

Digital: Customer Follow-up Request: Low score - goes to next state in 32 hours NEW



[Redacted Customer Name]

July 30, 2025 at 6:02 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	07/30/2025, 06:02 PM
Alert Reopened	No	Creation Date	07/26/2025, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	07/24/2025
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	English
		Survey Status	COMPLETED

Actions Taken

- Alert Created: Digital: Customer Follow-up Request: Low score**
07/30/2025, 6:03:00 PM EDT - System Generated
EE/IB

Comment

- Overall Comments
- Very disappointed with your ATM's and closing your 2nd location in Middletown. Ripping us off with ATM!!!!
 - Reason for Scores
 - I'm in Middletown NY, [Redacted] You closed my branch... .. just one ATM on 211.
 - Who the **** do you think you are charging 3.00 for using an ATM. I'm **** off, I like your bank!!! But I drive 162 round trip!!!
 - You guys are robbing your customers, not cool. Very disappointing for Middletown, NY 10940.
 - Shame on You
 - Middletown Resident!!!

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

November 28, 2025

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 156 Dolson Ave #A-B Middletown, NY10946. 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 [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 Route 211 store at [REDACTED]

Sincerely,

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



[REDACTED]

August 5, 2025 at 12:55 AM 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	08/05/2025, 12:55 AM
Alert Reopened	No	Creation Date	08/04/2025, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	08/03/2025
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]	Survey Status	COMPLETED
Call Centre Location	[REDACTED]		
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert Assigned**
08/05/2025, 9:02:24 AM EDT - [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
08/05/2025, 12:56:12 AM EDT - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
08/05/2025, 12:55:57 AM EDT - System Generated
EE/IB

Comment

Reason for Scores
🗨️ The employees are always courteous, knowledgeable, and always great at answering my problems.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

ATM (automated teller machine) Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Online chat Yes No

Virtual Assistant Yes No

Other: specify Yes No

Privacy opt-ins

Call Linking and Privacy Opt-in Yes No

First Contact Date

2025-08-06

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

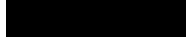
Resolution Approved by Legal?

N/A

Resolution Date

2025-08-06

Resolution Entered By



Resolution Details

08/06 - I attempted to contact client, no response; VM left.

Client returned my call and we spoke about her survey. Client's call back was prompted due to her indicating 1 for the increase business portion, and I advised her that's why - she said that we've always been great with her - she (friendly) noted that she's older so she doesn't in literal terms anticipate increasing her business with us due to not needing additional products at this time. The only mention of "complaint" was that she did not have any local branches nearby quoting 3 hours away but stated overall our service is well. We had a good conversation discussing her relationship with TD Bank and ended off on great terms.



[Redacted]

August 9, 2025 at 4:01 PM EDT

NEW

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	08/09/2025, 04:01 PM
Alert Reopened	No	Creation Date	08/09/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	08/08/2025
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**
08/09/2025, 4:01:45 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/09/2025, 4:01:28 PM EDT · System Generated
EE/IB

Comment

Ease comment
 At least put an ATM in either New Windsor, Washingtonville or Cornwall.

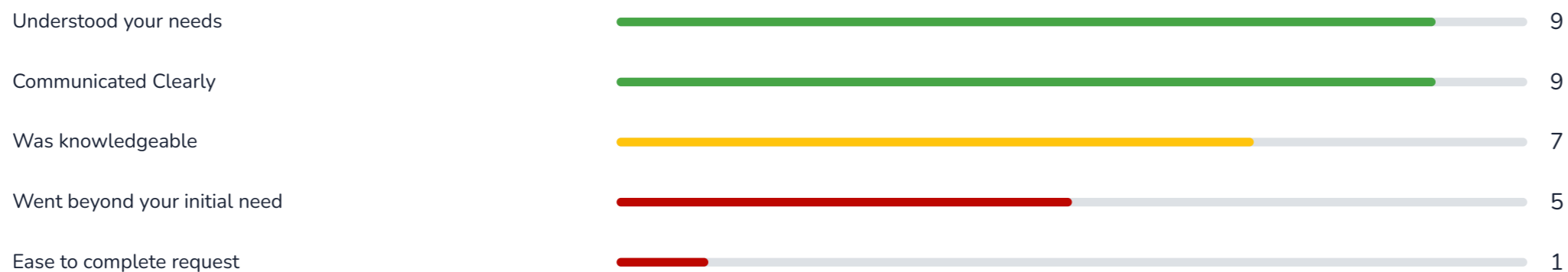
Reason for Scores
 It's too far to go to do our banking. You closed all the branches and ATM near us.

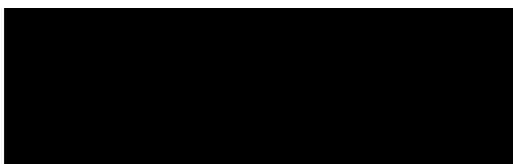
Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes





August 9, 2025 at 4:01 PM EDT

Previous touchpoints used

None	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Previous calls	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Previous branch visit / interaction	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Website	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Mobile app	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Online banking	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Other: specify	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Additional information

Recent store interaction	<input checked="" type="checkbox"/> In person inside the store	<input type="checkbox"/> In person at the drive-up service	<input type="checkbox"/> I did not have an interaction with a store representative
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Privacy opt-ins

Privacy opt-in	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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August 22, 2025

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at [REDACTED]. 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 [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 Newburgh store at [REDACTED]

Sincerely,

[REDACTED]

TD Bank, America's Most Convenient Bank®



[Redacted]

August 9, 2025 at 3:01 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	08/09/2025, 03:01 PM
Alert Reopened	No	Creation Date	08/09/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	08/08/2025
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**
08/09/2025, 3:02:08 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/09/2025, 3:01:56 PM EDT - System Generated
EE/IB

Comment

Ease comment
 Re-open the Greenlawn branch.

Reason for Scores
 Long and slow line due to closing of Greenlawn branch. Not enough tellers.

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



September 25, 2025



Dear [REDACTED]

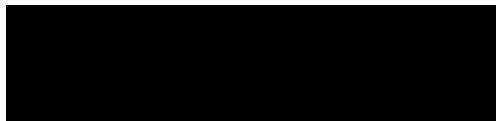
You matter to us. Getting things right and providing you a legendary Customer experience is a top priority for us. Today, we're writing to let you know that our leadership team shared your feedback regarding a recent survey you filled out after visiting our East Northport location.

