will now have to look for another bank. Geographically wise, it doesn't make sense to close that one but that's your decision.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

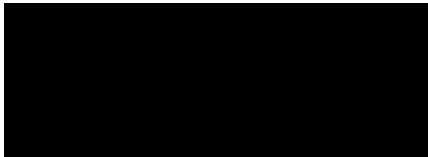
Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No



June 17, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 1289 Foxon Road. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

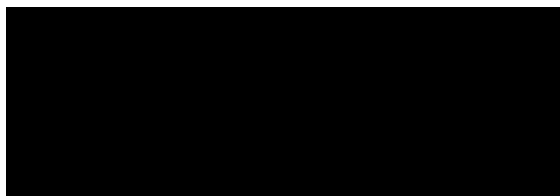
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week ()
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

Unfortunately, our attempts to reach you have been unsuccessful and we want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Branford Store at 

Sincerely,



TD Bank, America's Most Convenient Bank®



[Redacted]

May 31, 2025 at 3:11 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Customer Information: All Other Roles

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 05/31/2025, 03:11 PM |
| Alert Reopened | No | Creation Date | 05/31/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 05/30/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | Time | 1447 |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
05/31/2025, 3:13:09 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
05/31/2025, 3:12:19 PM EDT · System Generated
EE/B

Comment

Ease comment
👍 Staff did everything right. 🗨️ Make things better??? 🗨️ Keep this branch open

Overall Comments
🗨️ Not happy with TD for closing the branch and they you did the staff there.. you treated them wrong and if you treat your staff bad, 🗨️ I can just imagine how you'll end up treating customers.

Reason for Scores
👍 Best branch sorry to see if close, may have to find a new bank

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No



June 3, 2025



Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 1289 Foxon Road. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

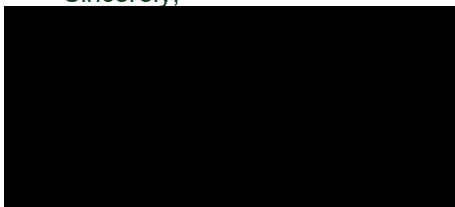
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- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week [REDACTED]
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Branford Store at [REDACTED]

Sincerely,



TD Bank, America's Most Convenient Bank ®

TDB: Customer Follow-up Request: Low score - goes to next state in 30 hours NEW



[Redacted]

June 6, 2025 at 3:06 PM EDT

[Close Alert](#) [Add Note](#)

Customer Information: TD Bank

| | | | |
|----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 06/06/2025, 03:06 PM |
| Alert Reopened | No | Creation Date | 06/06/2025, 02:10 PM |
| Sub Program | TDB Teller | Transaction entry date | 06/05/2025 |
| Survey Program | TDB Store | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Office | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | Time | 1221 |
| Shop/BM Start Date | [Redacted] | | [Redacted] |
| Survey ID | [Redacted] | | [Redacted] |

Actions Taken

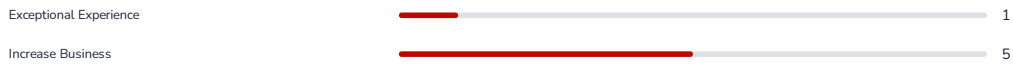
- Alert status set to New**
06/06/2025, 3:07:26 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
06/06/2025, 3:07:04 PM EDT - System Generated
EE/IB

Comment

Reason for Scores
 🗨️ The inconvenience with this location closing is great. 🗨️ Not sure what direction I'll be going in. 🗨️ I have to make cash deposits and that requires a personal visit to another location. 🗨️ In fact the other Tewksbury location can be difficult getting to because of traffic. 🗨️ Put another site in Wilmington

Key Metrics and Attributes

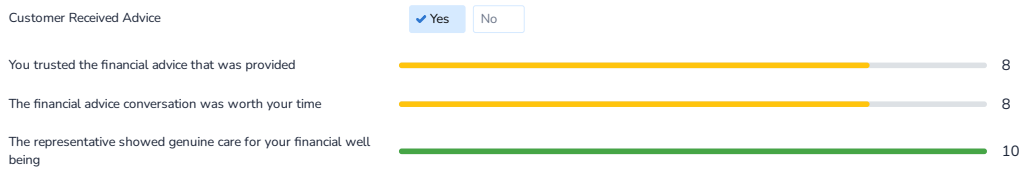
LEI Score Breakdown



Attributes



Advice Attributes



Closed Loop

Closed Loop

Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcomed Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction

Privacy opt-ins

Privacy opt-in Yes No

June 24, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 2345 Main Street Tewksbury, MA. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

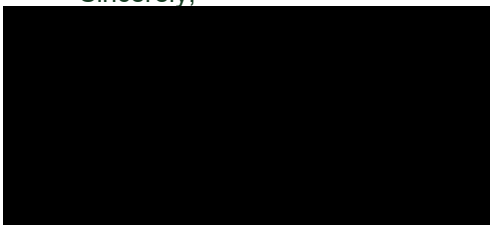
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And, a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our 995 Main Street Tewksbury, MA store at 

