



January 18, 2023



Dear Mr. Eardensohn,

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

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:

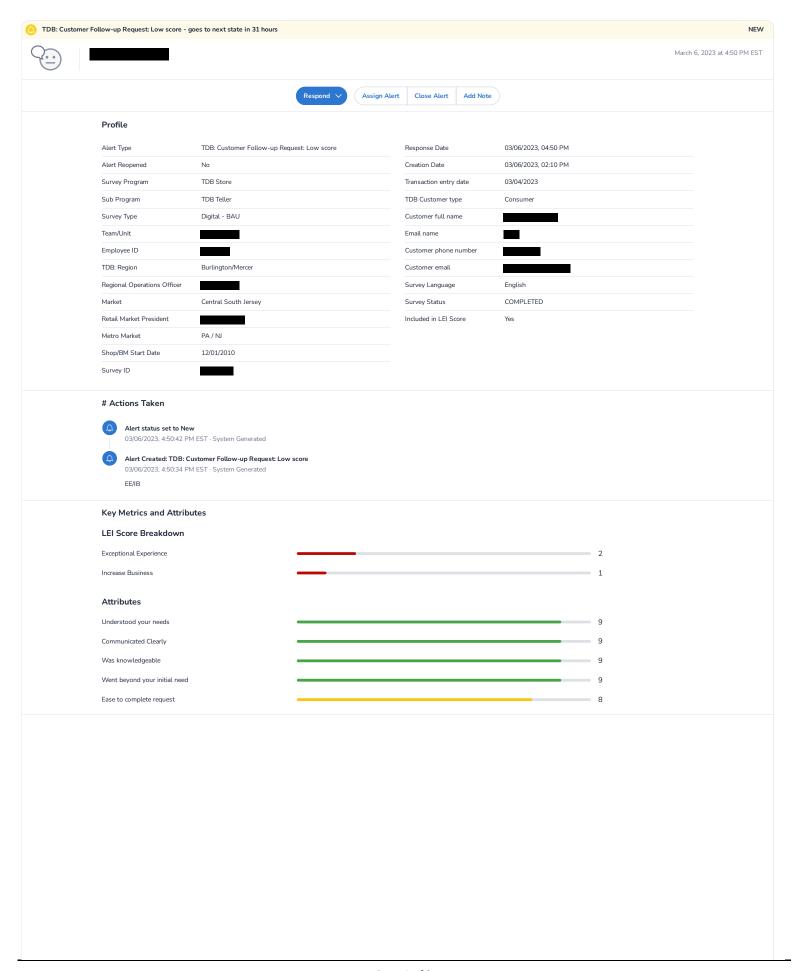
- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week
- And, a vast network of ATMs

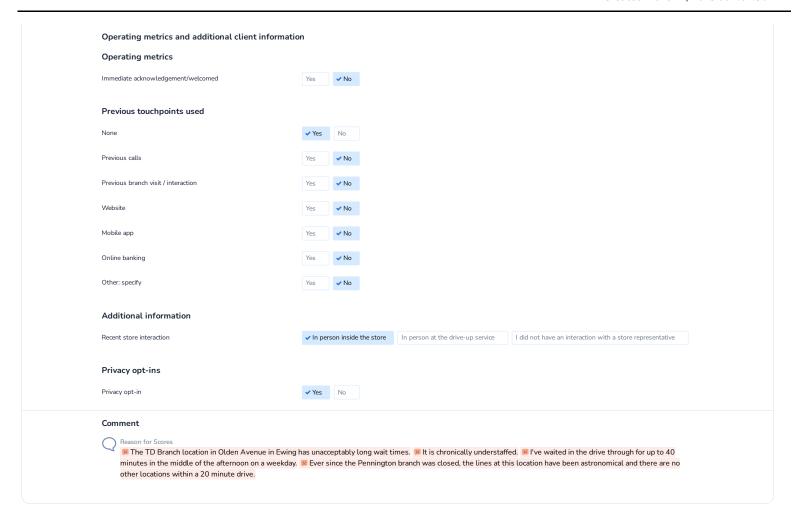
While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience.