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 [REDACTED]. 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®

Digital: Customer Follow-up Request: Low score - goes to next state in 47 hours

IN PROGRESS



[Redacted]

August 16, 2025 at 6:18 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	08/16/2025, 06:18 PM
Alert Reopened	No	Creation Date	08/16/2025, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	08/14/2025
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

Reply Sent: TDB - Closed Loop Acknowledgement
 08/18/2025, 10:02:03 AM EDT [Redacted]

Subject: Thanks for your feedback on TD Bank

Dear [Redacted]

Thank you for taking the time to complete TD Bank's survey. Your feedback is greatly appreciated. We value your relationship with us and we have engaged the appropriate parties to discuss your experience further.

You will be contacted within 3 business days of receipt of this email.

Sincerely,
 [Redacted]

Alert Created: Digital: Customer Follow-up Request: Low score
 08/16/2025, 6:18:09 PM EDT · System Generated

EE/IB

Comment

Ease comment
 It s typical Same as most Not great

Overall Comments
 On line is just OK DCU is better So is another bank I use TD Bank s outstanding feature used to be branch offices However with the closure of so many and yes ALL the ones within 30 miles of me TD Bank is no longer convenient My wife and I are in the process of transitioning to a different bank As I note I have been with TD Bank for over 40 years Very disappointed with the closures of all branches in central NH

Other text
 null

Reason for Scores
 Online is typical Not great or bad TD Bank s outstanding feature used to be convenience of the branches however with the closure of ALL the ones near me that is gone

Additional Comments Feature Experience
 null

Online Banking Main Reasons - Other
 null

Online Banking Main Reason - Other
 null

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes

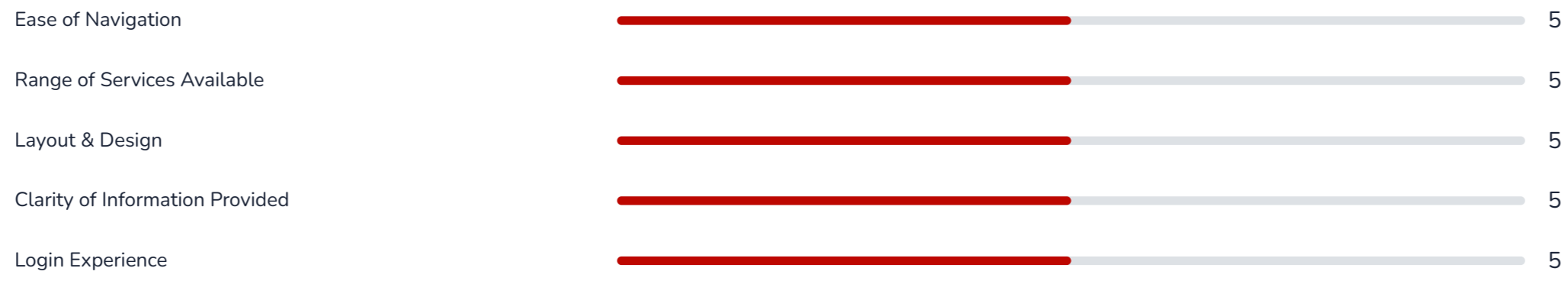


Operating metrics and additional client information

Previous touchpoints used

Other text
null

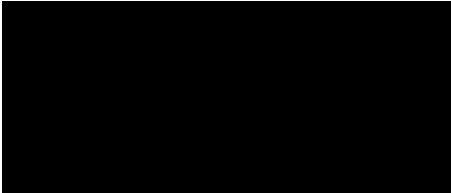
Factors Responses



Privacy opt-ins

Privacy opt-in Yes No

August 28, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 884 Main Street Contoocock, 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.

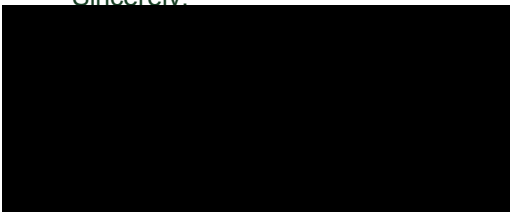
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- 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.

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 143 North Main Street Concord, NH store at 

Sincerely,



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



[Redacted]

August 18, 2025 at 3:04 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	08/18/2025, 03:04 PM
Alert Reopened	No	Creation Date	08/14/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	08/13/2025
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**
08/18/2025, 3:04:54 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/18/2025, 3:04:41 PM EDT - System Generated
EE/IB

Comment

Other text
 Depositing cash, there was no other option

Reason for Scores
 The experience inside was a 10 but I don't use TD anymore like many older folks in town because you don't have a drive thru ATM. It is very difficult to walk and park to go inside. The weather was also close to 100 on this day and will be equally problematic in the winter. You closed the only accessible branch in the next town (Bradford) which was great for older people and mobility issues. I now deposit into my account at Santander because they have a drive-up ATM and are a 5 minute drive from your branch. It is 2025 and banks recognize this issue, except TD.

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

Depositing cash, there was no other option

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

January 6, 2026

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 860 South Main Street Bradford, 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 [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 North Andover store at [REDACTED]

Sincerely,


TD Bank, America's Most Convenient Bank®



August 23, 2025 at 11:38 AM 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	08/23/2025, 11:38 AM
Alert Reopened	No	Creation Date	08/20/2025, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	08/19/2025
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]	Survey Status	COMPLETED
Call Centre Location	[REDACTED]		
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert Assigned**
08/25/2025, 10:23:47 AM EDT [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
08/23/2025, 11:39:16 AM EDT - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
08/23/2025, 11:39:07 AM EDT - System Generated
EE/IB

Comment

Ease comment
 🗨️ You could have kept the Bristol Branch. 🗨️ Now you have lost a lot of customers including me. 🗨️ I don t drive so I don t have any bank I can do business with. 🗨️ I guess my bed is the best place!!

Overall Comments
 🗨️ You must think you will gain more business which you will not get any more business and have lost respect for thinking that you care for their business.