Sincerely,



 **Bank, America's Most Convenient Bank®**

TDB: Customer Follow-up Request: Low score - goes to next state in 73 hours NEW



[Redacted Customer Name]

June 19, 2025 at 2:41 PM EDT

- Respond ▾
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Customer Information: All Other Roles

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 06/19/2025, 02:41 PM |
| Alert Reopened | No | Creation Date | 06/19/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 06/18/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
06/19/2025, 2:43:14 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
06/19/2025, 2:42:32 PM EDT - System Generated
EE/IB

Comment

Ease comment
 Service was polite. Refer to previous comment for complaint.

Overall Comments
 Please get me a box size that I need.

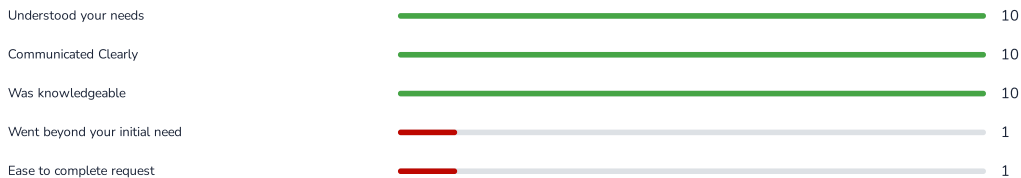
Reason for Scores
 I was there to get a Safe Deposit Box. I was told that the box size was 3" x 5". It is actually 2" x 5", which prohibits me from storing one item that requires a 3" deep box. I accepted this box so I could store most of my items, but requested that I get notified of a nearby TD bank with 3" x 5" or 4" x 5" box that I can transfer my items and consolidate my items in one location.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcomed Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

July 29th, 2025




Dear ,

You matter to us. Getting things right and providing you a legendary Customer experience is a top priority for us. Today, we're writing to let you know that our leadership team shared your feedback regarding your 2x5 Safe Deposit Box, and your desire for 3x5 box.

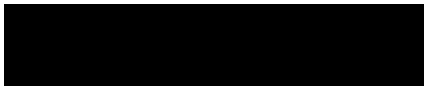
We heard your concerns and appreciate the opportunity to find a resolution.

Thank you for speaking up. Your feedback makes us better, and we want to be the best for you. We're grateful for your business, and we're here to address your concerns.

- In researching this matter, we have found that you have been added to a waiting list for larger boxes and will be contacted by the Store when a 3x5 size box becomes available.

Unfortunately, our attempts to reach you have been unsuccessful. Please call me at your earliest convenience so I can learn more about your issue and discuss how we can help. You can reach me at  Thank you for the opportunity to work toward a solution together and further serve your banking needs.

Sincerely,



 **TD Bank, America's Most Convenient Bank®**



[Redacted]

June 26, 2025 at 8:20 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Customer Information: All Other Roles

| | | | |
|----------------|--|------------------------|----------------------|
| Alert Type | Digital: Customer Follow-up Request: Low score | Response Date | 06/26/2025, 08:20 PM |
| Alert Reopened | No | Creation Date | 06/26/2025, 03:10 PM |
| Survey Program | TDB Digital | Transaction entry date | 06/24/2025 |
| Sub Program | TDB Mobile | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | TDB Mobile | Email name | [Redacted] |
| Survey ID | [Redacted] | Customer phone number | [Redacted] |
| | | Customer email | [Redacted] |
| | | Survey Language | Korean |
| | | Survey Status | COMPLETED |

Actions Taken

- 🔔 **Alert Created: Digital: Customer Follow-up Request: Low score**
06/26/2025, 8:21:20 PM EDT - System Generated
EE/IB

Comment

English Original Language

- Overall Comments
1. It's difficult to make phone calls.
 2. Transaction details cannot be confirmed immediately
 3. The price of Whey continues to rise as it becomes more expensive.
 4. Burenchi ATM machines are often out of order, so deposits are often not possible (on weekends).
- Reason for Scores
- There are too many phone errors.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Factors Responses



Privacy opt-ins

Privacy opt-in Yes No

25-048

From: [REDACTED]
To: [REDACTED]
Subject: Thank you for contacting TD Bank
Date: Tuesday, July 1, 2025 10:45:53 AM
Attachments: [REDACTED]

Dear [REDACTED],

We're committed to fulfilling your banking needs and delivering a legendary Customer experience. Today, I'm writing to let you know we received your feedback from our recent survey.

Thank you for speaking up. We encourage our customers to speak up and we're grateful that you did. Your feedback matters to us – and so do you. We know you have many choices when it comes to banking, and we're here to listen to you and help research and resolve your concerns.

Unfortunately, our attempts to connect via email have been unsuccessful.

