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

NEW

Profile

Alert Type	Digital: Customer Follow-up Request: Low score	Response Date	10/08/2024, 09:53 PM
Alert Reopened	No	Creation Date	10/08/2024, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	10/06/2024
Sub Program	TDB Online	TDB Customer type	Consumer
Survey Type	Digital - BAU	Customer full name	[REDACTED]
Team/Unit	TDB Online	Email name	[REDACTED]
Survey ID	[REDACTED]	Customer phone number	[REDACTED]
		Customer email	[REDACTED]
		Survey Language	English
		Survey Status	COMPLETED


Actions Taken


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

10/08/2024, 9:53:39 PM EST · System Generated



EE/IB

Comment

 Overall Comments

 No bank here anymore.no atm

Reason for Scores

 The brick and mortar bank closed.  Can't get cash..no atm

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience	<div><div></div></div>	5
Increase Business	<div><div></div></div>	1

Attributes

Ease to complete request	<div><div></div></div>	8
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Operating metrics and additional client information

Factors Responses

Ease of Navigation	<div><div></div></div>	5
Range of Services Available	<div><div></div></div>	5
Layout & Design	<div><div></div></div>	5
Clarity of Information Provided	<div><div></div></div>	5
Login Experience	<div><div></div></div>	5

Privacy opt-ins

Privacy opt-in	<div><div>Yes</div><div>No</div></div>
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Page 1 of 1

[REDACTED]

From: [REDACTED]
Sent: Thursday, November 7, 2024 9:10 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] -LEI
Follow Up Flag: Follow up
Flag Status: Flagged
Categories: Orange Category

Thank you for your assistance with this matter.

[REDACTED]

TD Bank, America's Most Convenient Bank

[REDACTED]

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

From: [REDACTED]
Sent: Thursday, November 7, 2024 6:46 AM
To: [REDACTED]
Subject: RE: [REDACTED] -LEI

I have been out of the office (PTO)-and just returning today. I have not heard from the customer nor do I have any messages in my inbox that she has reached out.

[REDACTED]

TD Bank, America's Most Convenient Bank

[REDACTED]

From: [REDACTED]
Sent: Wednesday, November 6, 2024 12:54 PM
To: [REDACTED]
Subject: RE: [REDACTED] -LEI

Good Afternoon,

Following up to see if we have an update regarding this case. Please advise.

Thank you,

[REDACTED]
[REDACTED]
TD Bank, America's Most Convenient Bank
[REDACTED]
[REDACTED]

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

From: [REDACTED]

Sent: Monday, November 4, 2024 8:58 AM

To: [REDACTED]
[REDACTED]

Subject: RE: [REDACTED] -LEI

Good Morning,

Do we have an update regarding this case? Please advise.

Thank you,

[REDACTED]
[REDACTED]
TD Bank, America's Most Convenient Bank
[REDACTED]
[REDACTED]

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

From: [REDACTED]

Sent: Thursday, October 10, 2024 2:44 PM

To: [REDACTED]
[REDACTED]

Subject: [REDACTED]

I spoke with [REDACTED] today at 2:30pm. She is currently out of town and does not plan to return until Monday, 10/14.

Her complaint is the permanent closing of our Weaverville location as well as no having the ability to access her account by ATM.

I asked her if she would allow me the opportunity to share with her other ways of banking, such as online banking and mobile banking. She was quick to say she has online banking and utilizes it frequently. However, she wants to be able to get cash. We discussed the option of receiving cash back from purchases made at a grocery store.

I invited her to contact us here at Skyland on Monday and to speak to [REDACTED]. I let her know we will review her account with her to see if there is another account option that will fit her needs best and could possibly eliminate the ATM fees if she maintains the requirements of the account.

She is going to contact [REDACTED] directly on Monday. I provided her the phone number here in Skyland.

She was appreciative of my call today.

Please let me know if you need any additional details.

