

TDB: Customer Follow-up Request: Low score - goes to next state in 93 hours NEW



[Redacted]

June 20, 2024 at 12:05 PM EST

- Respond ▼
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 06/20/2024, 12:05 PM |
| Alert Reopened | No | Creation Date | 06/19/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 06/18/2024 |
| 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 | Vermont | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | Northern New England | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [Redacted] | | |

Actions Taken

- 🔔 **Alert status set to New**
06/20/2024, 12:07:28 PM EST · System Generated
- 🔔 **Alert Created: TDB: Customer Follow-up Request: Low score**
06/20/2024, 12:06:42 PM EST · System Generated
EE/B

Comment

💬 Ease comment
👤 You could remain in Barton, Vermont, instead of leaving town!

Overall Comments

👍 The Howard Bank provided the mortgage for our home in 1991, and we stayed through changes with Bank North and TD; 👎 however, it's inexcusable that you are leaving Barton, Vermont in the lurch now.

Reason for Scores

👍 It was a good experience, not exceptional in light of the sadness about TD Bank leaving Barton, Vermont.

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



From: [Redacted]
Sent: Wednesday, June 26, 2024 7:27 AM
To: [Redacted]
Subject: Your TD Bank Survey

Dear [Redacted]:

Thank you for your recent communication regarding the consolidation of our Store located at Barton. 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 Williston store at [Redacted].

Sincerely,

[Redacted signature]

TD Bank, America's Most Convenient Bank®

[Redacted contact information]

Internal

TDB: Customer Follow-up Request: Low score - goes to next state in 38 hours NEW



[Redacted]

June 29, 2024 at 7:17 AM EST

- Respond ▾
- Assign to me
- Assign Alert
- Close Alert
- Add Note

Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 06/29/2024, 07:17 AM |
| Alert Reopened | No | Creation Date | 06/28/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 06/27/2024 |
| 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 | Coastal Everglades Region | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | South Florida | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | Florida | | |
| Shop/BM Start Date | 10/01/2015 | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
06/29/2024, 7:18:07 AM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
06/29/2024, 7:18:02 AM EST - System Generated
EE/B

Comment

Overall Comments

🗨️ Unfortunately, I found out that this branch will be closed in August. 🗨️ We chose this branch due to its location close on 5th Ave. The closest branch for us will now be further away than our other bank we deal with [Redacted] 🗨️ This makes it no longer convenient to bank at TD and we will be forced to move all of our business to [Redacted] and/or start a new relationship with the National Bank of Canada that has opened up on 5th Ave.

Reason for Scores

🗨️ The branch teller and branch manager make banking so easy at this branch. 🗨️ They are always so helpful. 🗨️ Also, the branch is in such a convenient location on 5th Ave.

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



America's Most Convenient Bank®

July 1, 2024

[Redacted]

Re: TD Bank – Naples Store

Dear [Redacted]:

Thank you for your recent communication regarding the consolidation of our Store located at 375 5th Avenue South, Naples, Florida. We appreciate the time that you have 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; however, we 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 cannot replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank. We would be happy to discuss them further at your convenience.

The local team is ready and here for you! Please feel free to reach out to our Naples Main store located at 3906 Tamiami Trail North, Naples Florida so that we can personalize solutions regarding your banking needs. The phone number for this store is [Redacted].

Sincerely,

[Redacted]

[Redacted]

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

[Redacted]

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




[REDACTED]
July 2, 2024 at 8:20 AM EST

- Respond ▼
Assign to me
Assign Alert
Close Alert
Add Note


Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/02/2024, 08:20 AM |
| Alert Reopened | No | Creation Date | 06/28/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 06/27/2024 |
| 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 | Rhode Island/Southeast MA | Customer email | [REDACTED] |
| Regional Operations Officer | [REDACTED] | Survey Language | English |
| Market | Greater Boston & Rhode Island | Survey Status | COMPLETED |
| Retail Market President | Open-Greater Boston & Rhode Island | Included in LEI Score | Yes |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- 
Alert status set to New
 07/02/2024, 8:21:18 AM EST - System Generated
- 
Alert Created: TDB: Customer Follow-up Request: Low score
 07/02/2024, 8:21:11 AM EST - System Generated
 EE/B

Comment

 Overall Comments
 Being a stockholder for over 20 years I wanted to reopen accounts at TD last year after my bank moved out of Bourne Ma , now your closing the Bourne branch which seems unreasonable after visiting other branches .

