24-006 Dear TD/Custoner Expense Dept 4/13/24 Homi Ha JaB Branch. Une been goigt this branch aprior to the Ewing Branch J enus , uce you closed my feryfor LJ 31 Branch.

In wish I've been sony to years as el

lord, i

Less Chan 5 Hins away & was very cortent fune as I had a con account back the my enjois unfoutely wish I am Now penantly disablel so I have ald of restarction from my becalit unfortenally I fully miss the brank in 143/ as year I Stanful gory to the Ewing NJ a clso @ the dunk up, 50 after a few visits the ofwait to get my transaction out I 'me fore to the OB brank now I have to depend on my his band to take me as I do not dame the highways anyone & if Igo the back Local Local such as it habs me about 22 mins to get Huped back if Igo mipelful tuly 15 an incourse: I post wanted for

Let you know this as I tuly love banking at TD Bank been a custome Since 2013 but I just delht appearate you closul the branch Closest to the Mr I had to locate 250B as Dred you branches harlang Laye buses albitable until after lover a year & lues pet or away Aist Tor Hat, Then I Hoult relocate to ano the bank all my 38 B. Hims & that Look awhite to finel a Lage band that have me plus I Houl & open an accourt on top of Host. To I pust Warted to Let you throw all of His. Daw at the OB Brand you have a wordeful I taiff house there One Alor macine & pupe set And HWAIG Here His is a Very les busy branch it sure can use another Lobby interce Debre machine & ne af the due the as well as it would July lasy up Hesis at the Letter line. Ihn the patien you always have to Wast as you my hade 3 platform enployed & Lots of onply dest Hycan sing use ano, the peise a funces thealways busy & pople always

way to get the help they need a Heplatfor . Yest wastal & Is ben wond to unto des Lette For Culite but I boul alot nony back Lately. If Usean for yuchad wild be feat if not I Huly undertand as you don't need to leave from a non-High-Bollow Custoner Mark yet for taky He dre torend tel Letter Horas Great Day & Wordeful week alex PS. The Staff @ OB IS wonderful & they do an exceptorel for there & customer Sewice is Outstandy May cant Help There short - handled that first Wantal to Send yearny export



4.15.24



Dear :

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

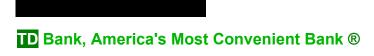
We truly value your relationship and have some convenient alternatives for you to consider:

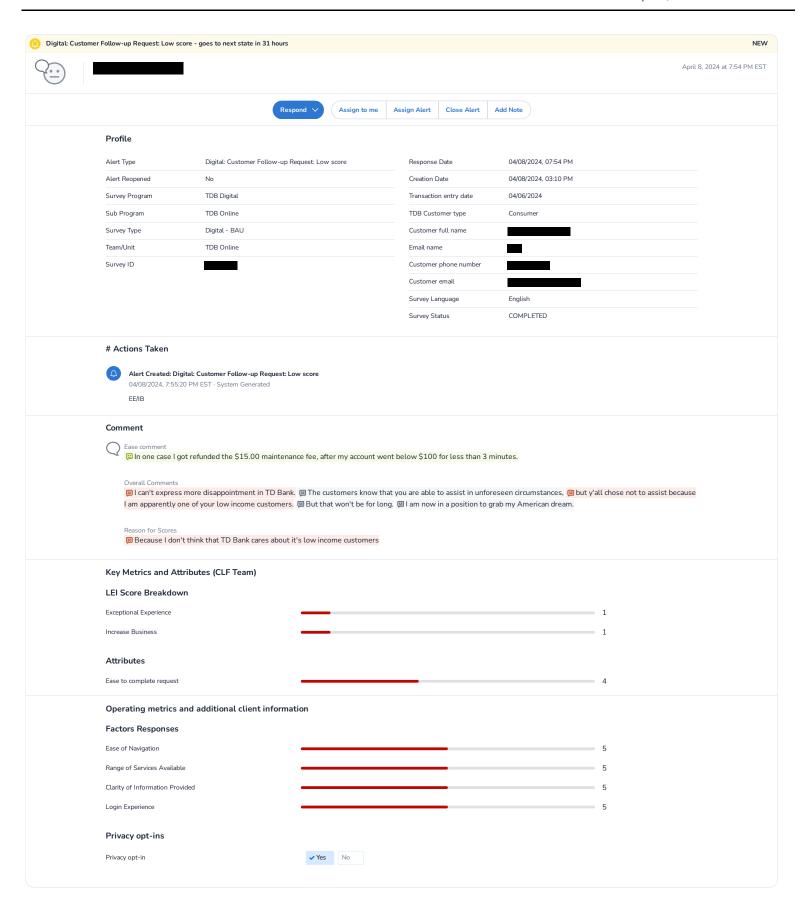
- Our new and improved Online Banking Site (TD Bank.com)
- Enhanced mobile banking and remote deposit capture services
- Our friendly Contact Center Team available 24/7

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.

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,





## spoke to the customer.

was able to speak with at 12:47pm. The client stated she had some challenges with having funds refunded as she was a victim of fraud back in December. The client share she sent a Zelle to an individual she thought was a representative of ConEd. The rep had contacted her to let her know her electricity was up for disconnection. She panic, and sent the funds over. After the cash was sent she realized that it was fraudulent, she contacted customer service to let the bank know, however it took over an hour for someone to assist her with the issue. She stated she provided the proper documentation and even got a police report, however her claim was still denied. She was very frustrated with the process as she was expecting her bank to assist her a little better. She does take responsibility for sending the funds, she now understands the process. I empathized with the client, we went over some best practices when using Zelle and how to identify potential fraud. The client was appreciative of me calling and thanked me for sharing some tips with her. She advised the next time she is in the store she will introduce herself. " assured the customer that TD Bank is committed to offering our products and services in a fair and equitable manner and in compliance with all laws and regulations that protect consumers and that she will retain her complaint.

March 12, 2024	
TD Bank	!
	: :
To whom it may concern:	
We recently received a notice from are closing our branch office in Westtown, PA. The notice further describes where we can bank. Keeping in mind that TD prides itself on being "America Bank", this motto is an oxymoron for 2 reasons. First, we have a home in We to get to your other suggested locations, with traffic as it is in those areas, very 20 minutes to get there. Secondly, we have a home on the west coast of Floritavel 45 minutes to get to a TD branch there.	the other locations a's Most Convenient esttown, PA. For us we will have to travel
We are legacy customers of TD. We started out with Freedom Valley, which which became TD. We have stayed loyal to TD but it appears TD is not loyal are also "Private Wealth Management' clients. I use this term in quotes since existent.	to its customers. We
We are extremely upset with TD and believe TD does not care about its cust reopened the Exton, PA branch and my hope is that you reconsider opening branch. To add insult to injury, you are making valued employees re apply for	the Westtown
My contact information is:	:
Thank you for taking the time to read my letter.	· · · · · · · · · · · · · · · · · · ·
Sincerely,	



April 11, 2024

Dear :

Thank you for your recent communication regarding the consolidation of our Store located at 1159 Wilmington Pike, West Chester, PA 19382. 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
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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,

