

TDB: Customer Follow-up Request: Low score - goes to next state in 3 days NEW



[Redacted Customer Name]

January 1, 2026 at 8:59 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	01/01/2026, 08:59 PM
Alert Reopened	No	Creation Date	12/31/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/30/2025
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	South Jersey Coast	Customer email	[Redacted]
Regional Operations Officer	[Redacted]	Survey Language	English
Market	Mid-Atlantic North	Survey Status	COMPLETED
Retail Market President	[Redacted]	Included in LEI Score	Yes
Metro Market	Mid-Atlantic		
Shop/BM Start Date	12/01/2010		
Survey ID	[Redacted]		

Actions Taken

- Alert status set to New**
01/01/2026, 8:59:57 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
01/01/2026, 8:59:50 PM EST · System Generated
EE/IB

Comment

Overall Comments
 I'm also not impressed with how TD is handling closing a branch in Manahawkin NJ & not helping facilitate with transferring safety deposit boxes to another location.

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

January 5, 2026

[REDACTED]

Dear [REDACTED]:

Thank you for your recent communication regarding the consolidation of our Store located at 571 E Bay Avenue, Manahawkin, NJ 08050. 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 Stafford store at [REDACTED]

Sincerely,

[REDACTED]

P

PRIORITY MAIL
U.S. POSTAGE PAID
C2M
eVS

USPS PRIORITY MAIL®



USPS SIGNATURE TRACKING # eVS



[REDACTED]

Date: 1/6/2026

TD Bank, N.A.

[REDACTED]

RE: Safety Deposit Box Access Time-Sensitive [REDACTED]

Dear Customer Relations Team,

I am writing regarding my safety deposit box [REDACTED] located at the TD Bank branch at:

[REDACTED]

I have been informed that this branch is scheduled to close and that my safety deposit box contents are available for pickup only until January 16. I currently reside in Colorado and have been unable to reach the branch by phone or receive any returned voicemail messages despite multiple attempts.

Given the stated deadline and my inability to travel to New Hampshire on short notice, I am requesting immediate written guidance on how TD Bank can facilitate access to my safety deposit box, including:

Authorization of a Power of Attorney so a designated individual can retrieve the contents on my behalf, or Instructions for accessing the box at an alternate TD Bank location or secure TD facility after the branch closure.

This matter is time-sensitive, and I want to ensure my property is retrieved before the January 16 deadline or that appropriate arrangements are made to prevent unnecessary delay or transfer complications.

Please contact me as soon as possible at the phone number listed above to confirm next steps.

Thank you for your prompt attention to this matter.

Sincerely,

A solid black rectangular redaction box covering the signature area.

26-002

First Contact Date

2026-01-05

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

2026-01-06

Resolution Entered By

[REDACTED]

Resolution Details

ACK EMAIL 1.5 KAB

1/6 advocate spoke to cx regarding complaint. He was upset that the Wantagh store is closed on Sundays and that the service in the drive thru is slow. I apologized for the inconvenience and the slow service and provided him with the hours of other stores in his area.

From:
To:
Cc:



Subject:
Date:

Saturday, January 17, 2026 7:30:06 AM

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	██████████
Contact Information	Cx would not confirm
Customer Influence	N/A
Account Number	N/A
Social Channel	Facebook
Twitter X Handle/Facebook Name	██████████

Store Information

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

Detail Summary

We received a complaint from our Customer regarding our South Peabody Store being closed in January 2026. They feel there is no valid, understandable reason for this Store to be closing and explained this will leave a large amount of local and senior customers without banking services nearby. On top of this, it will eliminate a local ATM, causing customers to have to use non-TD ATMs and incur fees.

Upon review, we were unable to locate further talking points regarding this change but provided information from previous Store Consolidation talking points about this update. ██████████ feels that we are passing the buck and states 'Customers do not want company line responses, we can get all that from politicians! Customers want to be treated as people not as numbers on a line!' ██████████ went on to explain they feel we couldn't care less about our customer service and customer base.

We offered to escalate their concerns for further review, but ██████████ has refused to provide their contact information for someone to reach out. We did let them know this will be needed if they would like a member of our Leadership Team to contact them directly, but advised we would still forward their complaint for awareness.

