

Mr. John Upchurch

EMOTIONAL STATUS DATE NEEDED BY **COMPLAINT ID** Oct 02, 2025 00956 Upset No Response Click to add a response for this complaint. DETAILS CONTACT

Title

Last Name Business Name Email Complaint Relationships Coustomer Physical Address Preferred Contact Method Phone Best Time to Contact Complaint Owner Complaint Owner Notes The customer would like for someone to give him a call back. The customer vould like for someone to give him a call back. Complaint Details of the Horn Lake location. He stated that he is very upset about the closing of the Horn Lake location. He stated that he is very upset about the closing of the Horn Lake location. He stated that he is very upset about the closing of the Horn Lake location. He stated that he is very upset about the closing as are a lot of people in the town of Horn Lake. Categories Categories Sources Does this complaint need immediate attention? Yes-Attention needed Subcategories Sources Branche Closed Branche Closed Branche Closed Branches Branche County Banking Center, Closed Branches Branches Bepartments	First Name	John
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Banking Center DeSoto County Banking Center, Closed Branches Horn Lake	Subcategories	Branch Closing
Branches Horn Lake	Associated Regulations	
	Banking Center	DeSoto County Banking Center, Closed Branches
Departments	Branches	Horn Lake
	Departments	

Compliance Tag	
Date/Time Received	Oct 01, 2025 @ 10:45 AM (CDT)
Attachments	
Emotional Status	Upset
CIF Number	UAA0659
Social Media User Name	
Social Media Complaint Tag	
Department that needs to be notified.	Banking Center Manager - South Mississippi
Source	Phone
INFORMATION	
Approval Status	Pending
Submitted By	
Date/Time Submitted	Oct 02, 2025 @ 10:02 AM (CDT)
Last Updated By	
Date/Time Last Updated	Oct 02, 2025 @ 10:03 AM (CDT)

Complaints Form (Employee Use Only) (External Submission)

956

Form Submitted

Complaint ID

Responded By