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

Sincerely,

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







March 8, 2023



Dear

Thank you for your recent communication regarding the consolidation of our Store located in Pennington. 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:

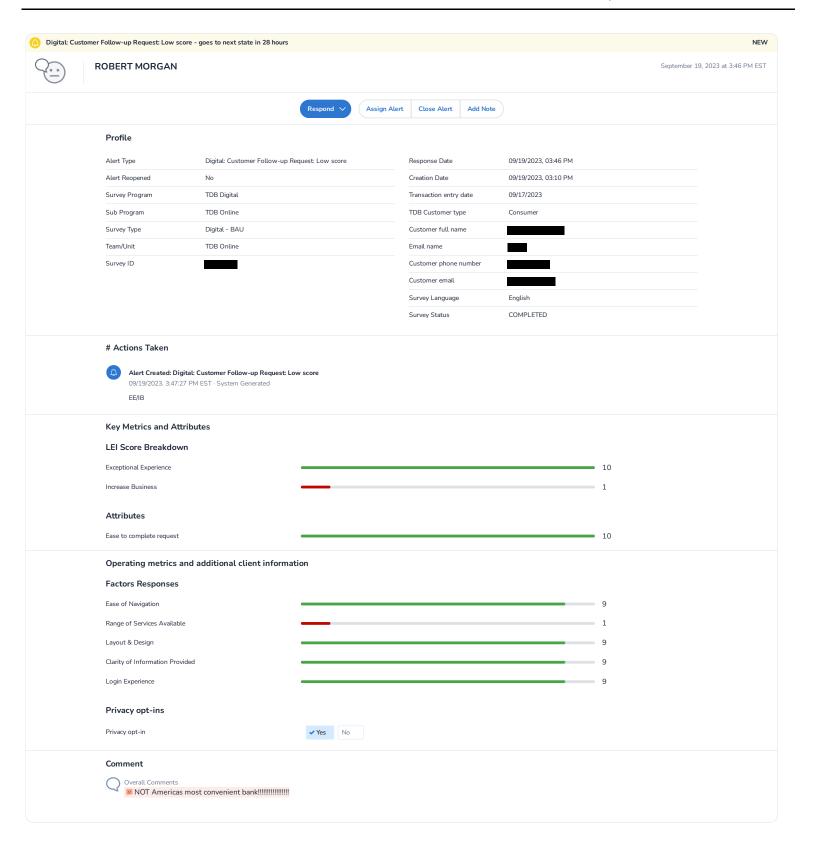
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Sincerely,

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



From:
To:
Subject: Your TD Bank Survey

Date: Monday, September 25, 2023 7:22:35 AM

Dear

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

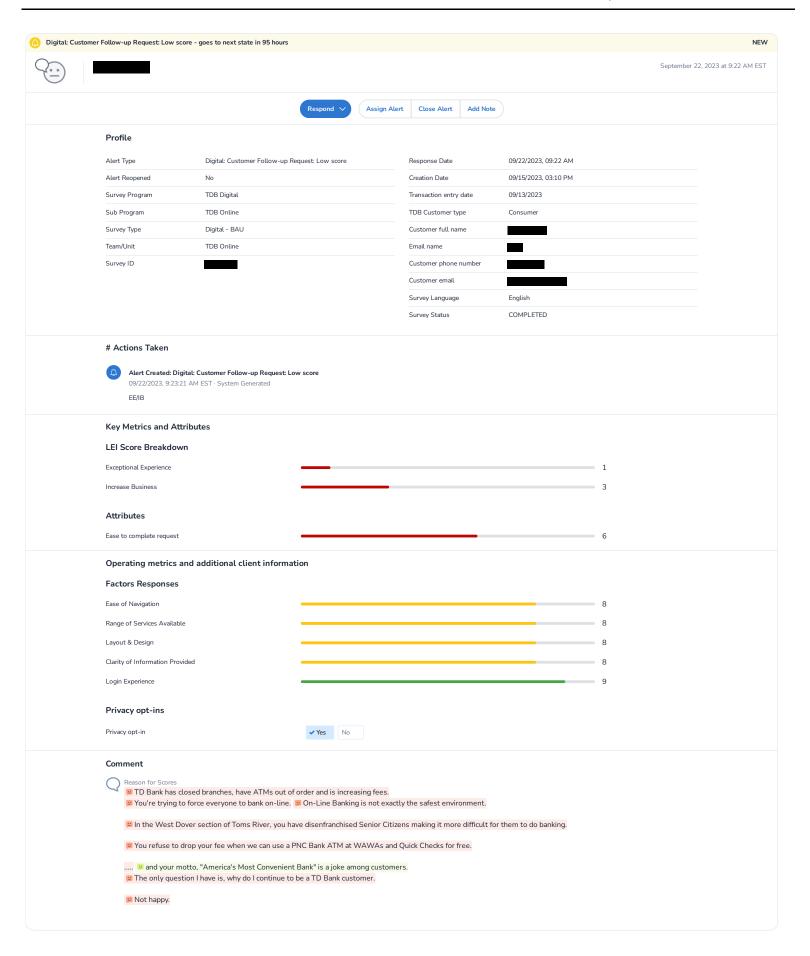
While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank. We'd be happy to discuss them further at your convenience.

