

Branch Complaints
April 1, 2022 - December 31, 2022

DATE	MAIN SUBROOT CAUSE DETAIL	FEEDBACK_TYPE	FEEDBACK SUMMARY	DETAIL FEEDBACK	RESOLUTION_DETAILS
12/01/22	Branch Closures	Feedback Only	Customer want to be able to visit a banking office or an ATM in Ramona.	<p>Summarize the clients concern, Customer stated that her banch is closed so when she has issues, she can't visit the office or do a ATM deposit if she's not able to do the deposit in the app</p> <p>How did the issue impact the client? She's doesn't have a branch to visit</p> <p>What steps did you take during the call to assist the client with the issue/concerns? Feedback</p> <p>What is the client?s desired outcome? Customer wants to be able to visit a branch</p> <p>Was the issue resolved? No</p> <p>*****</p> <p>Customer authenticated using the following items: PIN</p> <p>*****</p>	The customer is upset because she cannot make a deposit at the local

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12/19/22	Branch Closures	Complaint Resolved			

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12/20/22	Branch Closures	Complaint Resolved	Customer does not want his accounts to move to Homestreet due to inconvenience of locations.	<p>What is the issue?: Customer received notice through the Hesperia ATM that his branch along with Big Bear and Yucca Valley would be transitioning to Homestreet Bank. Customer does not want his accounts to move to Homestreet due to inconvenience of locations.. He would like to stay with Union Bank to become a part of US Bank due to the many branches and atms they have all over the states.</p> <p>Was the call escalated using the correct escalation procedure?:N/A What was done to assist the client (N/A for ideas)?-Informed customer of the acquisition by Homestreet dtails and offered Feedback case. Does the client request a callback (N/A for ideas)?-Yes.</p>	<p>Interim Response Letter</p> <p>Customer does not want his accounts switched to Homestreet Bank. Customer would like to remain with Union Bank to become apart of US Bank. RCS provided the customer with the details of the acquisition by Homestreet.</p> <p>Reached out to the customer, advised his at this time we are not making any changes and additional information will be provided the further along the conversion. Customer has accepted the resolution.</p>
12/22/22	Branch Closures	Complaint Resolved	Customer is concern as to why her account is		