Reason for Scores
 great customer service

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

[Redacted]

From: [Redacted]
Sent: Friday, July 12, 2024 12:17 PM
To: [Redacted]
Subject: TD Bank Survey Concerns

Dear [Redacted],

Thank you for your recent communication regarding the consolidation of our Store located at Bourne, MA. We appreciate the time you've taken to express concern with our decision to close this location. At TD Bank, we strive to consistently deliver legendary Customer experiences. In this instance, we fell short of your expectations.

We know that these types of changes are never easy, but want to reassure you that the team of banking professionals at your new bank location is committed to delivering the same legendary Customer experiences that you have come to expect from TD Bank. We truly value your relationship and have some convenient alternatives for you to consider, enabling you to bank at your convenience:

- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24 hours/day 7 days/week [Redacted]
- And, a vast network of ATMs While electronic banking services can't replace familiar, smiling faces, we believe these options can complement your personal visits to TD Bank and would be happy to discuss them further at your convenience. We want to make this transition as easy as possible for you. If you have any questions, please don't hesitate to call us at [Redacted].

Sincerely,

[Redacted Signature]

TD Bank, America's Most Convenient Bank



Internal

24-024

TDB: Customer Follow-up Request: Low score - goes to next state in 33 hours

NEW



July 12, 2024 at 9:21 PM EST

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/12/2024, 09:21 PM |
| Alert Reopened | No | Creation Date | 07/11/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 07/10/2024 |
| 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 | Vermont | Survey Language | English |
| Regional Operations Officer | [REDACTED] | Survey Status | COMPLETED |
| Market | Northern New England | Included in LEI Score | Yes |
| Retail Market President | [REDACTED] | | |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [REDACTED] | | |

Actions Taken

- Alert status set to New**
07/12/2024, 9:22:23 PM EST - System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
07/12/2024, 9:22:16 PM EST - System Generated
EE/IB

Comment

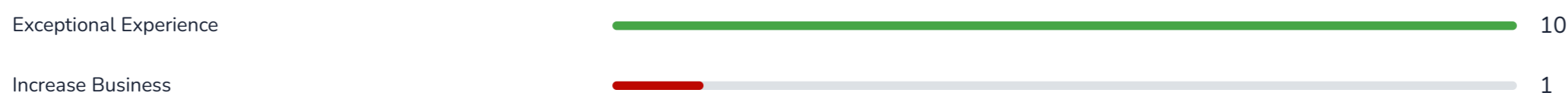
Ease comment
 Keep the branch in Barton open.

Overall Comments
 Reopen the branch in Barton and I will reopen my TD bank account and move my money back to TD Bank.

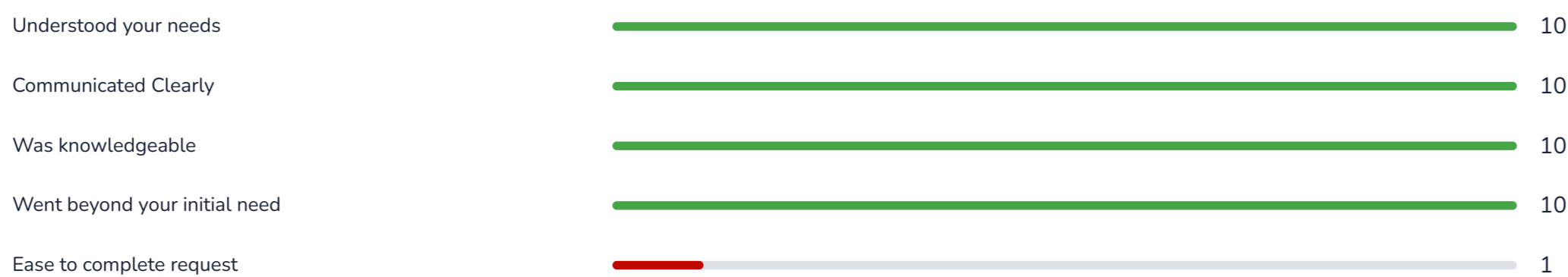
Reason for Scores
 The staff of the Barton Branch has always been exceptional - friendly, welcoming, professional, efficient, and helpful. It is a shame that you are closing the Barton Branch. It is the only reason that I am closing my TDBank Account which I have had and valued for many years.