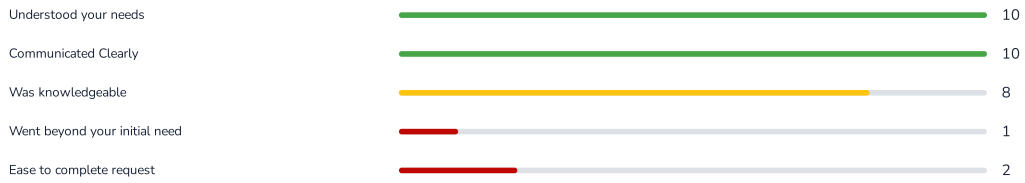
Reason for Scores
 🗨️ Closing the Bristol, NH was the worst thing you could have done. 🗨️ All our senior citizens have had to go out of town to bank or change there account to another bank.
 🗨️ They don t have transportation. 🗨️ You have made a big mistake!!!!!!!

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

First Contact Date

2025-08-25

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

2025-08-25

Resolution Entered By

[REDACTED]

Resolution Details

[REDACTED] spoke with the customer at 10:31 am on 8-25. I apologized to the customer and advised the bank has made the decision to close branches in certain locations. I thanked the customer for her feedback and we disconnected. Customer stated she still wanted to keep her accounts open.



[Redacted]

August 24, 2025 at 5:08 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	08/24/2025, 05:08 PM
Alert Reopened	No	Creation Date	08/24/2025, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	08/22/2025
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

- Reply Sent: TDB - Closed Loop Acknowledgement**
 08/25/2025, 4:22:18 PM EDT [Redacted]
Subject: Thanks for your feedback on TD Bank
 Dear [Redacted]
 Thank you for taking the time to complete TD Bank's survey. Your feedback is greatly appreciated. We value your relationship with us and we have engaged the appropriate parties to discuss your experience further.
 You will be contacted within 3 business days of receipt of this email.
 Sincerely,
 [Redacted]
- Alert Created: Digital: Customer Follow-up Request: Low score**
 08/24/2025, 5:09:12 PM EDT - System Generated
 EE/IB

Comment

- Ease comment
🗨️ Stop using the village ***** as a software engineer!
- Overall Comments
🗨️ I live in Plattsburgh NY, and you closed one of the 2 branches, now I have to travel to the other side of town, 🗨️ approximately 6 miles to get to a teller machine that is out of service every weekend. 🗨️ I will find a new bank soon or a credit union. 🗨️ Your all about making money and not serving your clients properly.
- Reason for Scores
🗨️ Your interface for banking online is confusing with the pending amounts, witch result in having unexpected overdraft fees.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Factors Responses

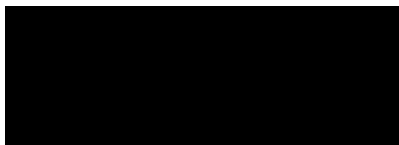


Privacy opt-ins

Privacy opt-in Yes No



March 10, 2026




Dear ,

We're committed to fulfilling your banking needs and delivering a legendary Customer experience. I am following up with you regarding your concern with TD Bank's Online Banking interface.

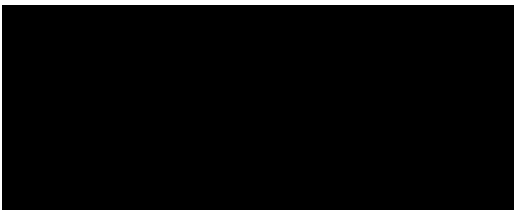
We know you have many choices when it comes to your banking needs, and we are thankful you are allowing us the opportunity to research and provide a resolution to your concerns. We attempted to reach you on 8/26/2025 at 3:43PM to gather further information and left a voicemail.

We would like the opportunity to troubleshoot your concerns with you and obtain additional information regarding your online experience.

Your concern is our concern! If you have any additional concerns, please contact me directly at  I am available Monday to Friday from 8AM-4:30PM EST.

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

Sincerely,



TD Bank, America's Most Convenient Bank®



[REDACTED]

August 26, 2025 at 5:17 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	08/26/2025, 05:17 PM
Alert Reopened	No	Creation Date	08/20/2025, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	08/19/2025
Sub Program	TDB Core Phone	TDB Customer type	Consumer
Survey Type	Digital - BAU	Customer full name	[REDACTED]
Task CD	Voice Print Authentication - Failed	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]	Survey Status	COMPLETED
Call Centre Location	[REDACTED]		
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert Assigned**
08/27/2025, 9:41:37 AM EDT - [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
08/26/2025, 5:19:20 PM EDT - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
08/26/2025, 5:18:25 PM EDT - System Generated
EE/IB

Comment

Ease comment
🗨 Hire customer service people that can speak English

Overall Comments
🗨 After 60 years of being a customer I am ready to bail, having to drive 20 miles to find a branch is ridiculous

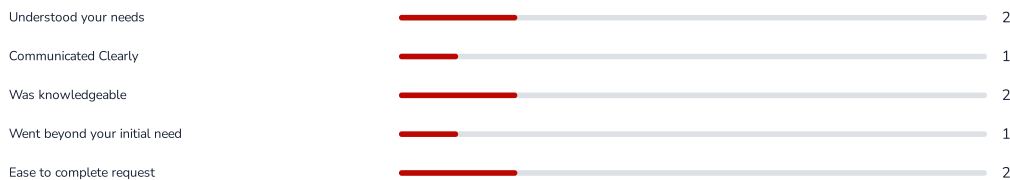
Reason for Scores
🗨 Way to long on the phone, like my time isn t worth anything

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

ATM (automated teller machine) Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Online chat Yes No

Virtual Assistant Yes No

Other: specify Yes No

Privacy opt-ins

Call Linking and Privacy Opt-in Yes No



September 4, 2025

Dear [REDACTED]

At TD Bank, we are committed to fulfilling your banking needs and delivering a legendary customer experience. Thank you for taking the time to share your feedback with us. We encourage our customers to speak up, and we're grateful that you did.

Your feedback matters to us and so do you.

We understand you have many choices when it comes to banking, and we want you to know we are here to listen, research, and work to resolve your concerns.

