

25-070

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

IN PROGRESS



[Redacted]

November 18, 2025 at 7:44 AM 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	11/18/2025, 07:44 AM
Alert Reopened	No	Creation Date	11/13/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/12/2025
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**
 11/18/2025, 9:13:37 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**
 11/18/2025, 7:44:37 AM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
 11/18/2025, 7:44:24 AM EST · System Generated
 EE/IB

Comment

Ease comment
 Not close the bank!

Overall Comments

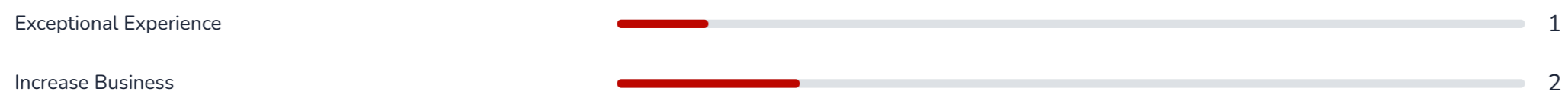
Don t close stores just for your bean counters, it s the people that made td what it is today!

Reason for Scores

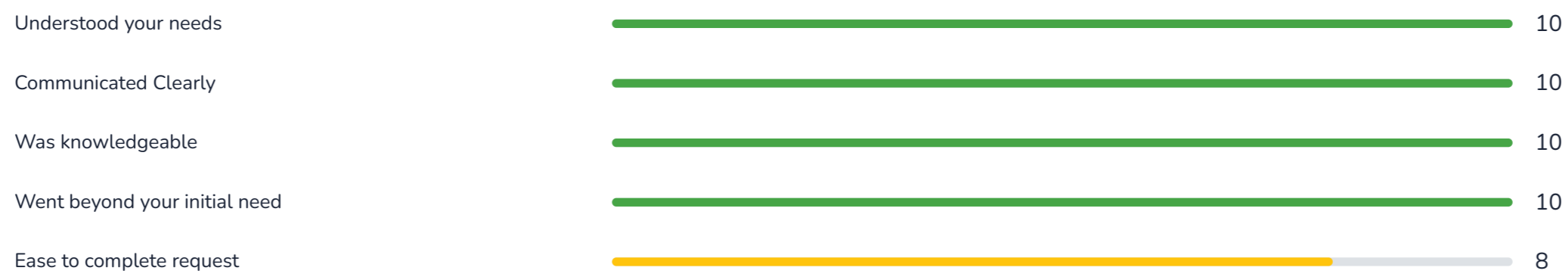
The damn bank is closing, it appears that td only cares about numbers not the people in the neighborhood.

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

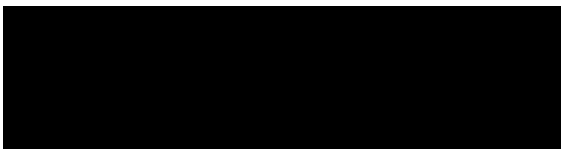
Privacy opt-in Yes No



Bank

America's Most Convenient Bank®

November 18, 2025



Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 1 US 27 North, 621 East. 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 the same legendary Customer experiences and choices that you have come to expect from TD Bank.

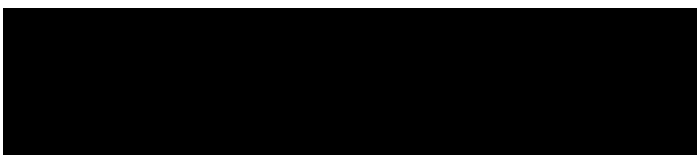
We truly value your relationship and have some convenient alternatives for you to consider:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services.
- Our friendly Contact Center Team available 24/7 [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. We'd be happy to discuss them further at your convenience.

The local team is ready and here for you! Please feel free to reach out so that we can personalize solutions regarding your banking needs at [REDACTED].