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®

July 17, 2024



Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Store located at 424 Main Street in Barton, 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 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"

24-025



[Redacted]

July 13, 2024 at 7:58 PM EST

NEW

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/13/2024, 07:58 PM |
| Alert Reopened | No | Creation Date | 07/13/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 07/12/2024 |
| 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 | North/Bergen | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | North New Jersey | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | New York | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
07/13/2024, 7:59:20 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
07/13/2024, 7:59:08 PM EST · System Generated
EE/IB

Comment

Overall Comments
 TD is closing the Washingtonville NY branch making it extremely difficult for me to bank with you! Thanks for nothing TD bank!

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown

| | | |
|------------------------|--|---|
| Exceptional Experience | <div style="width: 80%;"><div style="width: 80%;"></div></div> | 4 |
| Increase Business | <div style="width: 20%;"><div style="width: 20%;"></div></div> | 1 |

Attributes

| | | |
|-------------------------------|--|---|
| Understood your needs | <div style="width: 100%;"><div style="width: 100%;"></div></div> | 5 |
| Communicated Clearly | <div style="width: 100%;"><div style="width: 100%;"></div></div> | 5 |
| Was knowledgeable | <div style="width: 100%;"><div style="width: 100%;"></div></div> | 5 |
| Went beyond your initial need | <div style="width: 100%;"><div style="width: 100%;"></div></div> | 5 |
| Ease to complete request | <div style="width: 80%;"><div style="width: 80%;"></div></div> | 4 |



Robert Padluck

July 13, 2024 at 7:58 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 |
|--------------------------|--|--|--|

Privacy opt-ins

| | | |
|----------------|---|-----------------------------|
| Privacy opt-in | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
|----------------|---|-----------------------------|

**Bank**

America's Most Convenient Bank®

August 6, 2024



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 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"

TDB: Customer Follow-up Request: Low score - goes to next state in 93 hours NEW



[Redacted]

July 19, 2024 at 10:06 AM EST

[Close Alert](#) [Add Note](#)

Profile

| | | | |
|-----------------------------|---|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 07/19/2024, 10:06 AM |
| Alert Reopened | No | Creation Date | 07/18/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 07/17/2024 |
| 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 | Central MA | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | Central/Western Massachusetts & Connecticut | Survey Status | COMPLETED |
| Retail Market President | [Redacted] | Included in LEI Score | Yes |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert status set to New**
07/19/2024, 10:06:57 AM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
07/19/2024, 10:06:45 AM EST · System Generated
EE/B

Comment

Ease comment
 Re-open the South Hadley branch

Overall Comments

Let's face it - the Willimansett branch is a dump in a lousy neighbourhood. Why else would you need to have a full time cop on duty? You screwed up closing South Hadley. You should've closed Willimansett instead!

Reason for Scores

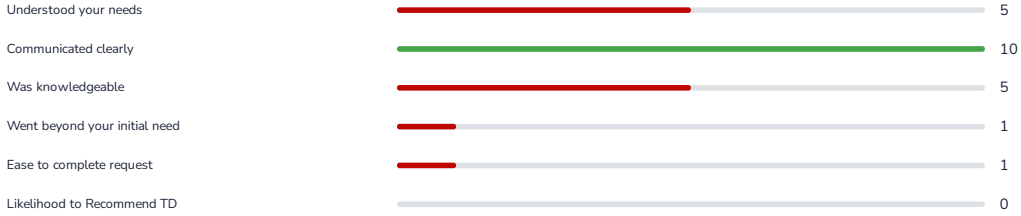
I am angry that I now have to go all the way to Willimansett to deposit a check now that you've closed the South Hadley branch. The Willimansett branch is oppressive and unhappy compared to South Hadley. I am seriously considering dumping TD.