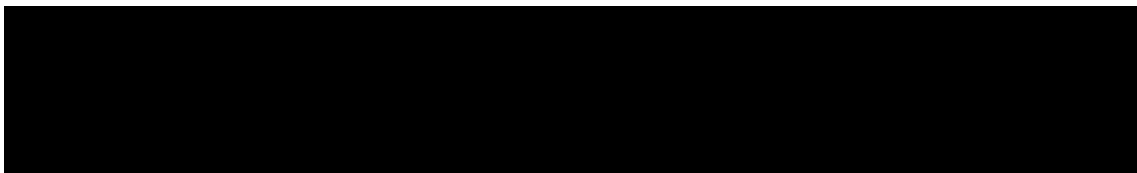
Unfortunately, our attempts to reach you by telephone have been unsuccessful. Please know your trust and satisfaction are important to us.

After reviewing your account concerns that you were charged a \$35 fee on your Credit card account ending [REDACTED], I want to share the resolution. At this time, our policy allows for two fee refunds within a 12-month period. In your account one fee was refunded on October 22, 2024, and another on April 30, 2025. As a result, we are unable to issue an additional refund at this time.

If you have any questions or would like to discuss this further, please feel free to contact me directly at [REDACTED]

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

Sincerely,



TD Bank, America's Most Convenient Bank



[Redacted]

August 29, 2025 at 6:28 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	08/29/2025, 06:28 PM
Alert Reopened	No	Creation Date	08/29/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	08/28/2025
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**
08/29/2025, 6:29:31 PM EDT - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/29/2025, 6:29:16 PM EDT - System Generated
EE/IB

Comment

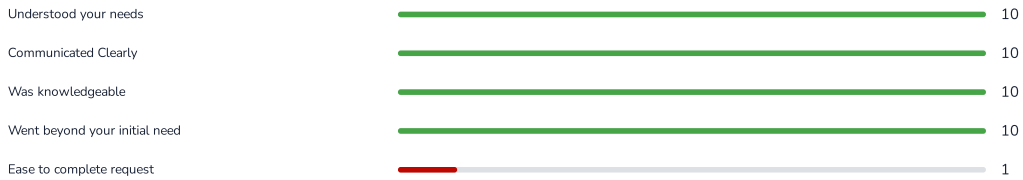
- Ease comment
 We are pulling all of our money
- Overall Comments
 We are pulling our money
- Reason for Scores
 You closed our local branch so we are leaving TD

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

September 9, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located in Pocasset, 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.

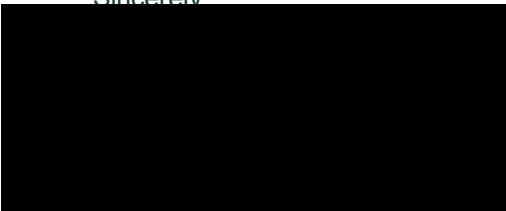
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- 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 Wareham store at 

Sincerely,



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

25-061

Digital: Customer Follow-up Request: Low score - goes to next state in 47 hours

IN PROGRESS



August 31, 2025 at 3:48 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	08/31/2025, 03:48 PM
Alert Reopened	No	Creation Date	08/31/2025, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	08/29/2025
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

- Reply Sent: TDB - Closed Loop Acknowledgement**
09/02/2025, 10:48:24 AM EDT · [REDACTED]

Subject: Thanks for your feedback on TD Bank

Dear [REDACTED]

Thank you for taking the time to complete TD Bank's survey. Your feedback is greatly appreciated. We value your relationship with us and we have engaged the appropriate parties to discuss your experience further.

You will be contacted within 3 business days of receipt of this email.

Sincerely,
[REDACTED]
- Alert Created: Digital: Customer Follow-up Request: Low score**
08/31/2025, 3:49:41 PM EDT · System Generated

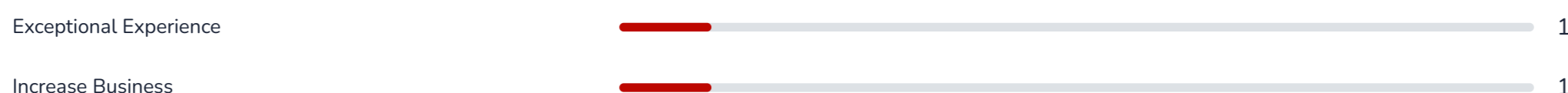
EE/IB

Comment

- Ease comment
👍 It is somewhat user friendly with transfer and balance inquiries 🗿 but the PDF statements and other aspects feel antiquated at times.
- Overall Comments
🗿 Very unhappy with brick and mortar closures close to my home in Spring Lake which makes the most convenient bank inconvenient and the customer service on the phone is extremely inefficient and awful. 🗿 Some of the reps are not well trained and then to get transferred to business division is lengthy wait and a hassle.
- Reason for Scores
🗿 I feel like the online website to check accounts and perform other banking procedures is somewhat antiquated and only slightly user friendly. 🗿 I am very unhappy with TD Banks brick and mortar closure and I feel like their phone customer service is awful.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

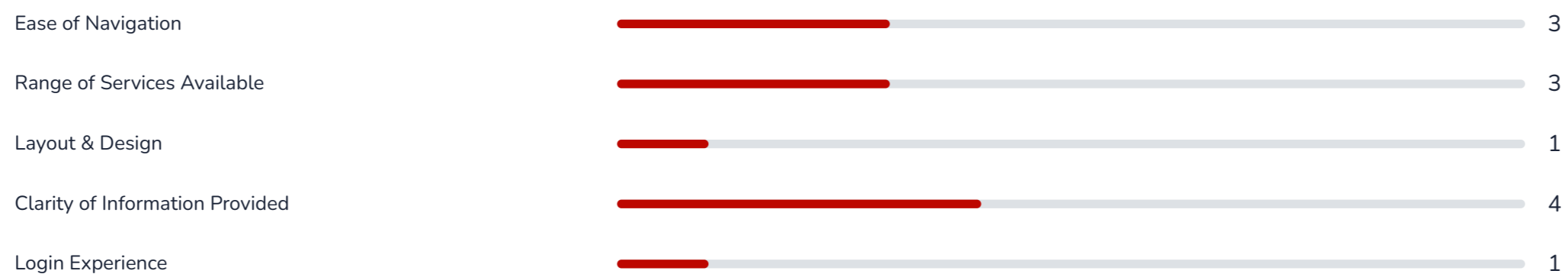


Attributes



Operating metrics and additional client information

Factors Responses

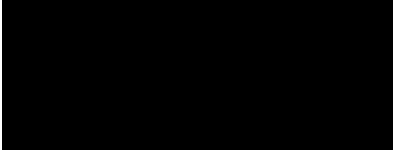


Privacy opt-ins

Privacy opt-in Yes No



October 10, 2025



Dear [REDACTED]

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 from a recent survey you had completed.