Your trust and satisfaction are important to us.

If you have any questions, please feel free to contact me via email at

[REDACTED]

Thank you for the opportunity to continue serving your banking needs.

Sincerely,

[REDACTED]

TD Bank, America's Most Convenient Bank®



Internal



[Redacted]

July 6, 2025 at 7:36 AM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Customer Information: All Other Roles

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/06/2025, 07:36 AM |
| Alert Reopened | No | Creation Date | 06/30/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 06/27/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
07/06/2025, 7:36:45 AM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
07/06/2025, 7:36:40 AM EDT - System Generated
EE/IB

Comment

- Ease comment
- See previous comment

Overall Comments

Please bring back the TD branch in Bristol NH. There are a lot of unhappy customers that I say just that one day. I can't imagine how many there really are in total. This branch was our local branch and everyone knew everyone in that branch. They knew most if not all the customers and it was a great experience going inside. Many people would go in to just say hi on their way by rather than going through the drive through. This was our community bank and now for many TD is NOT Americas most convenient bank anymore!

Other text

My issue required to go into a branch

Reason for Scores

This service would have been exceptional had TD not closed down my local branch and forced everyone to cram into another branch a few towns away. I was waiting at the bank longer than it took for the task to be completed. This in no way is a reflection on the customer service rep that helped me, she was great! This is a TD bank issue! Please reopen the TD branch in Bristol NH.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Other text

My issue required to go into a branch

Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

July 10, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 10 North Main Street, Bristol, NH. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

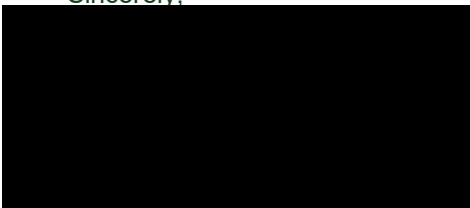
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week 
- And a vast network of ATMs

While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

Unfortunately, our attempts to reach you have been unsuccessful and we want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at our Tilton, NH Store at 

Sincerely,



 **Bank, America's Most Convenient Bank** ®

TDB: Customer Follow-up Request: Low score - goes to next state in 37 hours NEW



[Redacted]

July 26, 2025 at 5:13 PM EDT

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Customer Information: All Other Roles

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/26/2025, 05:13 PM |
| Alert Reopened | No | Creation Date | 07/26/2025, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 07/25/2025 |
| Sub Program | TDB Teller | TDB Customer type | Consumer |
| Survey Type | Digital - BAU | Customer full name | [Redacted] |
| Team/Unit | [Redacted] | Email name | [Redacted] |
| Employee ID | [Redacted] | Customer phone number | [Redacted] |
| TDB: Region | [Redacted] | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | [Redacted] | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | [Redacted] | | |
| Shop/BM Start Date | [Redacted] | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
07/26/2025, 5:13:59 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
07/26/2025, 5:13:41 PM EDT - System Generated
EE/IB

Comment

Ease comment
 You could allow the TD Visa card to work with Apple Pay on the iPhone 16.

Reason for Scores

- 1. You closed the retail location in Jaffrey NH. There is none near to me.
- 2. I'm not able to add my TD Visa card to my Apple Pay.

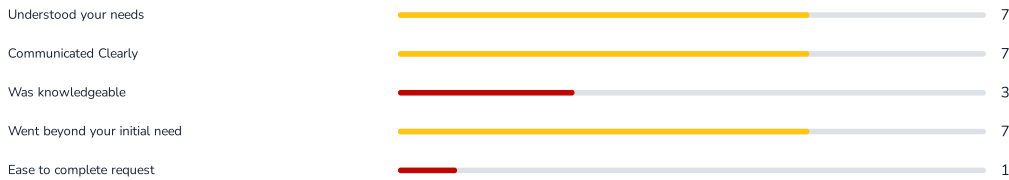
Both of these make TD Bank considerably less convenient than it should be.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

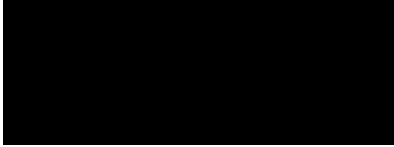
Additional information

Recent store interaction In person inside the store In person at the drive-up service I did not have an interaction with a store representative

Privacy opt-ins

Privacy opt-in Yes No

August 1, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 28 Main St., Jaffrey, NH. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy, but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

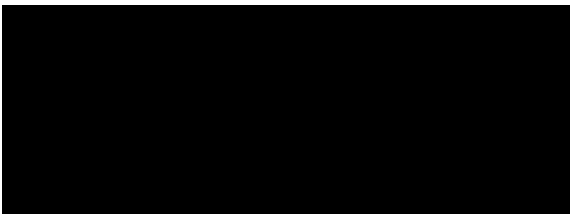
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Sincerely,



 **Bank, America's Most Convenient Bank®**