Key Metrics and Attributes

LEI Score Breakdown



Attributes



Advice Attributes

Customer Received Advice Yes No

Closed Loop

Closed Loop

Yes – Please call me at this number: [=e_td_tdb_phone_number_txt]
 Yes – Please call me at this number: [=e_td_tdct_single_phone_txt] Yes – Please call me at the following number:
 No – Please don't call me

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



Bank

America's Most Convenient Bank®

7/24/2024

[REDACTED]

Dear [REDACTED]

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

Please note that we also have the 693 Memorial Dr Chicopee, MA TD Bank for 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]



America's Most Convenient Bank®

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

[REDACTED]

From: [REDACTED]
Sent: Monday, July 29, 2024 10:15 AM
To: [REDACTED]
Subject: Fw: Branch 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

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Sunday, July 28, 2024 at 11:02:29 PM EDT
Subject: Branch Closing

I am shocked to learn about the S Hadley Branch closure.....now you are America's Most INCONVIENENT Bank...

I called recently to ask WHY WAS YOUR DRIVE THROUGH ATM BOARDED UP?? AND was told that was all done with and that was "Temporary" and the branch office was remaing open....which was A BIG SHAM...because I was lied to and misled.

Now I find these shut downs are due to "internal problems" such as laundered money supporting sales of drugs "Fentanyl"
NOW DO YOU THINK I AM GOING TO KEEP MY BANKING BUSINESS WITH TD BANK AND JUST GO TO ANOTHER BRANCH??? WELL WHERE WOULD I GET THE CONFIDENCE TO DO THAT???

This is all terrible I am an 80 year old senior with a lot of problems and this one more issue is all I need.

I think you should close ALL TD banks and give it up. Let your patrons find another Bank



Bank

America's Most Convenient Bank®

August 1, 2024

[Redacted]

Dear [Redacted]:

Thank you for your recent communication regarding the consolidation of our Store located at 460 Newton St South Hadley, 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 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 Chicopee Memorial Dr. 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]

TD Bank "America's Most Convenient Bank"

24-028

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

NEW



[Redacted]

August 3, 2024 at 4:53 PM EST

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

| | | | |
|-----------------------------|--|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 08/03/2024, 04:53 PM |
| Alert Reopened | No | Creation Date | 07/30/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 07/29/2024 |
| 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 | Rhode Island/Southeast MA | Customer email | [Redacted] |
| Regional Operations Officer | [Redacted] | Survey Language | English |
| Market | Greater Boston & Rhode Island | Survey Status | COMPLETED |
| Retail Market President | Open-Greater Boston & Rhode Island | Included in LEI Score | Yes |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [Redacted] | | |

Actions Taken

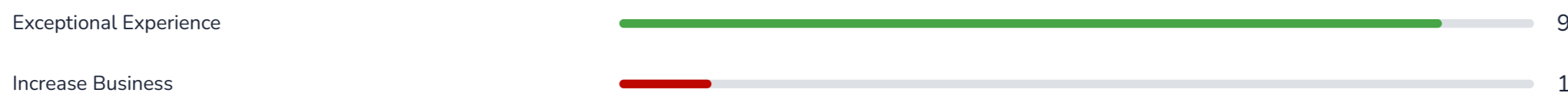
- Alert status set to New**
08/03/2024, 4:54:14 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/03/2024, 4:54:07 PM EST · System Generated
EE/IB