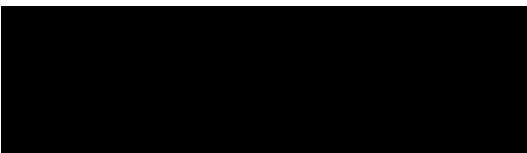
We heard your concerns and appreciate the opportunity to find a resolution.

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.

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. Please visit us at 1840 Old Mill Road, Wall, NJ 07719 or call us at [REDACTED]

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 [REDACTED]. 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®

From: [REDACTED]
To: [REDACTED]
Subject: FW: customer complaint
Date: Friday, September 12, 2025 3:58:44 PM

Hello,

[REDACTED] received the below email. Could you please respond as you see appropriate or forward to the appropriate area for handling?

Thank you,

From: [REDACTED]
Sent: Friday, September 12, 2025 3:20 PM
To: [REDACTED]
Subject: customer complaint

CAUTION: EXTERNAL MAIL. DO NOT CLICK ON LINKS OR OPEN ATTACHMENTS YOU DO NOT TRUST
ATTENTION : COURRIEL EXTERNE. NE CLIQUEZ PAS SUR DES LIENS ET N'OUVREZ PAS DE PIÈCES JOINTES
AUXQUELS VOUS NE FAITES PAS CONFIANCE

The TD Bank branch located near my house was closed on June 5, 2025. I have been trying various branches to see if I could find the same stellar customer service we had at the South Tewksbury, MA branch for years.

I tried the other location in North Tewksbury. I was not pleased with the cool approach of the bank officer at this location when I introduced myself as a long time customer and wanted to acquaint myself with this different location.

Today I visited the branch on 186 Cambridge Street, Burlington, MA. When I went into the bank there was one customer at the teller ahead of me. There were 5 TD Bank employees in that area. The teller had to ask a few times for help in assisting the customer ahead of me. I patiently waited my turn. The other employees were

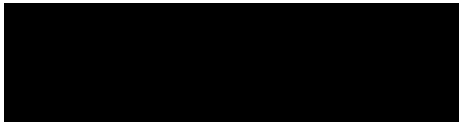
talking, walking around the back of teller area. I finally asked one of them if it was usual on a Friday afternoon to have only one teller assisting customers. She said there are several of us here but we are busy. Busy doing what....talking to each other...

I knew I would not return to this location.

Honestly, everyone is telling me to switch banks. I don't want to. Something needs to be done to retrain these people in my area. I understand we have to wait our turn but common sense says it is Friday afternoon and there should be more than one person helping customers.

Please let me know what can be done. I want to continue to be a satisfied TD Bank Customer. For 45 years I have banked at the location that was recently closed. There were several other named banks prior to TD Bank to over the space.

Thank you



Internal

First Contact Date

2025-09-16

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

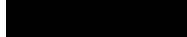
Resolution Approved by Legal?

N/A

Resolution Date

2025-09-16

Resolution Entered By



Resolution Details

On September 16, 2025 @ 3:26 pm advocate spoke to customer regarding her complaint. Customer stated that her local store had closed so she has been visiting different locations. During her visit to the Burlington MA location she felt as if the bankers would rather converse among themselves instead of helping customers. Customer stated that no one greeted her or acknowledged that they would be with her soon. After several minutes of waiting the customer asked the banker sitting at the desk if she could help and she was told "we are all quite busy" although there was only one other customer in the bank that was being assisted by the only teller on duty at the time. Customer also stated that the teller had to request help multiple times during the interaction with the other customer. Customer states that there were 3 other employees behind the teller line "huddled up and chatting amongst themselves".

Customer stated that she will not visit this location again even though it is more convenient than others.

Customer does often visit the Salem, NH location and does enjoy the team there.

Advocate apologized for the experience and thanked the customer for her feedback.

Advocate has shared the complaint with the ASM of the location for awareness.

25-063

TDB: Customer Follow-up Request: Low score - goes to next state in 28 hours

NEW



October 31, 2025 at 8:06 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	10/31/2025, 08:06 PM
Alert Reopened	No	Creation Date	10/27/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	10/25/2025
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**
10/31/2025, 8:06:36 PM EDT · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
10/31/2025, 8:06:24 PM EDT · System Generated
EE/IB

Comment

Ease comment
 Absolutely nothing. That's why a customer was lost. Of course, I will never heard back from TD Bank to get an explanation for why I could not be issued a credit because I reside outside the geographic zone where TD Bank branches are located.

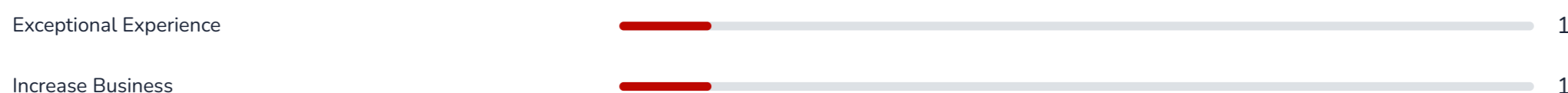
Overall Comments
 Not much else to add because I am no longer a customer.

Reason for Scores
 Up until I closed my account on October 25th, I had banked with TD Bank since December 2008. I was not allowed to even submit an application for a credit card because I live "outside the geographic region" served. Sure, TD Bank was happy to hold my money for over 15 years, but when it came to offering me credit (that too after over 15 years of loyalty), that was too much for TD Bank.