Thank you,

I have included [REDACTED] on this email so she is in the know regarding [REDACTED].

[REDACTED]
[REDACTED]

TD Bank, America's Most Convenient Bank

[REDACTED]
[REDACTED]

Confidential

From: [REDACTED]

Sent: Wednesday, October 9, 2024 3:14 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: [REDACTED] -LEI

Good Afternoon,

I have attached the LEI for your review and response.

SLA 10/14/24

Please do not remove or change the information in the subject line as it is used for tracking purposes.

Thank you,

[REDACTED]
[REDACTED]

TD Bank, America's Most Convenient Bank

[REDACTED]
[REDACTED]

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

Internal

TDB: Customer Follow-up Request: Low score - goes to next state in 36 hours

NEW

Profile

Alert Type

TDB: Customer Follow-up Request: Low score

Alert Reopened

No

Survey Program

TDB Store

Sub Program

TDB Teller

Survey Type

Digital - BAU

Team/Unit

Employee ID

TDB: Region

Union/Essex

Regional Operations Officer

Market

Central South Jersey

Retail Market President

Metro Market

PA / NJ

Shop/BM Start Date

12/01/2010

Survey ID

Response Date

10/13/2024, 11:46 AM

Creation Date

10/12/2024, 02:10 PM

Transaction entry date

10/11/2024

TDB Customer type

Consumer

Customer full name

Email name

Customer phone number

Customer email

Survey Language

English

Survey Status

COMPLETED

Included in LEI Score

Yes

Actions Taken

Alert status set to New

10/13/2024, 11:47:08 AM EST - System Generated

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

10/13/2024, 11:47:04 AM EST - System Generated

EE/B

Comment

Overall Comments

When you closed the New Providence, NJ you made it much more inconvenient for us to bank with you.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience

8

Increase Business

1

Attributes

Understood your needs

10

Communicated Clearly

10

Was knowledgeable

10

Went beyond your initial need

9

Ease to complete request

9

Page 1 of 2

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®

October 14, 2024

[REDACTED]

Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at New Providence, NJ. 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]

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.

Per our conversation, your local team is ready and here for you! Please feel free to contact me at [REDACTED] with any questions or concerns.

Sincerely,




[REDACTED]

[REDACTED]





Profile

Alert Type	TDB Phone Channel: Customer Follow-Up Request: Low Score	Response Date	10/20/2024, 07:10 AM
Alert Reopened	No	Creation Date	10/19/2024, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	10/18/2024
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	Core	Survey Status	COMPLETED
Call Centre Location	Mt. Laurel	Call Key ID	[REDACTED]
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	03/31/2022		
Survey ID	[REDACTED]		

Actions Taken

- **Alert Assigned**
10/21/2024, 8:02:52 AM EST - [REDACTED]
Assigned to [REDACTED]
- **Alert status set to New**
10/20/2024, 7:11:07 AM EST - System Generated
- **Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
10/20/2024, 7:11:02 AM EST - System Generated
EE/IB

Comment

- Ease comment
 An ATM would make it easier.
- Overall Comments
 We need an ATM in Jaffrey.
- Reason for Scores
 Closing our branch in Jaffrey without Leaving an ATM was not helpful.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience	<div><div></div></div>	4
Increase Business	<div><div></div></div>	1

Attributes

Understood your needs	<div><div></div></div>	3
Communicated Clearly	<div><div></div></div>	3
Was knowledgeable	<div><div></div></div>	3
Went beyond your initial need	<div><div></div></div>	3
Ease to complete request	<div><div></div></div>	2

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

TDB Phone Channel: Customer Follow-Up Request: Low Score - goes to next state in 47 hours - Assigned to Kayla Weathers