Sincerely,



TD Bank "America's Most Convenient Bank"



[Redacted]

November 17, 2025 at 5:42 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	11/17/2025, 05:42 PM
Alert Reopened	No	Creation Date	11/13/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/12/2025
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**
 11/18/2025, 9:37:47 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]
- Alert status set to New**
 11/17/2025, 5:42:25 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
 11/17/2025, 5:42:13 PM EST - System Generated
 EE/B

Comment

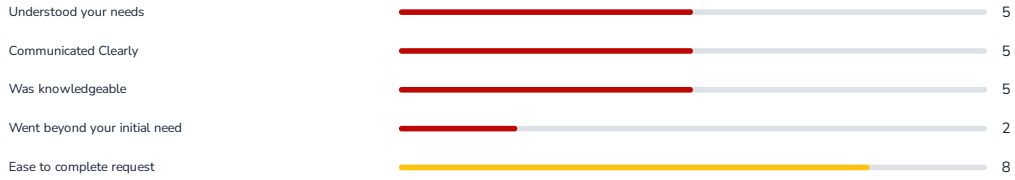
- Ease comment
 "DO WELL" -- certainly not by closing
- Overall Comments
 n/a
- Reason for Scores
 all went as expected

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcomed

Previous touchpoints used

None

Previous calls

Previous branch visit / interaction

Website

Mobile app

Online banking

Other: specify

Additional information

Recent store interaction

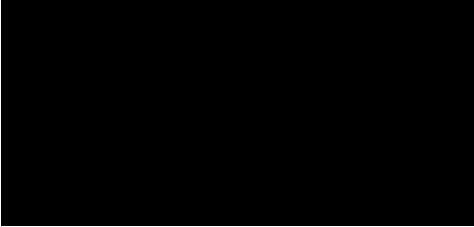
Privacy opt-ins

Privacy opt-in



America's Most Convenient Bank®

November 18, 2025



Dear [Redacted]

Thank you for your recent communication regarding the consolidation of our Store located in Atco. 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 Berlin store at [Redacted].

Sincerely,
[Redacted Signature]

TD Bank, America's Most Convenient Bank®

From:
To:
Cc:



Subject:
Date:

Wednesday, November 19, 2025 12:33:39 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	
Contact Information	
Customer Influence	
Account Number	
Social Channel	
Twitter X Handle/Facebook Name	

Store Information

Store Name & Address	Ellsworth 217 High Street Ellsworth, ME, 04605-1715
Market	METRO NEW ENGLAND
Market President of Retail	
Retail Market Manager	OPEN

Detail Summary

is filing a complaint due to a store closure in Ellsworth. They are indicating that the store closure will impact many people including lobster fishers and seasonal workers, forcing customers to close their accounts as they are unwilling to drive to Bangor.

Conversation History

**Facebook Direct Message
11/19/2025**

11:47 AM

Hello I would like to submit a complaint about the branch closing in Ellsworth. I do not think the CEO realizes this branch is closing is going to cause people that lobster fish and other seasonal workers to have to close their accounts and move to another bank. No one is going to drive to Bangor to deposit cash money into their accounts

TD Routing 11:47 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.

[REDACTED] 11:54 AM

Hello [REDACTED]. I will assist you with filing this complaint. Could you please provide your name as it appears on your account and your best phone number, please?

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. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] 11:58 AM

Thank you, I am escalating this to our leadership team now. Once I have finished that I will provide you with the case number. [REDACTED]

[REDACTED] 12:26 PM

Thank you for your patience. I have successfully escalated your complaint and was provided with the case number [REDACTED]. Someone will reach out to you within 3 business days. [REDACTED]

Confidential

November 19, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 217 High St. Ellsworth, Maine. 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.

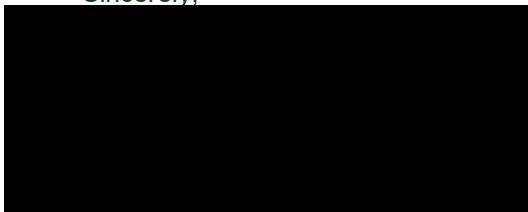
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- 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 Bangor Exchange Street store at 

Sincerely,



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



[Redacted]

November 21, 2025 at 11:10 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	11/21/2025, 11:10 PM
Alert Reopened	No	Creation Date	11/17/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	11/15/2025
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**
11/21/2025, 11:11:01 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
11/21/2025, 11:10:54 PM EST - System Generated
EE/IB

Comment

- Ease comment
- See previous comment

Overall Comments
 🗨️ My complaints are not with the branch employees, they are doing the best that they can. 🗨️ My complaint is with TD management for closing other branches and essentially closing options for us to go to when we need to go to a branch and for not properly staffing the remaining branches.