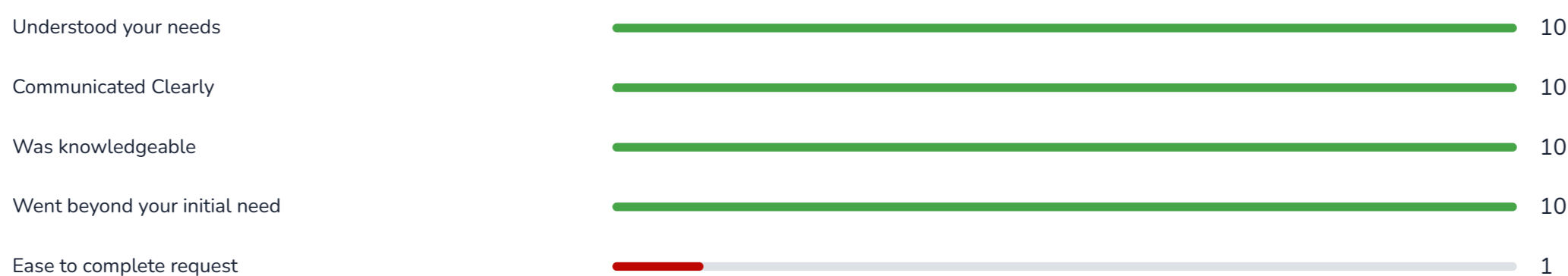
I flew from the Houston area to Miami to visit this branch. I was treated very well by the banker who was working on a Saturday. However, he was unable to remedy my issues and it was no longer worthwhile to keep my money with TD Bank.

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

First Contact Date

2025-11-03

Response Type

Verbal

Response Type Detail

Phone Conversation

Resolution Approved by FBC?

N/A

Resolution Approved by Privacy?

N/A

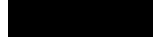
Resolution Approved by Legal?

N/A

Resolution Date

2025-11-06

Resolution Entered By



Resolution Details

11/3 - Acknowledgement email sent

11/6/25 - I called and spoke to the customer at 2:18pm. After introducing myself I advised that I was following up on the survey they submitted with comments regarding our application process. The customer said that while he was traveling in Florida, he went in to apply for a Credit Card and wasn't able to submit due to his residence being in Texas. He said the agent himself was great and very nice to him but the fact that he wasn't able to apply for the credit card because he wasn't a local was disappointing. I thanked the customer for sharing his experience and apologized for the current policy. I explained that these restrictions are put in place not only for security but also for the overall customer experience. I advised that in some cases, we may require a customer to step inside of a branch to process a request, and if they were across the country and stuck without access to their account, we wouldn't be able to service them. The customer was very understanding and thanked me for calling him and providing a small human touch. I thanked him as well for his kindness and time and we exchanged polite goodbyes.

25-064



[Redacted]

November 5, 2025 at 9:31 AM EST

PROGRESS

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 11/05/2025, 09:31 AM

Alert Reopened No

Creation Date 10/31/2025, 02:10 PM

Survey Program TDB Store

Transaction entry date 10/30/2025

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]

Shop/BM Start Date [Redacted]

Survey ID [Redacted]

Actions Taken

Reply Sent: TDB - Closed Loop Acknowledgement

11/05/2025, 11:40:58 AM EST · [Redacted]

Subject: Thanks for your feedback on TD Bank

Dear [Redacted]

Thank you for taking the time to complete TD Bank's survey. Your feedback is greatly appreciated. We value your relationship with us and we have engaged the appropriate parties to discuss your experience further.

You will be contacted within 3 business days of receipt of this email.

Sincerely,

[Redacted Signature]

Alert status set to New

11/05/2025, 9:32:04 AM EST · System Generated

Alert Created: TDB: Customer Follow-up Request: Low score

11/05/2025, 9:31:51 AM EST · System Generated

EE/IB

Comment



Reason for Scores

The recent visit was OK, not great, just OK. Learning that my TD branch is closing is not OK the options are either distant or in an already congested, dangerous location that will get worse with the impending opening of a major supermarket. My dismay w TD increased when I tried contacting TD customer service. AWFUL. These matters have us seriously considering changing banks.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience 1

Increase Business 1

Attributes

Understood your needs 3

Communicated Clearly 3

Was knowledgeable 3

Went beyond your initial need 2

Ease to complete request 3



November 5, 2025 at 9:31 AM EST

Previous touchpoints used

None	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Previous calls	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Previous branch visit / interaction	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Website	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Mobile app	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Online banking	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Other: specify	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Additional information

Recent store interaction

<input checked="" type="checkbox"/> In person inside the store	<input type="checkbox"/> In person at the drive-up service	<input type="checkbox"/> I did not have an interaction with a store representative
--	--	--

Privacy opt-ins

Privacy opt-in

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
---	-----------------------------

First Contact Date

2025-11-05

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

2025-11-10

Resolution Entered By

[REDACTED]

Resolution Details

11/10: Left vm at approx. 1:29pm.

11/10: Spoke with Customer.

During our conversation 11/10 I thanked the Customer for returning my call, filling out the survey, and for her feedback and apologized for the nearest location of TD Bank set to close. Customer stated the alternate locations are not ideal, in that two of them are over a half hour away and the third is in a dangerous intersection and a supermarket will be going up there soon as well. Customer stated the busy location she has almost had accidents in the parking lot before as it is a dangerous area and right off the highway. Customer said she tried calling the alternate locations from the letter she was provided and they did not answer the phone. I advised they should have an option to leave a voicemail if they are not able to pick up the phone. Customer stated it was not easy to reach the customer service over the phone, either. I asked Customer if she uses online banking and she stated she does. I advised the mobile app is a great way to call. Customer only uses the website but I advised the calling via the app is same username/pswd and enables you to not have to go through the phone prompts and also works internationally and you can deposit checks through the mobile app. Customer said she would look into getting the mobile app but that she and her husband have started looking into alternate FI's. I understood and apologized for the local branch closing and Customer thanked me for the call and we wished each other a nice day.



