

Title	Customer Name	State of Complaint	Date the complaint was received	Mandatory Resolution Date	Area of Responsibility	Product Involved	Description of Complaint	Steps taken to address complaint	ComplaintOriginator	Responsibility Assigned	Supervisor	TeamLeader	Created
08/01/2023 ██████████ 488-Deposit Accounts	██████████	Addressed (Reviewed and Deferred)	8/1/2023	8/16/2023	Call Center	Deposit Accounts	<p>██████████ was upset about the 'FBI interrogation' he received in the call center. He initially called for ██████████ and ██████████ asked him for the RSA confirmation. He complained that we were asking too many questions and hung up without receiving his information. He sent an email to the contact us complaining that we were trying to be a big bank, and that we should stop trying to be a big bank.</p>	<p>I called ██████████. He made it clear his problem wasn't with ██████████ specifically but a culmination of different aspects of the banking experience. He is not happy that the branches are no longer open until 5, and feels that the call center asks too many questions, and that we no longer have the VRU available 24/7. He said we're trying to be Chase bank. I listened to him and explained that we had reasons for making those changes, and that we have to protect his account from fraud and people trying to gain access. He asked me to finish what he had originally called about, which was that he received a wire on 7/28. I was able to confirm he received that.</p> <p>██████████'s comments: this is the second complaint by ██████████. I spoke with him last week and submitted a complaint about our change of hours and lack of VRU.</p>	██████████	██████████	██████████@fairfieldcountybank.com	m	8/1/2023 9:33
07/27/2023 ██████████ 486-ATM	██████████	Addressed (Reviewed and Deferred)	7/27/2023	8/11/2023	Call Center	ATM	<p>customer wanted to use the branch, not ATM or OLB. He was upset that our offices are closed at 4:00, and we do not offer telephone banking any more... "stupid idea" and it's an inconvenience to not be more accessible to our customers</p>	<p>listened to the customer, and acknowledge his concerns. I told him I would report his disappointment</p>	██████████	██████████	██████████@fairfieldcountybank.com	m	7/27/2023 16:27