IN PROGRESS

Profile

Alert Type	TDB Phone Channel: Customer Follow-Up Request: Low Score	Response Date	10/20/2024, 07:10 AM
Alert Reopened	No	Creation Date	10/19/2024, 02:40 PM
Survey Program	TDB Phone	Transaction entry date	10/18/2024
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	Core	Survey Status	COMPLETED
Call Centre Location	Mt. Laurel	Call Key ID	[REDACTED]
GM	[REDACTED]		
Manager	[REDACTED]		
VP	[REDACTED]		
SVP	[REDACTED]		
Unit Creation Date	03/31/2022		
Survey ID	[REDACTED]		

Actions Taken

Reply Sent: TDB - Unsuccessful Contact Attempt

10/22/2024, 12:51:38 PM EST [REDACTED]

Subject: Thanks for your feedback on TD Bank

Dear [REDACTED]

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

Thank you for speaking up.

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

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

Your trust and satisfaction are important to us.

If you have any questions please feel free to contact me at [REDACTED] Thank you for the opportunity to continue serving your banking needs.

Sincerely,

[REDACTED]

TD Bank, America's Most Convenient Bank

[REDACTED]

Alert Assigned

10/21/2024, 8:02:52 AM EST - [REDACTED]

Assigned to [REDACTED]

Alert status set to New

10/20/2024, 7:11:07 AM EST - System Generated

Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score

10/20/2024, 7:11:02 AM EST - System Generated

EE/IB

View Less

Comment

Ease comment

An ATM would make it easier.

Overall Comments

We need an ATM in Jaffrey.

Reason for Scores

Closing our branch in Jaffrey without leaving an ATM was not helpful.

Page 1 of 2

Key Metrics and Attributes (CLF Team)**LEI Score Breakdown**

Exceptional Experience	<div><div></div></div>	4
Increase Business	<div><div></div></div>	1

Attributes

Understood your needs	<div><div></div></div>	3
Communicated Clearly	<div><div></div></div>	3
Was knowledgeable	<div><div></div></div>	3
Went beyond your initial need	<div><div></div></div>	3
Ease to complete request	<div><div></div></div>	2

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

24-042



[Redacted]

November 2, 2024 at 3:21 PM EST

NEW

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

Alert Type	TDB: Customer Follow-up Request: Low score
Alert Reopened	No
Survey Program	TDB Store
Sub Program	TDB Teller
Survey Type	Digital - BAU
Team/Unit	[Redacted]
Employee ID	[Redacted]
TDB: Region	Coastal Everglades Region
Regional Operations Officer	[Redacted]
Market	South Florida
Retail Market President	[Redacted]
Metro Market	Florida
Shop/BM Start Date	11/05/2021
Survey ID	[Redacted]

Response Date	11/02/2024, 03:21 PM
Creation Date	11/02/2024, 02:10 PM
Transaction entry date	11/01/2024
TDB Customer type	Consumer
Customer full name	[Redacted]
Email name	[Redacted]
Customer phone number	[Redacted]
Customer email	[Redacted]
Survey Language	English
Survey Status	COMPLETED
Included in LEI Score	Yes

Actions Taken



Alert status set to New
11/02/2024, 3:23:38 PM EST · System Generated



Alert Created: TDB: Customer Follow-up Request: Low score
11/02/2024, 3:23:04 PM EST · System Generated
EE/IB

Comment



Ease comment
😊 Bank account was closed efficiently and quickly.

Overall Comments
🗣️ I stopped my relationship with TD Bank even 😊 though I was always happy with the service I received. 😞 Because you closed the branch on 5th Ave in Naples Florida, your bank is no longer convenient for us. 🗣️ We now bank with Bank of America on 5th Ave and [Redacted] on Tamiami Trail North.

😞 I wonder in the back of mind if this relates to the penalties TD received for helping in money laundering?