[REDACTED]

November 8, 2025 at 6:33 PM EST

- 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	11/08/2025, 06:33 PM
Alert Reopened	No	Creation Date	11/08/2025, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	11/07/2025
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]	Survey Status	COMPLETED
Call Centre Location	[REDACTED]		
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert Assigned**
11/10/2025, 12:34:31 PM EST [REDACTED]
- Alert status set to New**
11/08/2025, 6:33:48 PM EST - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
11/08/2025, 6:33:39 PM EST - System Generated
EE/B

Comment

Ease comment
 You could leave the current branches as they service a large area of our community

Overall Comments

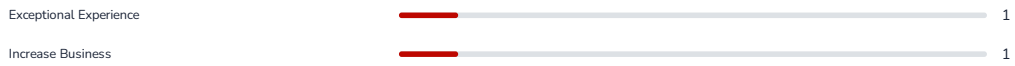
Not all all since you are closing the Norh Conway NH branch. Very poor business decision. We feel not valued as a loyal bank customer

Reason for Scores

You are choosing to close the North Conway, NH office in January. We have been a loyal customer of that branch since early 1980 s. We will be terminating our business with your bank because of this reason. The branch you have choose to keep is inadequate due to short staffing and size of branch. It is located in a convenient location which is a plus for the bank. We are disappointed in the choice to close the main office. We also have to move our safe deposit box which we have had since 1979.

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

November 19, 2025

Dear [REDACTED],

Thank you for your recent communication regarding the consolidation of our Store located at 2561 Main Street North Conway, 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 [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 Mt. Valley Mall store at [REDACTED]

Sincerely,


TD Bank, America's Most Convenient Bank®

25-066

TDB: Customer Follow-up Request: Low score

CLOSED



November 10, 2025 at 3:19 PM EST

Respond

Reopen Alert

Add Note

Customer Information: All Other Roles

Alert Type	TDB: Customer Follow-up Request: Low score	Response Date	11/10/2025, 03:19 PM
Alert Reopened	No	Creation Date	11/10/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/08/2025
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 Closed**
11/12/2025, 1:20:40 PM EST · [REDACTED]
- Case Edited**
11/12/2025, 1:20:40 PM EST · [REDACTED]
Action Taken · Did you speak with the customer? · Primary Root Cause of Customer's Issue · Was the customer satisfied with the result of your call? · Details of customer interaction (and/or contact attempts) · Is this a true customer complaint according to the FCAC definition?
- Note Added**
11/12/2025, 1:19:12 PM EST · [REDACTED]
customer shared that his concern did not have anything to do with the service provided at 14th and 5th, but with the new policy changes specific to SDB rentals.

[View More](#) ▾

Comment

Ease comment
 See above

Overall Comments
 See above

Reason for Scores
 Both bankers were helpful and patient in opening the same deposit.

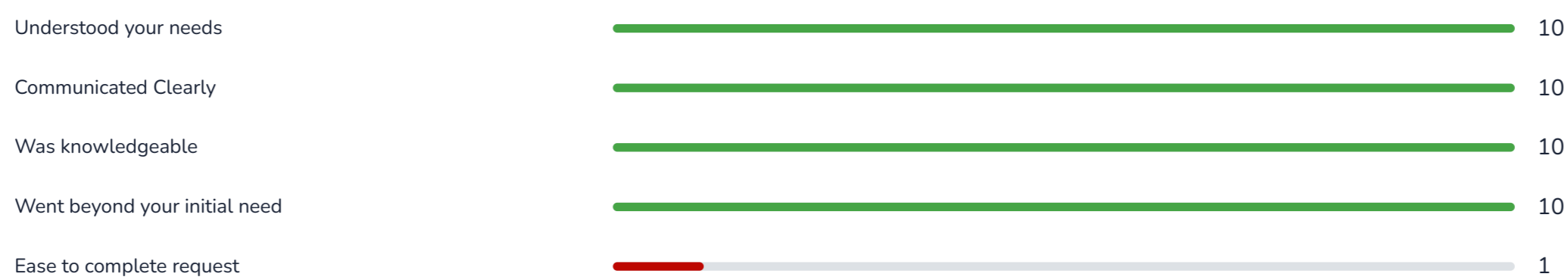
TD instigated the process, for the second time, by closing another branch. Your new procedures made the process even more onerous and disagreeable, anything but your self-described "convenient".

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**Case management details**

Details of customer interaction (and/or contact attempts)

Customer did not have any concerns with the service he received at 14th and 5th; but shared concerns regarding SDB rentals; specifically to Non TD Bank Customers

Action Taken

 Concern escalated to appropriate team

Did you speak with the customer?

 Yes No

Primary Root Cause of Customer's Issue

 TD Policy/Decision

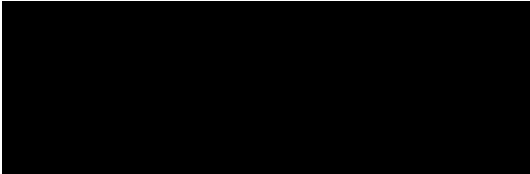
Was the customer satisfied with the result of your call?

 Yes No Couldn't reach customer

Is this a true customer complaint according to the FCAC definition?

 Yes No

November 28, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 20th and 6th. 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.

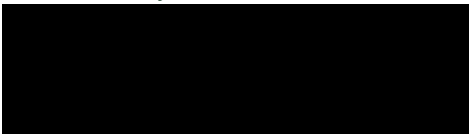
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

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- Enhanced mobile banking and remote deposit capture services
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- And, a vast network of ATMs

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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 23rd and 7th store at 

Sincerely,



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



[REDACTED]

November 12, 2025 at 4:41 PM EST

[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	11/12/2025, 04:41 PM
Alert Reopened	No	Creation Date	11/12/2025, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	11/10/2025
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]	Survey Status	COMPLETED
Call Centre Location	[REDACTED]		
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert Assigned**
11/12/2025, 10:39:27 PM EST [REDACTED]
Assigned to [REDACTED]
- Alert status set to New**
11/12/2025, 4:41:48 PM EST - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
11/12/2025, 4:41:36 PM EST - System Generated
EE/IB

Comment

Ease comment
🗨 Hire PLEASANT supervisors and reps that know what they re talking about and what they re doing !! 🗨 Yall gotta do better

Overall Comments
🗨 Yall are terrible !

Reason for Scores
🗨 I was referred to supervisor that was very rude and incompetent. 🗨 And had to drive 20 minutes to a branch just for them to tell me that my address WAS correct per what the supervisor said I had to pay 32 to expedite a card I ve been waiting on since the 27th. 🗨 To get to the branch and be able to get a card!