Comment

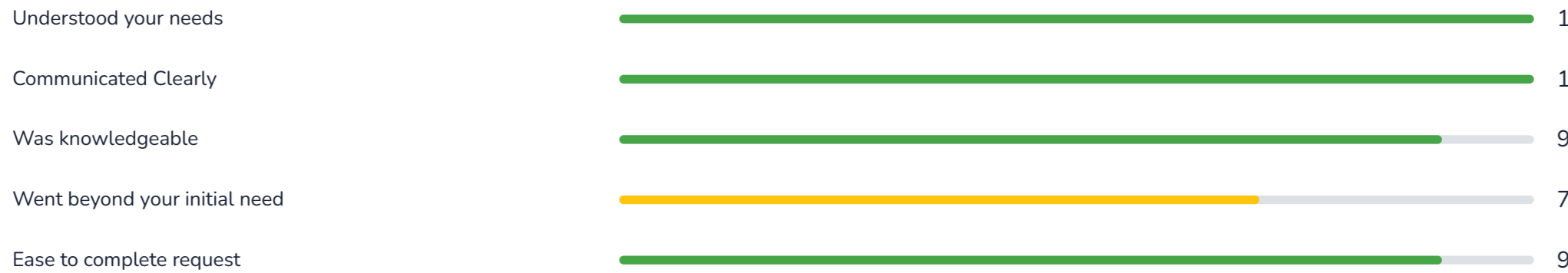
- Overall Comments
- Like the service.
 - Will miss the branch in Pocasset
- Reason for Scores
- Hours and friendly staff. No lines either

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®

August 8, 2024

[Redacted]

Dear [Redacted]

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

24-029

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

NEW



August 5, 2024 at 5:15 PM EST

Respond

Assign to me

Assign Alert

Close Alert

Add Note

Profile

| | | | |
|-----------------------------|---|------------------------|----------------------|
| Alert Type | TDB: Customer Follow-up Request: Low score | Response Date | 08/05/2024, 05:15 PM |
| Alert Reopened | No | Creation Date | 08/05/2024, 02:10 PM |
| Survey Program | TDB Store | Transaction entry date | 08/04/2024 |
| Sub Program | TDB CSR | 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 | Connecticut South | Customer email | [REDACTED] |
| Regional Operations Officer | [REDACTED] | Survey Language | English |
| Market | Central/Western Massachusetts & Connecticut | Survey Status | COMPLETED |
| Retail Market President | [REDACTED] | Included in LEI Score | Yes |
| Metro Market | New England | | |
| Shop/BM Start Date | 12/01/2010 | | |
| Survey ID | [REDACTED] | | |

Actions Taken

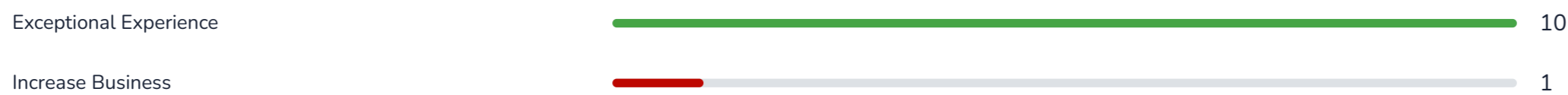
- Alert status set to New**
08/05/2024, 5:16:25 PM EST · System Generated
- Alert Created: TDB: Customer Follow-up Request: Low score**
08/05/2024, 5:16:17 PM EST · System Generated
EE/IB

Comment

- Ease comment
 Keep Wallingford center OPEN
- Overall Comments
 If Wallingford center closes I will move to another bank
- Other text
 Northe Wallingford store ignored me !!
- Reason for Scores
 Wallingford center is GREAT!

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Immediate acknowledgement/welcome Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Other: specify Yes No

Other text
Northe Wallingford store ignored me !!

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®

August 9, 2024



Dear [REDACTED]

Thank you for your recent communication regarding the consolidation of our Wallingford-Downtown located at Wallingford, N 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 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"

TDB Phone Channel: Customer Follow-Up Request: Low Score - goes to next state in 25 hours - Assigned to Ryan Ruff NEW



[Redacted Customer Name]

August 5, 2024 at 7:07 PM EST

- Respond ▾
- Reassign Alert
- Close Alert
- Add Note

Profile

| | | | |
|----------------------|--|------------------------|----------------------|
| Alert Type | TDB Phone Channel: Customer Follow-Up Request: Low Score | Response Date | 08/05/2024, 07:07 PM |
| Alert Reopened | No | Creation Date | 08/05/2024, 02:40 PM |
| Survey Program | TDB Phone | Transaction entry date | 08/03/2024 |
| 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 | Auburn | Call Key ID | [Redacted] |
| GM | [Redacted] | | |
| Manager | [Redacted] | | |
| VP | [Redacted] | | |
| SVP | [Redacted] | | |
| Unit Creation Date | 06/30/2020 | | |
| Survey ID | [Redacted] | | |