Reason for Scores
😊 Good service by the service advisor.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience	<div></div>	10
Increase Business	<div></div>	1

Attributes

Understood your needs	<div></div>	10
Communicated Clearly	<div></div>	10
Was knowledgeable	<div></div>	10
Went beyond your initial need	<div></div>	10
Ease to complete request	<div></div>	10



[Redacted]

November 2, 2024 at 3:21 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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November 4, 2024

[REDACTED]

Dear [REDACTED]:

Thank you for your recent communication regarding the consolidation of our Store located at Naples 5th Avenue, Naples Florida. 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,

[REDACTED]

[REDACTED]

South Florida Market - TD Bank, America's Most Convenient Bank
TD Bank "America's Most Convenient Bank"

[REDACTED]

Low EE/IB (No Store Visit) - goes to next state in 40 hours

NEW

November 6, 2024 at 4:26 PM EST

Respond

Close Alert

Add Note

Profile

Alert Type

Low EE/IB (No Store Visit)

Alert Reopened

No

Survey Program

TDB Store

Sub Program

TDB Teller

Survey Type

Digital - BAU

Team/Unit

Employee ID

TDB: Region

Rhode Island/Southeast MA

Regional Operations Officer

Open

Market

Greater Boston & Rhode Island

Retail Market President

Metro Market

New England

Shop/BM Start Date

12/01/2010

Survey ID

Response Date

11/06/2024, 04:26 PM

Creation Date

11/06/2024, 02:10 PM

Transaction entry date

11/05/2024

TDB Customer type

Consumer

Customer full name

Email name

Customer phone number

Customer email

Survey Language

English

TDB Survey Type

0 Store Visit Response

Survey Status

EXCLUDED

Included in LEI Score

No

Actions Taken

Alert status set to New

11/06/2024, 11:30:25 PM EST · System Generated

Alert Created: Low EE/IB (No Store Visit)

11/06/2024, 11:30:13 PM EST · System Generated

Low EE/IB (No Store Visit)

Comment

Ease comment

Taking a payment at a branch is easy and quick.

Getting to a branch is not.

We opened our account because you had a location in town.

Reason for Scores

Your remaining branches near me require me to drive 30 minutes versus 10 for the old location that you closed.

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience

4

Increase Business

1

Attributes

Understood your needs

8

Communicated Clearly

8

Was knowledgeable

8

Went beyond your initial need

8

Ease to complete request

8

Operating metrics and additional client information

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

Page 1 of 1



11/14/2024



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 your experience.

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,

[REDACTED]

[REDACTED]

24-044

TDB: Customer Follow-up Request: Low score - goes to next state in 79 hours

NEW



November 21, 2024 at 5:52 PM EST

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

Alert Type	TDB: Customer Follow-up Request: Low score
Alert Reopened	No
Survey Program	TDB Store
Sub Program	TDB Teller
Survey Type	Digital - BAU
Team/Unit	
Employee ID	
TDB: Region	Midlands Region
Regional Operations Officer	
Market	Carolina
Retail Market President	
Metro Market	Mid-South
Shop/BM Start Date	07/01/2011
Survey ID	

Response Date	11/21/2024, 05:52 PM
Creation Date	11/21/2024, 02:10 PM
Transaction entry date	11/20/2024
TDB Customer type	Consumer
Customer full name	
Email name	
Customer phone number	
Customer email	
Survey Language	English
Survey Status	COMPLETED
Included in LEI Score	Yes

Actions Taken



Alert status set to New
11/21/2024, 5:53:50 PM EST · System Generated



Alert Created: TDB: Customer Follow-up Request: Low score
11/21/2024, 5:53:42 PM EST · System Generated
EE/IB

Comment



Ease comment
The people said they were sad to see me go along with most Camden SC depositors but were helpful closing my accounts ts

Overall Comments
America’s Most Convenient bank is not convenient any longer. Maybe stop spending money on naming ho key arenas and stadiums, and do some other local advertising. It would be money better invested I. Your business model.

Other text
I wanted to drive 2 miles to the bank not 38 in heavy traffic. Your decision to close Camden bank is ****. I would fire the bean counters that are making these decisions.

