



Mr. John Upchurch

EMOTIONAL STATUS



Upset

DATE NEEDED BY

Oct 02, 2025

COMPLAINT ID

00956

No Response

Click to add a response for this complaint.

DETAILS

CONTACT

Title	Mr.
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First Name	John
Last Name	Upchurch
Business Name	
Email	
Phone	
Banking Relationships	Customer
Physical Address	
Preferred Contact Method	Phone
Best Time to Contact	Morning

DETAILS

Complaint Owner	
Notes	The customer would like for someone to give him a call back.
Complaint Details	The customer called into customer service to complain 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	Locations
Sources	
Does this complaint need immediate attention?	Yes-Attention needed
Subcategories	Branch Closing
Associated Regulations	
Banking Center	DeSoto County Banking Center, Closed Branches
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)

Form Submitted Complaints Form (Employee Use Only) (External Submission)

Complaint ID 956

Responded By