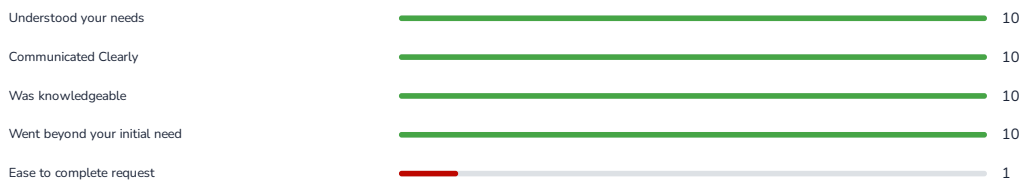
Reason for Scores
 🗨️ Recently TD closed several branch offices, one in my home town. 🗨️ I now have to go to Tilton as that is the closest remaining office open. 🗨️ This office is ALWAYS ALWAYS very busy and is very understaffed especially now with the closure of the other offices. 🗨️ There is never enough people working at this location and it usually takes a long time to get anything done. 🗨️ When I was there last there were only two tellers working both the drive through and the inside windows, 🗨️ only two for the whole store, they needed at least three more people. 🗨️ TD NEEDS TO REOPEN THE BRISTOL NH BRANCH! 🗨️ TD is becoming "Americas most INCONVENIENT 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

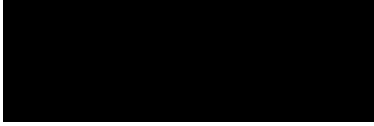
Additional information

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

December 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 about 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.

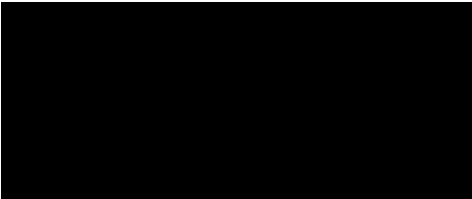
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- 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 Tilton store at 

Sincerely,



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

25-074

Digital: Customer Follow-up Request: Low score - goes to next state in 9 hours

NEW



[Redacted]

November 26, 2025 at 6:49 PM EST

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	11/26/2025, 06:49 PM
Alert Reopened	No	Creation Date	11/22/2025, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	11/20/2025
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

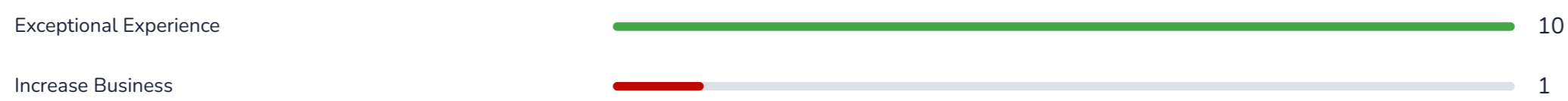
- Alert Created: Digital: Customer Follow-up Request: Low score
11/26/2025, 6:49:22 PM EST - System Generated
EE/IB

Comment

Overall Comments
 You at closing too many locations. You are no longer the most convenient bank.

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

December 2nd, 2025

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Washingtonville Store located at 21 East Main Street. 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 Broadway Newburgh store at [REDACTED]

Sincerely,

[REDACTED]

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

25-075



December 7, 2025 at 4:30 PM EST

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	12/07/2025, 04:30 PM
Alert Reopened	No	Creation Date	12/03/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/02/2025
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]
Multi-Location	[REDACTED]	Customer email	[REDACTED]
TDB: Region	[REDACTED]	Survey Language	English
Regional Operations Officer	[REDACTED]	Survey Status	COMPLETED
Market	[REDACTED]	Included in LEI Score	Yes
Retail Market President	[REDACTED]		
Metro Market	[REDACTED]		
Shop/BM Start Date	[REDACTED]		
Survey ID	[REDACTED]		

Actions Taken

- Alert status set to New**
12/07/2025, 4:31:11 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
12/07/2025, 4:31:03 PM EST · System Generated
EE/IB

Comment

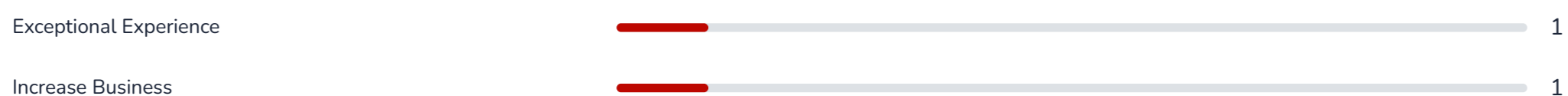
Ease comment
 great staff!