Reason for Scores
You closed my local branch and expect me to drive 40 minutes each way to bank

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience		1
Increase Business		1

Attributes

Understood your needs		7
Communicated Clearly		7
Was knowledgeable		7
Went beyond your initial need		7
Ease to complete request		10

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

Other text
I wanted to drive 2 miles to the bank not 38 in heavy traffic. Your decision to close Camden bank is ****. I would fire the bean counters that are making these decisions.

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

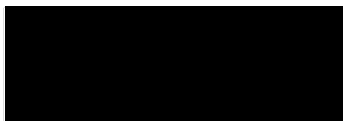
✔ Yes

No

**Bank**

America's Most Convenient Bank®

November 27, 2024



Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 315 E Dekalb Street, Camden, SC 29020. 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, [REDACTED]



TD Bank "America's Most Convenient Bank"

24-045

TDB: Customer Follow-up Request: Low score - goes to next state in 71 hours

NEW



[Redacted]

November 28, 2024 at 10:32 AM EST

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

Alert Type	TDB: Customer Follow-up Request: Low score
Alert Reopened	No
Survey Program	TDB Store
Sub Program	TDB Teller
Survey Type	Digital - BAU
Team/Unit	[Redacted]
Employee ID	[Redacted]
TDB: Region	Bucks/Lehigh/Montgomery
Regional Operations Officer	[Redacted]
Market	PA South Jersey
Retail Market President	[Redacted]
Metro Market	PA / NJ
Shop/BM Start Date	12/01/2010
Survey ID	[Redacted]

Response Date	11/28/2024, 10:32 AM
Creation Date	11/27/2024, 02:10 PM
Transaction entry date	11/26/2024
TDB Customer type	Consumer
Customer full name	[Redacted]
Email name	[Redacted]
Customer phone number	[Redacted]
Customer email	[Redacted]
Survey Language	English
Survey Status	COMPLETED
Included in LEI Score	Yes
Transaction Time	11:23:

Actions Taken



Alert status set to New
11/28/2024, 10:33:35 AM EST · System Generated



Alert Created: TDB: Customer Follow-up Request: Low score
11/28/2024, 10:33:15 AM EST · System Generated
EE/IB

Comment



Ease comment
🗨️ Long lines and only one teller

Overall Comments
🗨️ The closing local branches tells me you may be leaving my area altogether.

Reason for Scores
🗨️ The closing of TD Bank branches in my area is an issue with me. 🗨️ Leaving me with only one to use. 🗨️ This has caused long lines lack of ATM's. 🗨️ After over years of service I now am considering other Banks

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience	<div><div></div></div>	9
Increase Business	<div><div></div></div>	1

Attributes

Understood your needs	<div><div></div></div>	10
Communicated Clearly	<div><div></div></div>	10
Was knowledgeable	<div><div></div></div>	10
Went beyond your initial need	<div><div></div></div>	5
Ease to complete request	<div><div></div></div>	2

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 3, 2024

[REDACTED]

Dear [REDACTED]:

Thank you for your recent communication regarding the consolidation of our Cedar Crest Store located at 1603 N Cedar Crest Blvd., Allentown, PA 18104. 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 (802) 999-5830.

Sincerely,

[REDACTED]

TD Bank "America's Most Convenient Bank"

TDB Wealth: Customer Follow-up Request: Low Score - goes to next state in 29 hours

NEW

December 3, 2024 at 2:59 PM EST

Respond

Close Alert

Add Note

Profile

Alert Type

TDB Wealth: Customer Follow-up Request: Low Score

Alert Reopened

No

Survey Program

US Wealth

Sub Program

TDB High Net Worth (HNW)