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

Sincerely,

TD Bank, America's Most Convenient Bank ®

Internal



From:
To:
Subject: Your TD Bank Survey

**Date:** Thursday, September 28, 2023 5:49:32 PM

Dear

Thank you for your recent communication regarding the consolidation of our Stores located at Toms River area. 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:

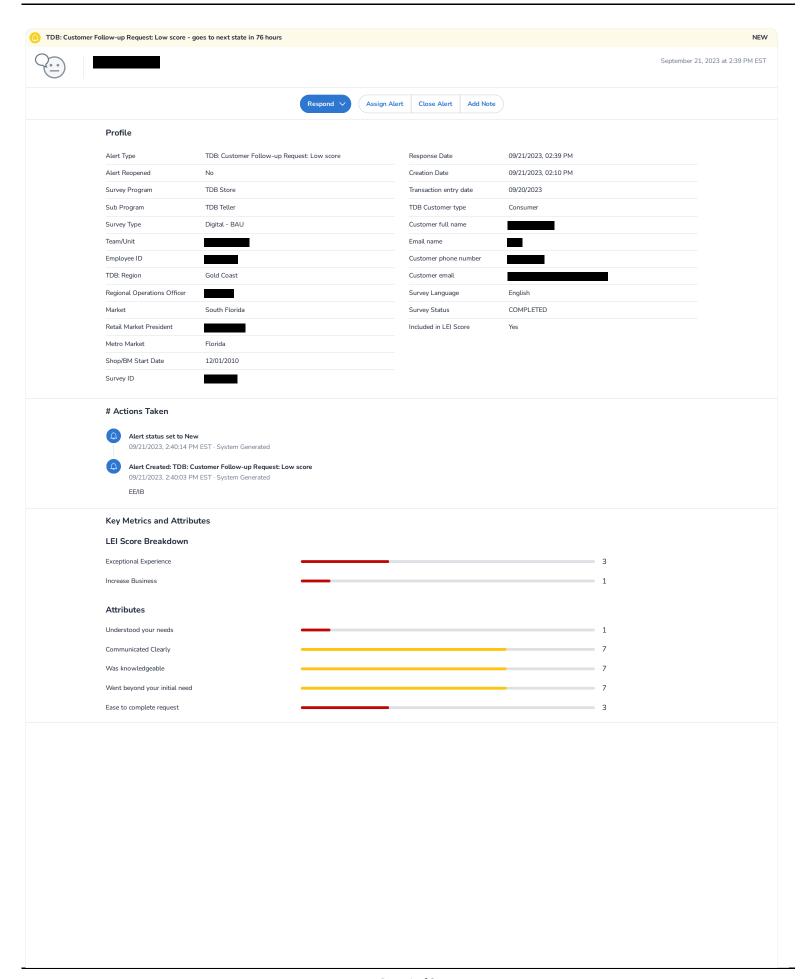
- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24/7

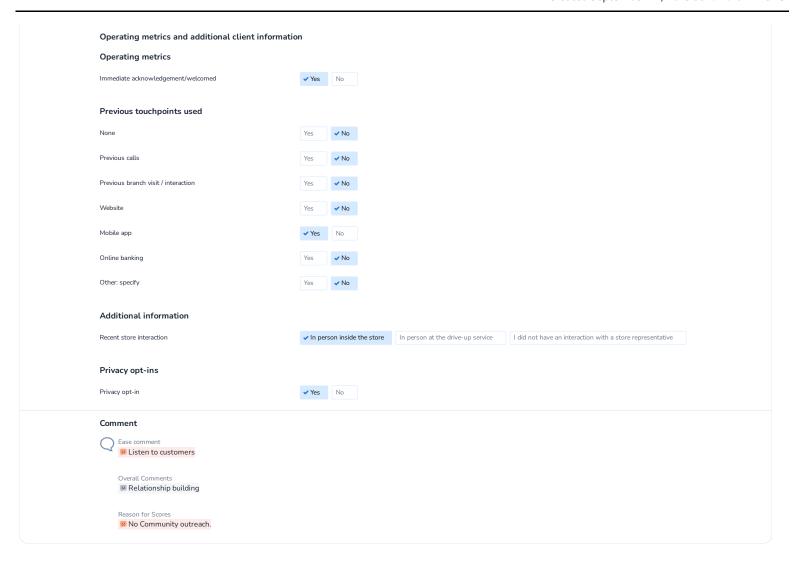
While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank. We'd be happy to discuss them further at your convenience.