Overall Comments
 what good is it if you recmmend a friend etc and then you close the branch

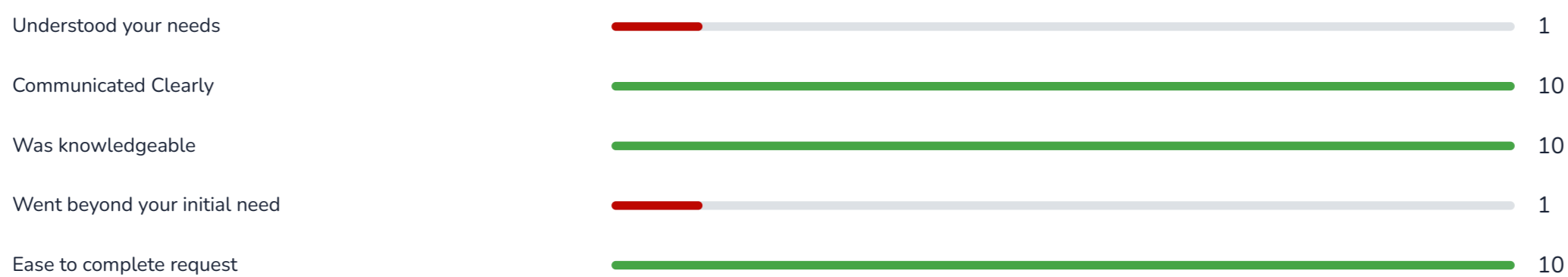
Reason for Scores
 very disappointed that you are closing my branch!!

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes





December 7, 2025 at 4:30 PM 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
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Privacy opt-ins

Privacy opt-in	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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December 17, 2025

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Jericho Store. 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 Syosset location at [REDACTED]

Sincerely,

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

25-076

TDB: Customer Follow-up Request: Low score - goes to next state in 1 day

NEW



December 7, 2025 at 3:58 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	12/07/2025, 03:58 PM
Alert Reopened	No	Creation Date	12/03/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/02/2025
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**
12/07/2025, 3:58:59 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
12/07/2025, 3:58:51 PM EST · System Generated
EE/IB

Comment

Ease comment
 We moved to South Carolina 8 years ago with TD as our bank for over a decade in Delaware. Branches everywhere. Here, 1 on the other side of Summerville, 40 min, Away, Back then there was a bank that closed in western Summerville and was vacant and I told you about it. You did nothing! AND you still have no more branches here in Summerville, whose population is exploding. Chase built a brand new store next to the biggest shopping area a few years ago and now are building another branch across the street from where the vacant one was (now a doctors office). Where are you when the opportunity presented itself? Either Time? You are losing a lot of present and future customers, including us from 2010 because of lack of convenience. Wake up.

Overall Comments

I REPEAT> We moved to South Carolina 8 years ago with TD as our bank for over a decade in Delaware. Branches everywhere. Here, 1 on the other side of Summerville, 40 min, Away, Back then there was a bank that closed in western Summerville and was vacant and I told you about it. You did nothing! AND you still have no more branches here in Summerville, whose population is exploding. Chase built a brand new store next to the biggest shopping area a few years ago and now are building another branch across the street from where the vacant one was (now a doctors office). Where are you when the opportunity presented itself? Either Time? You are losing a lot of present and future customers, including us from 2010 because of lack of convenience. Wake up.

Reason for Scores

We moved to South Carolina 8 years ago with TD as our bank for over a decade in Delaware. Branches everywhere. Here, 1 on the other side of Summerville, 40 min, Away, Back then there was a bank that closed in western Summerville and was vacant and I told you about it. You did nothing! AND you still have no more branches here in Summerville, whose population is exploding. Chase built a brand new store next to the biggest shopping area a few years ago and now are building another branch across the street from where the vacant one was (now a doctors office). Where are you when the opportunity presented itself? Either Time? You are losing a lot of present and future customers, including us from 2010 because of lack of convenience. Wake up.

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

25-076

12/12/2025

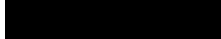


Dear 

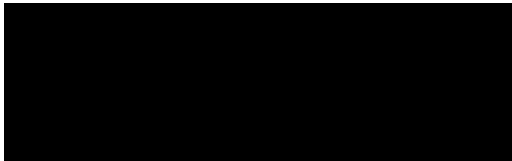
You matter to us. Getting things right and providing you a legendary Customer experience is a top priority for us. Today, we're writing to let you know that our leadership team shared your feedback regarding your complaint.