Survey Type

Digital - BAU

Team/Unit

Survey ID

Relationship Manager Name

Relationship Manager

Relationship Manager Cost centre

Line of Business

US Wealth-HNW

Response Date

12/03/2024, 02:59 PM

Creation Date

12/03/2024, 02:22 PM

Customer full name

Customer phone number

Customer email

Survey Language

English

Survey Status

COMPLETED

Actions Taken

Alert status set to New

12/03/2024, 3:04:21 PM EST - System Generated

Alert Created: TDB Wealth: Customer Follow-up Request: Low Score

12/03/2024, 3:02:55 PM EST - System Generated

EE/IB

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

Exceptional Experience

3

Increase Business

1

Attributes

Ease to complete request

1

Operating metrics and additional client information

Meeting Frequency

Last meeting

Within the past 6 months

7-12 months ago

1-2 years ago

More than 2 years ago

Have never been contacted by them

Meeting frequency

Annually

Twice a year

Three to four times a year

Other: specify

Other: specify - Meeting Frequency

Who id he or her? Never

Meeting frequency preference

Annually

Twice a year

Three to four times a year

Other: specify

Additional information

Explain solutions

Yes

No

Privacy opt-ins

Yes

No

Page 1 of 1

24-046

RM [REDACTED] spoke with the Customer on 12/4/24. Recap below.

I inherited this account from [REDACTED] who's only note is that the client is a "deposit only client" on 7/10/2023. [REDACTED] said he has never heard from his commercial RM [REDACTED]. This account does not come up on my Tableau lists probably because the client only has two PTC accounts. I updated the details on the clients detail page from the Fidelity system. The client has [REDACTED]

I called the client on his cell number which I found in Fidelity. The client is very upset with TD's recent large fine and the new banking procedure of requiring a PIN number or a drivers license. The client stated that he has been dealing with [REDACTED] the North Penn branch manager for years. [REDACTED] told him that he had to use the new PIN system even though according to [REDACTED] she knows him. In response [REDACTED] moved [REDACTED] of his personal money to his secondary bank. [REDACTED] had a lot of problems using is TD Debit card on vacation where TD turned off his card.

[REDACTED] is very upset that TD was involved in the recent scandal and he feels that TD is taking it out on honest businesses with the new procedures for depositing or withdrawing money. [REDACTED] wants to know who at TD was fired due to the scandal and why the CEO has not resigned. [REDACTED] wants a call back from someone more senior then me he is strongly considering moving the rest of his accounts to another bank and ending his relationship with TD.

RM [REDACTED] 12/6/24 I called [REDACTED] to discuss his concerns. He answered the phone but was in a store and unable to speak. He said he would call me back on Monday.

[REDACTED] spoke with the Customer on 12/10/24. Details below.

Spoke with [REDACTED] at 10am on 12/10/24. I believe this matter to be resolved and the original complaint, as previously documented, had to do with retail policies and procedures around deposits at the teller line and the drive through. My call notes are below:

I introduced myself and my role as Regional Manager for TD Private Client Wealth. The client noted: "When I filled out the survey response form, it had nothing to do with Private Client Wealth just a general customer service response."

We then discussed that the branch has been asking for [REDACTED] ATM card when he goes to make a deposit at teller or drive through. He also gets text message verification. He found this process difficult and frustrating and he even escalated it through the Retail channel up to the RMM [REDACTED] previously. He also noted that the Skippack branch closure impacted him.

[REDACTED] would have liked a courtesy explanation to understand why we're doing that. Through his own research, he determined that he believes the reason we are doing this is to address the AML concerns at the bank.

[REDACTED] has since turned off his ATM card so that he would not have to go through getting asked for that during the process.

I told [REDACTED] that any requests for ATM cards or text message verification requested by the teller or drive through is in line with TD policies and procedures which are in place to protect our customers and TD. I addressed the AML questions by using the talking points. Following this discussion, the client understood that TD is doing what it needs to in order to protect the bank and its customers. He was even complimentary of how a recent fraud issue was handled by another department of the bank.

No further follow up required.