Conversation History

Private Messages

01/17/26

5:48 AM

So, TD bank is still set on closing it's South Peabody branch no good apparent reason in about 10 days time! No VALID understandable reason other than the new property owners raised the rent on a multi-billion dollar enterprise. This will leave a VERY large local as well as senior customer-base without banking services! Not only will customers not have full banking services but TD Bank customers in the service area not have access to a TD bank ATM So If TD customers use any other ATM's we will be charged fees for those ATM's So much for America's Most Convenient Bank!

TD Routing 5:48 AM

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.

Thank you for contacting us. We are currently closed but will get back to you when we reopen Saturday from 6:00am to 11:00pm. For your convenience, it's never been easier to find answers to common questions about your account and TD services at our Help Center online at TD Bank Online Help Center:

<https://www.td.com/us/en/personal-banking/help-center/>

TD Routing 6:01 AM

Sorry we missed you. Still have questions? To connect with a TD Representative start typing below.

Thank you for contacting us. It looks like you are busy and so we will now close this chat session. If you still need any assistance, please start a new chat.

6:09 AM

Yes, There are questions on closing this branch, TD's answers make no realistic sense to those that use this branch. All that TD says about this closing doesn't make sense. So what is the sense of "Chatting with someone who will do nothing but read from the TD bank "play-book"! Scripted answers that make no sense!

TD Routing 6:09 AM

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.

6:20 AM

Good morning, [REDACTED]. Please know we take your concerns very seriously and appreciate your feedback regarding this Store closure. As part of our normal business practices, we regularly evaluate existing Store locations to better align our network with customer needs and preferences, something that is common across the industry. From here, 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. Please do not include account numbers in your reply. - [REDACTED]

It appears you have left this chat for now. I will be closing our conversation; however, feel free to chat again with this information so we may escalate your concerns. If you have any further questions you may also call us at [REDACTED] to speak with one of

our Customer Service Representatives. Thank you for connecting with TD Bank, U.S. and have a wonderful day. [REDACTED]

[REDACTED] 6:28 AM

[REDACTED], you just endorsed my message. Pass the buck, ignore the customers concern, give no answers except the company line! IF TD bank was really concerned concerned my concerns would have addressed a couple months ago when I first messaged TD bank on this issue. Instead, now as then all TD bank wants to do CHAT!. Customers do not want company line responses, we can get all that from politicians! Customers want to be treated as people not as numbers on a line! Have a great day!

[REDACTED] 6:30 AM

We appreciate you sharing your concerns, [REDACTED], and would like the chance to forward your complaint to our Leadership Team to have someone reach out to you. In order for us to proceed, we do ask that you respond with your full name and a good phone number they can reach you at. Once we confirm this information, we will be able to begin our escalation process. [REDACTED]

We know it's early, but we haven't heard back from you today. We're here until 11 pm ET if you still need our assistance and kindly ask that you respond with your name and phone number so we may forward your information. Thank you for choosing TD for your banking needs. We hope you have a great rest of your day and take care. - [REDACTED]

[REDACTED] 6:40 AM

Why do I need to prove my existence? I'm sure that if TD really cared about my comments they would be knocking on my door, not trying to hide behind a web-site! As stated all TD can offer is company scripted answers, they could care less about customer service or its customer base. They care about me now as much as they did when our accounts got hacked! While WE got it resolved it took a long time for TD to do anything! So stop with the diversion. Have a great day!

[REDACTED] 6:49 AM

I appreciate you getting back to us, [REDACTED], and will forward your complaint now to our Leadership Team for further review for you. In order for them to reach out though, we do ask that you respond with your name and a good phone number they can call you on if you would like them to follow up with you. [REDACTED]

[REDACTED] 7:28 AM

We have forwarded your information to our Leadership Team under complaint number [REDACTED]. Typically, this team will review the matter and reach out within 3 business days. We invite you to respond with your contact information if you would like them to reach out to you directly. Thank you for your patience during this time. - [REDACTED]

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

2026-01-17, 9:43 a.m.

Resolution Entered By



Resolution Details

shared for awareness only