

Dear TD / Customer Expense Dept. 4/13/24

Hi I am writing to you regarding your Hamilton / QB Branch. I've been going to this branch & prior to the Ewing Branch closing since you closed my Perkyer H 31 Branch. I wish I've been going to you as I lived in [REDACTED]. That branch was less than 5 mins away & was very convenient for me as I had a car accident back in 2010 & cannot drive to far due to my injuries unfortunately wish I am now permanently disabled so I have alot of restrictions from my accident unfortunately. I truly miss the branch on the 31 as that I started going to the Ewing NJ branch was crazy busy there inside & also @ the drive up. So after a few visits due of worry to get my transactions out I've gone to the QB branch now I have to depend on my husband to take me as I do not drive the highways anymore & if I go the back local roads it's alot of wear & tear on my back & such as it takes me about 22 mins to get there back ^{22 mins} if I go myself it takes 15 an excuse. I just wanted to

Let you know this as I truly love banking
 at TD Bank been a customer
 since 2013 but I just didn't
 appreciate you closed the branch
 closest to me then I had to locate
 a SDB as one of your branches
 haul any large buses available until
 after one a year & I was put on a waiting
 list for that. Then I had to relocate
 to another bank all my SDB items & that
 took awhile to find a large bank that had
 me plus I had to open an account on top
 of that. So I just wanted to let you
 know all of this. Now at the DB Branch
 you have a wonderful staff however the
 one thing there because you only have
 one ATM machine & people get
 tired of waiting there this is a very busy
 busy branch it sure can use another
 lobby intake ATM machine & one at
 the drive thru as well as it could
 fully ease up the lines at the teller line.
 Then the platform you always have to
 wait as you only have 3 platform
 employees & lots of empty desks they can
 only use another person a few as
 the always busy & people always

wanting to get the help they need on the platform. I just wanted to let you know of these concerns as I've been wanting to write you a letter for awhile but I have alot on my back lately. If I hear from you that would be great if not I truly understand as you don't need to hear from a non-high-dollar customer. Thank you for taking the time to read this letter & have a Great Day & Wonderful week ahead.

Sincerely



PS. The staff @ QB is wonderful & they do an exceptional job there & customer service is outstanding. They can't help there short-handed that's just wanted to send you my input.



Bank

America's Most Convenient Bank®

4.15.24

[Redacted]

Dear [Redacted]:

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 [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.

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]

TD Bank, America's Most Convenient Bank®

Digital: Customer Follow-up Request: Low score - goes to next state in 31 hours NEW



[Redacted]

April 8, 2024 at 7:54 PM EST

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

Profile

Alert Type	Digital: Customer Follow-up Request: Low score	Response Date	04/08/2024, 07:54 PM
Alert Reopened	No	Creation Date	04/08/2024, 03:10 PM
Survey Program	TDB Digital	Transaction entry date	04/06/2024
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**
04/08/2024, 7:55:20 PM EST · System Generated
EE/IB

Comment

Ease comment
🗨️ In one case I got refunded the \$15.00 maintenance fee, after my account went below \$100 for less than 3 minutes.

Overall Comments
🗨️ I can't express more disappointment in TD Bank. 🗨️ The customers know that you are able to assist in unforeseen circumstances, 🗨️ but y'all chose not to assist because I am apparently one of your low income customers. 🗨️ But that won't be for long. 🗨️ I am now in a position to grab my American dream.

Reason for Scores
🗨️ Because I don't think that TD Bank cares about it's low income customers

Key Metrics and Attributes (CLF Team)

LEI Score Breakdown



Attributes



Operating metrics and additional client information

Factors Responses



Privacy opt-ins

Privacy opt-in Yes No

24-007

[REDACTED] spoke to the customer.

[REDACTED] was able to speak with [REDACTED] 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. "

[REDACTED] 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

[REDACTED]

To whom it may concern:

We recently received a notice from [REDACTED], TD retail Marketing President, that you are closing our branch office in Westtown, PA. The notice further describes the other locations where we can bank. Keeping in mind that TD prides itself on being "America's Most Convenient Bank", this motto is an oxymoron for 2 reasons. First, we have a home in Westtown, PA. For us to get to your other suggested locations, with traffic as it is in those areas, we will have to travel 20 minutes to get there. Secondly, we have a home on the west coast of Florida. We have to travel 45 minutes to get to a TD branch there.

We are legacy customers of TD. We started out with Freedom Valley, which became Commerce, which became TD. We have stayed loyal to TD but it appears TD is not loyal to its customers. We are also "Private Wealth Management" clients. I use this term in quotes since that service is not existent.

We are extremely upset with TD and believe TD does not care about its customers. You reopened the Exton, PA branch and my hope is that you reconsider opening the Westtown branch. To add insult to injury, you are making valued employees re apply for their positions.

My contact information is: [REDACTED]

Thank you for taking the time to read my letter.

Sincerely,

[REDACTED]



Bank

America's Most Convenient Bank®

April 11, 2024

Dear [REDACTED]:

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)
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- 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.

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]

TD Bank, America's Most Convenient Bank ®