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1
Increase Business	<div style="width: 100%;"><div style="width: 100%;"></div></div>	1

Attributes

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

Operating metrics and additional client information

Operating metrics

Reason for call resolved Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

ATM (automated teller machine) Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Online chat Yes No

Virtual Assistant Yes No

Other: specify Yes No

Privacy opt-ins

Call Linking and Privacy Opt-in Yes No

First Contact Date

2025-11-14

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

2025-11-14

Resolution Entered By

[REDACTED]

Resolution Details

11/14 - [REDACTED] called customer - could not leave voicemail phone line just kept ringing - call review completed no bank error found

11/14 - [REDACTED] called customer - after introducing myself and the reason for my call the customer stated that she was able to gain access to her account via mobile wallet and that a debit card was sent out to her she was just waiting for it to come in the mail. The customer expressed frustration with the reps lack of empathy to her situation - I apologized to the customer for her experience she thanked me and we disconnected the call.



[Redacted]

November 12, 2025 at 4:10 PM EST

[Respond](#) [Reopen Alert](#) [Add Note](#)

Customer Information: All Other Roles

Alert Type	TDB: Customer Follow-up Request: Low score	Response Date	11/12/2025, 04:10 PM
Alert Reopened	No	Creation Date	11/08/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/07/2025
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 Closed**
11/13/2025, 11:00:30 AM EST [Redacted]
- Case Edited**
11/13/2025, 11:00:30 AM EST [Redacted]
Action Taken - Did you speak with the customer? - Primary Root Cause of Customer's Issue - Was the customer satisfied with the result of your call? - Details of customer interaction (and/or contact attempts) - Is this a true customer complaint according to the FCAC definition?
- Note Added**
11/13/2025, 10:53:11 AM EST [Redacted]
Contacted customer today, empathized with the customer and discussed the approved talking points. Logged FPOC.
- Alert status set to New**
11/12/2025, 4:10:58 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
11/12/2025, 4:10:44 PM EST - System Generated
EE/B

[View Less](#) ^

Comment

Ease comment
 Keep the branch open.

Overall Comments
 KEEP THE BRANCH OPEN.

Reason for Scores
 Why are you closing my primary location branch? It makes absolutely NO SENSE. While other banks are adding branches in Bedford. TD Bank is closing the flagship in Bedford.
 Chase, Bank of NH, Sofi, Bangor, Bar Harbor & others have put branches in Bedford. If you are losing customers, yield the best rates, products and customer service.
 I am strongly leaning on moving my banking elsewhere.

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

Case management details

Details of customer interaction (and/or contact attempts)

I empathized with the customer's disappointment that the store is closing and discussed the approved talking points.

Action Taken Apologized for customer issue Other

Did you speak with the customer? Yes No

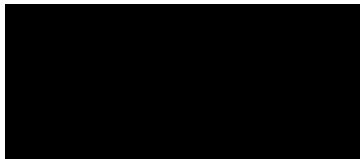
Primary Root Cause of Customer's Issue TD Policy/Decision

Was the customer satisfied with the result of your call? Yes No Couldn't reach customer

Is this a true customer complaint according to the FCAC definition? Yes No

First Contact Date
2025-11-13
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 2025-11-17
Resolution Entered By [REDACTED]
Resolution Details: 11/13/2025-ack letter sent - [REDACTED]

On November 14, 2025 @ 2:54 pm advocate attempted contact with no success, unable to leave VM.
On November 17, 2025 @ 12:22 pm advocate spoke to customer regarding the closure of the Route 101 Bedford, NH location.
Advocate explained that TD Bank unfortunately has to evaluate our locations and make decisions to close locations as they see necessary.
Advocate reiterated that these decisions are never easy and that a lot of thought and research goes into making the choice to close locations.
Customer stated that he will be looking at other financial institutions to do business with.
Advocate apologized for the inconvenience and thanked the customer for his feedback.
On November 28, 2025 Optimization letter sent.
November 28, 2025



Thank you for your recent communication regarding the consolidation of our Store located at 184 Route 101 Bedford NH 03110. 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](https://www.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 Bedford South River Road store at [REDACTED]

Sincerely,
[REDACTED]



[Redacted]

November 15, 2025 at 11:03 PM EST

- [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	11/15/2025, 11:03 PM
Alert Reopened	No	Creation Date	11/11/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/10/2025
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**
11/15/2025, 11:04:08 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
11/15/2025, 11:03:57 PM EST - System Generated
EE/IB

Comment

Ease comment
 If I had to do this process without having the local branch I would have had to drive 40 minutes in each direction to do so. No longer convenient

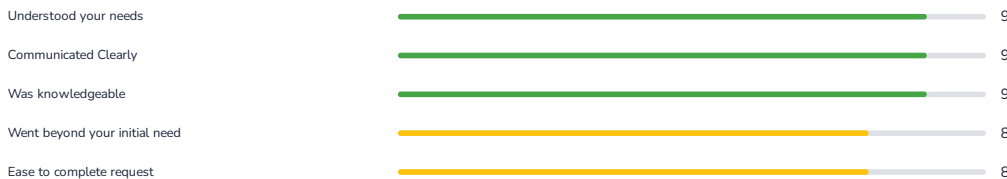
Reason for Scores
 The staff at this branch is outstanding. I have banked at this location for 40+ years. You are closing the branch next month, so we will be looking for a new bank. It's been a good run

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

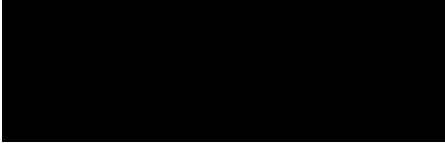
Additional information

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

November 28, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 21 Elm Street Woodstock, VT. 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.

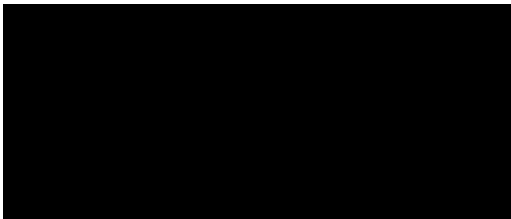
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 **Bank, America's Most Convenient Bank®**