



EMOTIONAL STATUS



Furious

DATE NEEDED BY

Mar 27, 2026

COMPLAINT ID

01111

No Response

*Click to add a response for this complaint.*

DETAILS

CONTACT

Title



First Name



Last Name



Business Name

Email



Phone



Banking Relationships

Customer

Physical Address



Preferred Contact Method

Phone

Best Time to Contact

Morning

## DETAILS

Complaint Owner

[REDACTED]

Notes

Customer stated that she wants to take her money out the bank due to inconvenience.

Complaint Details

Customer was at the New Orleans Way in Brandon Ms and was attempting to get \$200.00 and it would not work, she tried for \$150.00 and did not work, the machine then shut down, visa picked the transaction up as Suspected Fraud, Sending this to the ITM Leaders as well maybe needs to reboot the machine.

She was complaining because the downtown BankPlus is closed and she has to drive either to Greenfield location which she says the machine hardly ever works, or go to the Pearl or Dogwood Locations. Says she is tired of it and is going to start taking her money out of this bank. Customer callback is [REDACTED]

Categories

Customer Service, Locations

Sources

Does this complaint need immediate attention?

Yes-Attention needed

Subcategories

Branch Closing, ITM, Facilities

Associated Regulations

Banking Center

Rankin County Banking Center

Branches

Greenfield Road

Departments

Compliance Tag

Date/Time Received

Mar 27, 2026 @ 3:21 PM (CDT)

Attachments

Emotional Status

Furious

CIF Number

RAC2351

Social Media User Name

Social Media Complaint Tag

Department that needs to be notified.

Compliance

Source

Phone

## INFORMATION

Approval Status

Pending

Submitted By



Date/Time Submitted

Mar 27, 2026 @ 3:30 PM (CDT)

Last Updated By

Diana Lind

Date/Time Last Updated

Mar 27, 2026 @ 3:30 PM (CDT)

Form Submitted

Complaints Form (Employee Use Only) (External Submission)

Complaint ID

1111

Responded By

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