Actions Taken

- Alert Assigned**
08/06/2024, 10:37:50 AM EST [Redacted]
Assigned to [Redacted]
- Alert status set to New**
08/05/2024, 7:08:29 PM EST - System Generated
- Alert Created: TDB Phone Channel: Customer Follow-Up Request: Low Score**
08/05/2024, 7:08:17 PM EST - System Generated
EE/IB

Comment

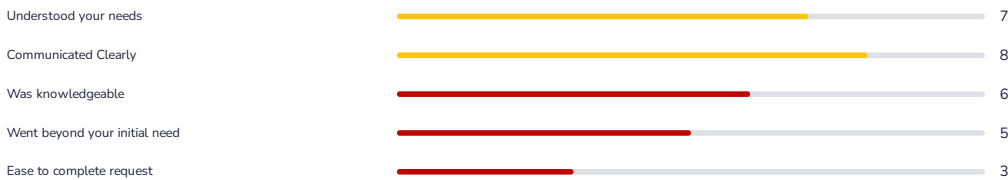
Reason for Scores
 🗨️ They closed all the td bank near us .now we can't find a single atm that take our card and need to pay fee. 🗨️ I'm fed up we're in the process to change bank . 🗨️ at least you should avoid ATM fee

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

ATM (automated teller machine) Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Online chat Yes No

Other: specify Yes No

Privacy opt-ins

Call Linking and Privacy Opt-in Yes No



[Redacted]

August 5, 2024 at 7:07 PM EST

Respond

Reassign Alert

Close Alert

Add Note

Profile

| | | | |
|----------------------|--|------------------------|----------------------|
| Alert Type | TDB Phone Channel: Customer Follow-Up Request: Low Score | Response Date | 08/05/2024, 07:07 PM |
| Alert Reopened | No | Creation Date | 08/05/2024, 02:40 PM |
| Survey Program | TDB Phone | Transaction entry date | 08/03/2024 |
| 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 | Auburn | Call Key ID | [Redacted] |
| GM | [Redacted] | | |
| Manager | [Redacted] | | |
| VP | [Redacted] | | |
| SVP | [Redacted] | | |
| Unit Creation Date | 06/30/2020 | | |
| Survey ID | [Redacted] | | |

Actions Taken



Reply Sent: TDB - Unsuccessful Contact Attempt

08/09/2024, 10:12:55 AM EST [Redacted]

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 Signature]



Alert Escalated

08/08/2024, 7:26:04 PM EST · System Generated



Alert Overdue

08/07/2024, 7:25:46 PM EST · System Generated



Alert Assigned

08/06/2024, 10:37:50 AM EST [Redacted]

Assigned to [Redacted]



Alert status set to New

08/05/2024, 7:08:29 PM EST · System Generated



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

08/05/2024, 7:08:17 PM EST · System Generated

EE/IB

View Less

Comment



Reason for Scores

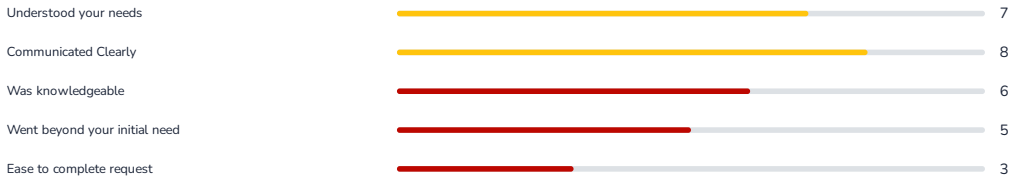
They closed all the td bank near us .now we can't find a single atm that take our card and need to pay fee. I'm fed up we're in the process to change bank . at least you should avoid ATM fee

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Operating metrics

Reason for call resolved Yes No

Previous touchpoints used

None Yes No

Previous calls Yes No

Previous branch visit / interaction Yes No

ATM (automated teller machine) Yes No

Website Yes No

Mobile app Yes No

Online banking Yes No

Online chat Yes No

Other: specify Yes No

Privacy opt-ins

Call Linking and Privacy Opt-in Yes No