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®

TDB: Customer Follow-up Request: Low score - goes to next state in 1 day NEW



[Redacted Customer Name]

December 6, 2025 at 1:50 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	12/06/2025, 01:50 PM
Alert Reopened	No	Creation Date	12/05/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/04/2025
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**
12/06/2025, 1:51:23 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
12/06/2025, 1:51:16 PM EST · System Generated
EE/B

Comment

- Ease comment
 Keep the bank on west street open. Don t close it.
- Overall Comments
 Why should I recommend you when you re closing the bank?
- Reason for Scores
 You are rep did a good job. However, i m not very pleased knowing that you are reducing your footprint in pittsfield, massachusetts. Closing the west street branch is a slap in the face because I have been with you for almost forty years. I am not happy.

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

25-077

December 10, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 99 West Street Pittsfield, 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

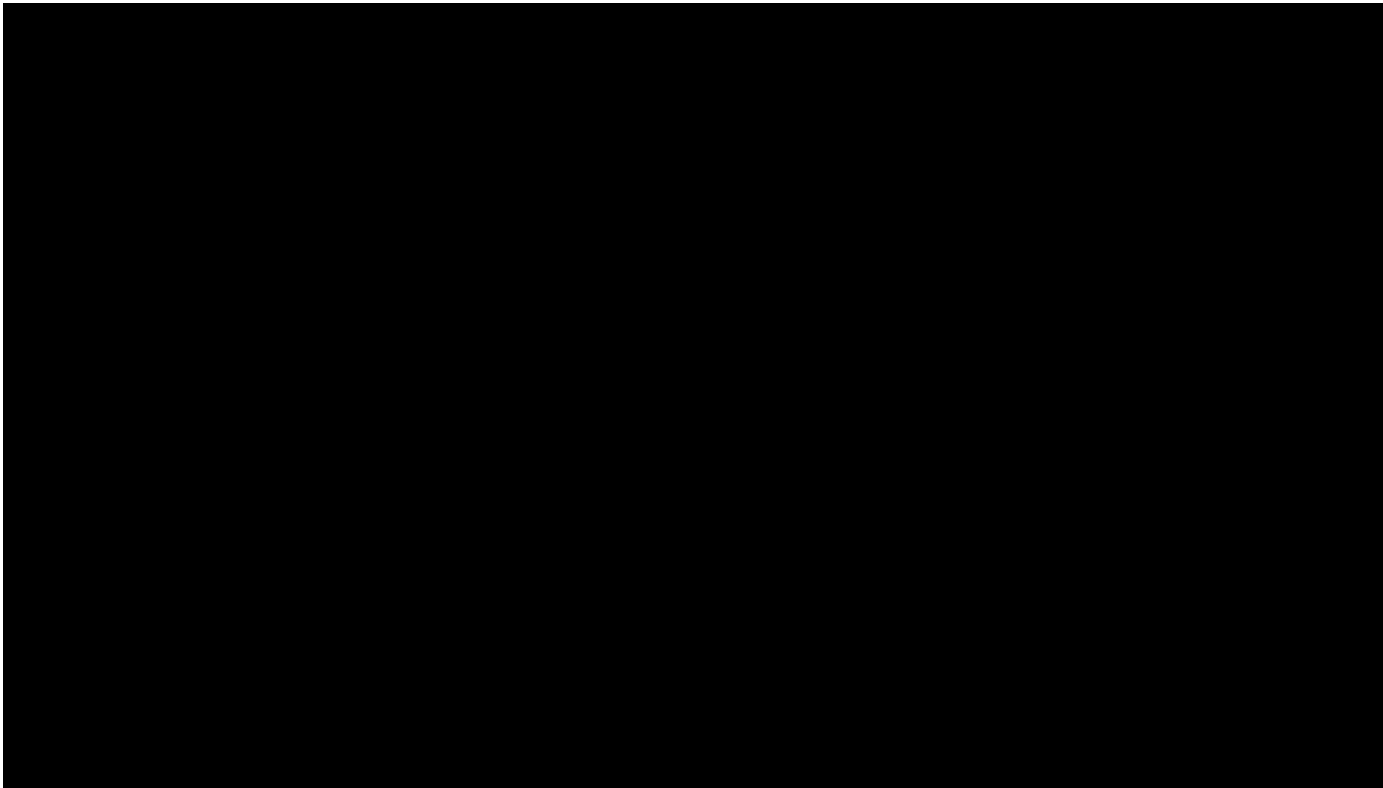
While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

