



<p><b>EMOTIONAL STATUS</b></p>  <p><i>Furious</i></p>	<p><b>DATE NEEDED BY</b></p> <p><b>Apr 07, 2026</b></p>	<p><b>COMPLAINT ID</b></p> <p><b>01118</b></p>
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Communication Notes/Escalation Needs:

[REDACTED] out of the bank today and Monday I know he would appreciate some legal guidance before he reaches out to [REDACTED] considering he is an attorney and will toss around what he will and will not do about this against BankPlus. Just like he did when he was in the branch today He has demanded that Dustin call him before Wednesday OR we can expect a subpoena??

Unknown user added a response

Apr 03, 2026 @ 3:02 PM (CDT)

DETAILS

CONTACT

Title

First Name

Last Name

Business Name

Email

Phone

Banking Relationships

Physical Address

Preferred Contact Method



Best Time to Contact

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DETAILS

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Complaint Owner Diana Lind

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Notes

[REDACTED] out of the bank today and Monday I know he would appreciate some legal guidance before he reaches out to [REDACTED] considering he is an attorney and will toss around what he will and will not do about this against BankPlus. Just like he did when he was in the branch today He has demanded that [REDACTED] call him before Wednesday OR we can expect a subpoena??

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Complaint Details customer visited branch wanting to speak with BCF [REDACTED] regarding the recent selling of his accounts to Bank of Franklin. He spoke with Branch Manager, [REDACTED] (see attached summary of his visit).

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Categories Customer Service

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Sources

Does this complaint need immediate attention? Yes-Attention needed

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Subcategories Communication Issues

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Associated Regulations

Banking Center Brookhaven Banking Center

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Branches Brookhaven South Railroad Ave

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Departments

Compliance Tag

Date/Time Received Apr 03, 2026 @ 12:00 AM (CDT)

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Attachments



Emotional Status Furious

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CIF Number MAB7258

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Social Media User Name

Social Media Complaint Tag

Department that needs to be notified. Legal


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Source In Person/In Branch

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**INFORMATION**

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Approval Status	Pending
Submitted By	
Date/Time Submitted	Apr 03, 2026 @ 3:02 PM (CDT)
Last Updated By	Diana Lind
Date/Time Last Updated	Apr 03, 2026 @ 3:02 PM (CDT)
Form Submitted	Complaints Form (Employee Use Only) (External Submission)
Complaint ID	1118
Responded By	

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**Reason for Action**

**Alert:** Wants to be contacted

I need to close my saving account with this branch. Also, a check was received, and it should have gone to my new account. Could someone follow up with me?



NO ACTION NEEDED



## Closed Account customer experience survey

Employee: C [REDACTED]	Contact requested? Yes
Date account was closed: 03/26/2026	Preferred contact: [REDACTED]
Survey date: 04/06/2026	Customer on record: [REDACTED]
Survey method: Phone	Email on record: [REDACTED]
Perfect score? No	Phone on record: [REDACTED]
WOW? No	Survey taker: [REDACTED]

How likely are you to recommend us to others? (1-"Not At All Likely" to 7-"Extremely Likely")	3
Rate us on being convenient and easy to bank with. (1-"Poor" to 7-"Excellent")	2
Over the past 6 months, how satisfied have you been with the service you have received? (1-"Not At All Satisfied" to 7-"Extremely Satisfied")	5
<b>Please rate us on...(1-"Poor" to 7-"Excellent")</b>	
Treating you like a person, not a number	3

Keeping your money safe and secure	7-Excellent
Providing competitive interest rates and fees	1-Poor
Being flexible and working with your situation	1-Poor
Offering a competitive online banking tool	7-Excellent
Proactively telling you about services that may benefit you	1-Poor

Did you move your funds to another financial institution? Yes

If YES, which institution did you move them to?

No Response

What advantages do you feel your new bank has over us?

This financial institution is more convenient for me.

Do you still have accounts with us? No

When you closed the account did the representative discuss other accounts or services that could meet your needs? No

Do you have any upcoming needs or outstanding items you would like us to contact you about? Yes

What prompted you to close your account?

Consolidated with accounts at another bank

This branch was closing. I go to the bank 2 to 3 times a week. The next branch is 45 minutes away. I was not notified that this branch was closing. I closed my checking account. The lady who helped me was friendly and helpful. She answered all my questions.

Comment Date	User	Message
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Date	User	Action Taken
4/7/2026, 8:52:28 AM	[REDACTED]	Alert #254929: Called customer cellphone number and the answering service asked my name to give to the owner to see if they were available to accept the call. No response to the call.
4/7/2026, 8:07:17 AM	avannis	Alert #254929: Alert loaded: Wants to be contacted - I need to close my saving account with this branch. Also, a check was received, and it should have g...

**Perfect score:** A perfect score is achieved when all scores in the Overall Banking Relationship and Overall Service Delivery sections have a rating of 6 or 7 and the representative did discuss other accounts or services.

**WOW:** A WOW is achieved when a customer makes a positive comment about an employee by name.

**Action Alert:** An Action Alert is triggered when a customer 1) threatens to withdraw funds or leave the bank, 2) has an unresolved issue, 3) gives a satisfaction rating of 4 or lower, or 4) requests a contact.