Sincerely,

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

Internal





First Contact Date: 9/22/2023
Contact Type: Letter or Email Requesting Contact
Response Type: <b>Verbal</b>
Response Type Detail: <b>Phone Conversation</b>
Resolution Date/Time: 9/26/2023
Resolution Entered By:
Resolution Details:
The SM, spoke with today, 9/26 @ appx 9:00am. The SM, knows very well. is the Recently, the SM sent a link to apply for sponsorship for an event the chamber was hosting and received a reply back that he did not qualify. received the LEI survey at the same time he received his response from TD for sponsorship and since he was very disappointment with the reply from TD Bank, he wanted us to know how he felt.
wanted to ensure that it was noted that the staff at the Tamarac store are great and the survey had nothing to do with his experience with the store.  RMM, about this; however, the SM stated she would discuss with the RMM. also wanted TD to join the Chamber and the SM informed he would speak with the RMM regarding this.

From: Sent:

Friday, October 13, 2023 2:34 PM

To:

Cc:

Subject: FW: T

- Twitter X - Customer Complaint -

Importance:

High

Good Afternoon,

Please see the below Social Media complaint,

Thank you, The Customer does not wish to be contacted.

TD Bank America's Most Convenient Bank

Please forward customer complaint related concerns to Account, AMCB USPC Customer Cares

### Confidential

From:

Sent: Friday, October 13, 2023 2:29 PM



Subject:	- Twitter X - Customer Complaint -
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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	N/A			
Customer Influence				
Account Number	N/A			
Social Channel	Twitter			
Twitter X Handle/Facebook Name				

#### **Store Information**

Store Name & Address	
Market	New York
Market President of Retail	
Retail Market Manager	

#### **Detail Summary**

We were contacted regarding the Customer's frustration with their local TD Bank Store. According to , hours at the Forest Hills/Metropolitan Store have recently been changed to less convenient hours. The Customer also states that the Store's ATM is currently unavailable due to upgrades being made.

The Customer recently had to take cash out at a CVS due to the new hours and lack of ATM access.

As this is the closest Store to them, the Customer feels that the Store hour changes and the ATM outage are ridiculous. They also state that they do not have time to locate another nearby Store or TD ATM

The Customer does not wish to be contacted, but wanted their complaints heard.

## Conversation History

# Public Tweets 10/13/23

8:17 AM

@TDBank\_US so first you change your store hours so you are no longer convenient and now the atm at the closest branch to me is closed for upgrades. Ridiculous

8:19 AM

Good morning, We take your feedback seriously and are happy to discuss with you if you'd like to send us a DM. For your security, please don't include account information.
Direct Messages 10/13/23
9:51 AM
Hello. I am very frustrated with TD Bank these days. First the hours changed and then the local atm at the one branch seems to be down for upgrades. I was unable to take out cash this morning at a local TD bank and ended up having to go to a cvs so I could get cash this morning. I did not have time to find another TD bank with an atm.
TD Routing 9:51 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.
9:54 AM
Hi, Thank you for following up with us to discuss. Would you kindly confirm the Store location in question so we can look into your concerns?
10:00 AM This is the location
on 10110 Metropolitan Ave, Que
40.00
Thank you for confirming. We take your concerns seriously and would like to help resolve them. If you would like to confirm your name as it appears on your account and a phone number you may be reached at, I can escalate this to our Leadership Team. They can review this and follow up with you within 24-48 hours.  We haven't heard back from you yet, but we're here until 11 pm ET if you still need our assistance. Thank you for connecting with TD Bank, U.S. I hope you enjoy your day - Stay safe and take care!
12:45 PM
I do not want to provide my name or email address for this purpose. As a loyal customer to TD bank I had wanted to express my frustrating experience with this atm and the beach hours
TD Routing 12:45 PM
Thank you for contacting TD Bank, America's Most Convenient Bank. For your own security and safety, never send personal or confidential information (account numbers, PIN numbers, usernames, passwords or any other confidential information) through this forum. Please note, we may request contact information in order to further assist you. Conversations may be retained.
12:52 PM
Hey, Even though you do not wish to be contacted, we do take this seriously and can assure you that this is being escalated.

2:11 PM

We have escalate	ed your concerns to o	ur Leadership	Team for	further review,	with
the case number		Thank you!			

TD Bank, America's Most Convenient Bank