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 Pittsfield Coltsville store at 

Sincerely,



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



From: [REDACTED]
Sent: Monday, December 8, 2025 11:50 AM
To: [REDACTED]
Subject: Bank closing

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

To whom it my concern,

I realize many businesses are closing duplicate services as is the case in North Conway, NH. My thoughts are who ever made the decision to close the TD Bank at 2561 Main St, North Conway rather than the TD Bank at 1249 Eastman Rd, North Conway has not done their homework. 1249 is a smaller facility, poorer parking, no-safe deposit boxes, much more

dangerous getting back on to a highway. There are two new banks with new buildings in a much safer driving area, meaning easier and safer access to the highway. I have had accounts at TD for almost 40 years, but I must say I am giving serious thought to transferring my accounts to a different bank. I have heard many comments and complaints concerning the above. I know several people, some of whom run small businesses that have investigated other banks in the area and have actually made the decision to move their finances.

Hopefully, consideration will be given to the safety of your patrons.



Internal

Internal

25-078

December 15, 2025




Dear 


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.

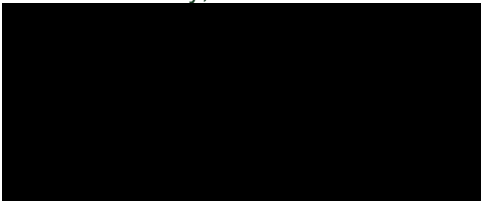
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

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- 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 North Conway store at 

Sincerely,



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



[Redacted]

December 12, 2025 at 3:08 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	12/12/2025, 03:08 PM
Alert Reopened	No	Creation Date	12/12/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/11/2025
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**
 12/12/2025, 3:44:48 PM 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]
- Alert status set to New**
 12/12/2025, 3:08:57 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
 12/12/2025, 3:08:48 PM EST - System Generated
 EE/IB

Comment

- Overall Comments
👎 Would like you to keep the Bay Ave Office open! 👍 Like the Personal there! 👍 The location is better for us!
- Reason for Scores
👍 We like the Tellers on Bay Ave! 👎 You closed the wrong Branch

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



December 17, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 571 E Bay Ave 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.

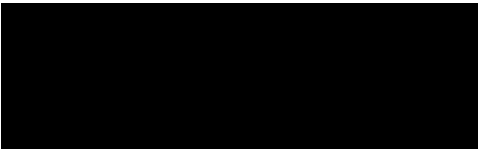
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

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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 Stafford store at 

Sincerely,



TD Bank, America's Most Convenient Bank®

Dear [REDACTED]

I am writing to you again regarding the significant concerns I raised in my email of previous email concerning the closure of your Chapin branch location.

In that correspondence, I detailed the profound negative impact this decision would have on my personal banking relationship, my business operations, and the numerous members of the South Carolina Trappers Association who also utilize this branch. I also highlighted the lack of transparent communication surrounding this decision, both for customers and your dedicated staff, as well as the apparent disregard for local market conditions and growth opportunities.

I specifically requested a response to these pressing matters within seven days to encourage a reconsideration of this decision and provide clarity. As of today, I regret to inform you that I have not yet received any communication or acknowledgment from your office.

The absence of a timely response to such critical issues, which carry substantial financial and community implications, is profoundly disappointing and only serves to underscore the lack of consideration I expressed previously.

As clearly outlined in my initial email, should a common-sense decision or satisfactory explanation not be provided within the stipulated timeframe, I would regrettably have to proceed with the actions detailed therein. I had sincerely hoped for an opportunity to engage in a constructive dialogue before reaching this point.

While I remain open to a meaningful discussion, without a prompt and substantive reply, I will, unfortunately, be compelled to proceed based on the understanding that my grave concerns have not been adequately addressed.

Sincerely,

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

On Monday, December 8, 2025, 14:44, [REDACTED]:

Mr. [REDACTED]

I'm writing to you today in reference to the closure listed above.

I became a member of your bank about 1 year ago due to the closure of my previous banking branch, run by Bank of America. Their reasons for closure of the branch location in Irmo were never provided, the same as yours has not been provided to any of your customers. This closure causes me great concern ! I currently maintain a continuous balance at your bank in excess of [REDACTED], along with linked accounts totalling nearly a quarter of a million dollars. Additionally, I run an animal control and removal business through your bank and a closure of this location will cause great inconvenience for both me and my business !

Beyond my singular concern will also be the concerns of the of the [REDACTED]
[REDACTED], many of which use this branch location.

Be advised that should your bank maintain their current position to close this branch four actions will take place initiated by me.

Firstly, I will immediately withdraw all funds connected to my account. Secondly, I will inform all the [REDACTED] of your callous decision reference this

closure. Third, I will expose this ill advised closure on every social media platform available to me, and lastly after retiring as a member of law enforcement for over 30 years working in three states each and every LEO contact, union, and membership I had previously been a part of will be discouraged from doing any sort of business with TD Bank !

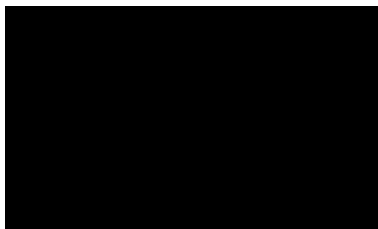
Furthermore, your bank's corporate office didn't feel the need to provide a reason for this closure to the staff at the Chapin location, causing them undue stress and as no other employment options were offered to them beyond a severance settlement places them in a terrible financial position !

Lastly, any professional institution would have conducted a market survey before making this determination, and any survey conducted by a firm with more than three weeks in business would easily find that the overall Chapin area is in building boom that hasn't been seen in South Carolina in over 30 years. This boom will obviously present thousands of investors from homebuyers to builders that may choose your bank over others in the area.

On behalf of myself, and ALL the aforementioned parties I strongly encourage you to persuade the corporate executives to reconsider this terrible decision.

I would like an email response to these concerns within seven days. If none is received I'll assume no common sense decision has been made and I will proceed accordingly as listed above.

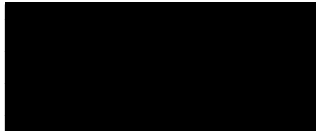
Sincerely,



**Bank**

America's Most Convenient Bank®

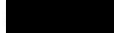

12/15/2025

Dear 


Thank you for your recent communication regarding the consolidation of our Store located at Chapin. 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.

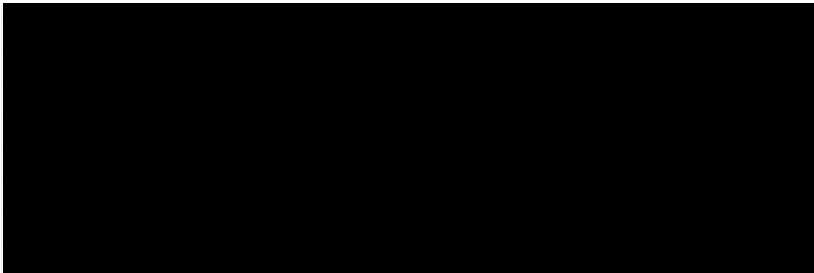
We know that these types of changes are never easy but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank.

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 



TDB: Customer Follow-up Request: Low score - goes to next state in 1 day NEW



[Redacted]

December 13, 2025 at 3:10 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	12/13/2025, 03:10 PM
Alert Reopened	No	Creation Date	12/09/2025, 02:10 PM
Survey Program	TDB Store	Transaction entry date	12/08/2025
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]
Multi-Location	[Redacted]	Customer email	[Redacted]
TDB: Region	[Redacted]	Survey Language	English
Regional Operations Officer	[Redacted]	Survey Status	COMPLETED
Market	[Redacted]	Included in LEI Score	Yes
Retail Market President	[Redacted]		
Metro Market	[Redacted]		
Shop/BM Start Date	[Redacted]		
Survey ID	[Redacted]		

Actions Taken

- Alert status set to New**
12/13/2025, 3:10:44 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
12/13/2025, 3:10:33 PM EST - System Generated
EE/B

Comment

Ease comment
 What was great was access to ATM and when I had to go into the bank your employees were great.

Overall Comments
 again please consider keeping an ATM machine here in Chapin SC. Other banks have free standing in Publix parking lot. There are plenty of shopping centers and public places you could have one.

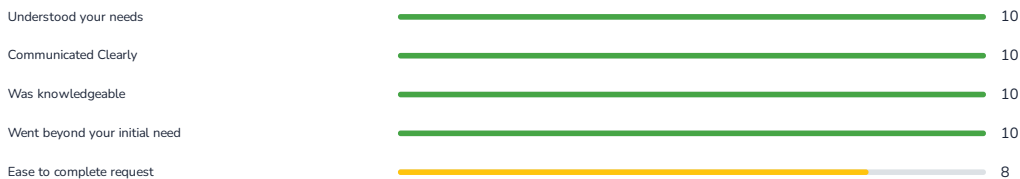
Reason for Scores
 You had to make a decision to close 50+ branches Chapin SC is one of them. There is a branch in Irmo 16 miles from my house and one in Newberry 21 miles from my home.
 You should consider keeping a ATM machine here in Chapin SC other banks have done that. Since your ATM is operated by third party company it is not a great inconvenience for you and it is a big plus for your customers.

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

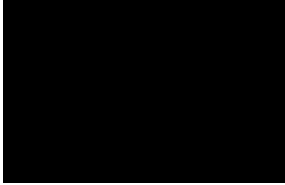
Additional information

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

12/17/25




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 260 Columbia Ave, Chapin SC 29036. 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.

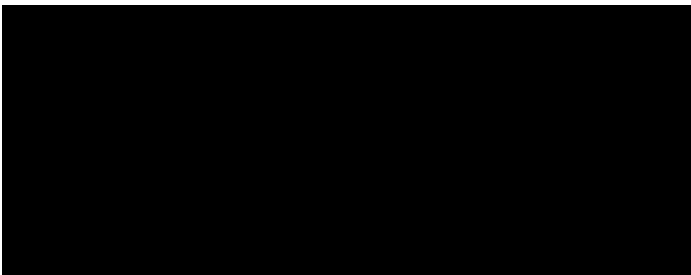
We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

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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 Newberry store at 

Sincerely,



25-082

From: [REDACTED]
To: [REDACTED]
Subject: FW: Branch closure in Centerville, Ma., USA
Date: Tuesday, December 16, 2025 4:31:38 PM

From: [REDACTED]
Sent: Tuesday, December 16, 2025 4:22 PM
To: [REDACTED]
Subject: Branch closure in Centerville, Ma., USA

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

Hi,

I've been a customer of TD Bank since you acquired Cape Cod Bank & Trust in Hyannis, MA. My wife and I have been completely satisfied with your services. When we moved to Marston's Mills on Cape Cod, MA in 1989, we took our banking business to the Centerville branch which is much closer to our home.

With the proposed closure of the Centerville, MA. Branch in January 2026, we are greatly disappointed. The Hyannis and Sandwich branches are more difficult to approach, especially because of local traffic. The Centerville branch has always had a steady flow of customers whenever I do business at the branch. Speaking to other customers, I find we're all disappointed with this closure. Isn't there anything that TD Bank can do to satisfy their customers by keeping this branch open? My wife and I really hate the thought of doing business with one of your competitors like Citizens Bank. We really don't like their services but they're much closer to our home of 36 happy years. We plan on being here for a long time.

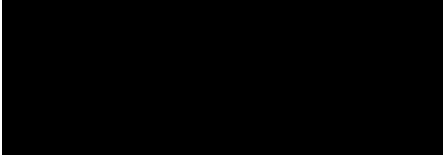
If you can't find it within your hearts and budget to keep the Centerville, MA. branch open, I hate the thought of having to move all our accounts.

Thank you for listening to our problems.

Sincerely,

[REDACTED]

December 19, 2025




Dear 


Thank you for your recent communication regarding the consolidation of our Store located at 1708 Falmouth Rd. Centerville, 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.

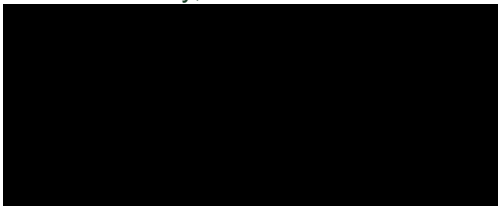
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- And, a vast network of ATMs

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 Hyannis Mall, MA store at 

Sincerely,



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

To Whom this may Concern

My name is [REDACTED]
[REDACTED] I am eighty
years old and live with
a seventy (seventy) seven
year old woman Diane
Higuer for 32 years at
the Bishop Marcum
housing unit We both have
a saving account at TD
Bank at 45 Central Street
Fowell Mass 01852 the
bank thank god is some what
close both of us have bad
legs, Is there any way you
can keep the Fowell Bank
on 45 central open, we would
be able to service if you
complied Thank you !!

**Bank**

America's Most Convenient Bank®


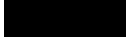
March 11, 2026

Dear 

Thank you for your recent communication regarding the consolidation of our Store located at 35 Central St Lowell 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.

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