

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, January 3, 2024 6:15:30 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website [REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	No hay bank of America en el condado de Rockland	Tue Jan 02 21:28:31 GMT 2024
Reply From: Bank of America	Hello [REDACTED], please visit [REDACTED] to find the closest open location. If you need additional assistance, please connect with us privately through Facebook Messenger so we can follow up. [REDACTED]	Tue Jan 02 22:12:43 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, January 8, 2024 3:29:46 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED] [REDACTED]	You closed both banks in Rockingham County in NC. How could we use your bank?	Mon Jan 08 03:40:11 GMT 2024
Reply From: Bank of America	Hello, [REDACTED], we certainly hear your concern. Find info about all of our ATM and financial center locations at [REDACTED]. [REDACTED]	Mon Jan 08 14:59:58 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Sunday, January 21, 2024 11:06:39 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website: [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	Need an ATM in Lexington NC	Sun Jan 21 11:12:40 GMT 2024
Reply From: Bank of America	Hi [REDACTED], thanks for reaching out to us. We appreciate your feedback as we are constantly reviewing and adapting our financial center and ATM locations to fit our client's changing needs. Clients may visit our Locations page at [REDACTED] to conveniently view the most up to date operating hours and services for all Bank of America branch and ATM locations. In addition, any new information regarding openings, services and hours, will be updated accordingly on the Locations page in real-time. [REDACTED]	Sun Jan 21 15:37:14 GMT 2024
Reply From: Bank of America	If by chance you happen to have any other Bank of America account or service-related questions that we can assist with, simply click the "Send Message" button on our page to privately share more details and we'll be glad to connect with you. [REDACTED]	Sun Jan 21 15:37:49 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, January 22, 2024 6:56:54 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED] [REDACTED]	BOA closed our local branch a few years ago in Yucca Valley Ca. I'm know you lost many customers trying to save a few bucks.	Tue Jan 23 00:12:48 GMT 2024
Reply From:Bank of America	Hi, [REDACTED]. We're sorry to hear your dissatisfaction. If you have any questions and or concerns, please connect with us through Facebook Messenger. [REDACTED]	Tue Jan 23 00:32:21 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, January 31, 2024 10:01:54 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :Undetermined

City, State: ,

Social Media Type: General Customer Service

Website: [REDACTED]

Additional Case Details:Aquidneck Island in Rhode Island.

Social Media Comments:

Name	Content	Posted Date
DM from [REDACTED] to: BofA_Help	You have closed every branch but one on Aquidneck Island in Rhode Island. This island has 60,000 people on it. The wait times are outrageous and many other national banks are opening MORE branches. Are there plans to open another branch?	Tue Jan 30 17:12:37 GMT 2024
DM from BofA_Help to: [REDACTED]	[REDACTED], we apologize for any inconvenience. We want you to know that we constantly evaluate our retail network to meet evolving customer demand. We may add or consolidate banking centers/ATMs as a result. You can find nearby financial centers/ATM's and confirm the hours by visiting [REDACTED]. Location status and hours are updated real time. ATMs in most financial centers are available 24/7 [REDACTED]	Tue Jan 30 17:46:21 GMT 2024
DM from [REDACTED] to: BofA_Help	Thanks for a standard stock answer. I'm sure you ran my concern up the flagpole.	Wed Jan 31 12:32:57 GMT 2024
DM from BofA_Help to: [REDACTED]	Please be assured that your concerns have been shared with our senior management team as an opportunity to improve the service we provide to all customers. [REDACTED]	Wed Jan 31 14:20:39 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Thursday, February 1, 2024 5:05:03 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website: [REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
DM from [REDACTED] to: BofA_Help	Hi I have been with you for a long time. There is one thing I ask please put a atm or something near where I live! We have to go miles to get to a boa atm or even walk-in bank! There is a lot of people here that bank with you guys and are frustrated like me! If you would put something in Midway, or Hinesville or even Richmond Hill Ga. that would be wonderful! Thank you	Thu Feb 01 02:39:18 GMT 2024
DM from BofA_Help to: [REDACTED]	Hi, thanks for reaching out. We adapt our financial center and ATM locations to fit our client's changing needs. That includes closing centers where we have overlap and investing in new centers at locations with opportunities to serve more people. Here is a link that can help you quickly find our locations and hours: [REDACTED]	Thu Feb 01 13:22:04 GMT 2024
DM from [REDACTED] to: BofA_Help	I understand tha [REDACTED] but boa has no options for the people in midway, Hinesville or Richmond hill ga so how is that overlapping [REDACTED] when you have to drive miles to do business with your bank please explain I'll wait for your answer and please no AI generated one!	Thu Feb 01 16:40:19 GMT 2024
DM from BofA_Help to: [REDACTED]	Hi [REDACTED]. I understand your concern and will share this with our leadership team. You may also visit [REDACTED] for info regarding our mobile app. Please keep us posted if you need additional assistance. ^ [REDACTED]	Thu Feb 01 22:28:38 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Friday, February 16, 2024 10:09:58 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Hi there I am having bank account with BofA for about 7 years Before we had a bofa branch in our town but it was closed for some reason couple of years ago I hope and I request if you could provide us with an atm in our town This is : Putnam ct 06260	Fri Feb 16 15:53:39 GMT 2024
POST FROM: Bofa_Help on Facebook	Hello, [REDACTED] We constantly evaluate our retail and ATM networks to meet evolving customer demand and as a result may add, consolidate or remove offered services or locations. Please visit [REDACTED] for the most up-to-date info on our ATMs and centers. Also, when new information is available regarding openings, services and hours, the website will be updated. [REDACTED]	Fri Feb 16 16:07:52 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Saturday, February 17, 2024 7:19:40 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

<b>Name</b>	<b>Content</b>	<b>Posted Date</b>
Comment From: [REDACTED]	They closed all Bank of America Banks in Yamhill Co.Now the nearest one is Salem Oregon. We do not do online Banking or even have a cellphone.We are moving our accounts to [REDACTED]	Sat Feb 17 23:51:41 GMT 2024
Reply From: Bank of America	Hi [REDACTED]. We apologize for any inconvenience this has caused. Should you need any assistance with your account, please send us a private message using the button at the top of our page. ^ [REDACTED]	Sun Feb 18 00:53:33 GMT 2024



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Tuesday, February 20, 2024 1:38:39 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name:

Financial Center :111 RAYBURN DR.

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:111 RAYBURN DR SAN ANTONIO, TX,78221-1336

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	Worst hours ever. I specifically remember them being open for a little bit Saturday mornings, which was a huge advantage considering most people go to work before they open, and get out of work after they close. What kind of hours are 10am-4pm?! I now have to go during my lunch break, when there is a mile long line with only one teller.	Mon Feb 19 23:27:46 GMT 2024
Bank of America Advanced Center Locations	Hi [REDACTED]. I'm sorry your experience with our financial center team wasn't what you expected. Your feedback is important to us, please connect with a member of our Social Media Client Care team on Twitter at [REDACTED] or Facebook [REDACTED]	Tue Feb 20 19:35:18 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, February 5, 2024 2:11:06 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

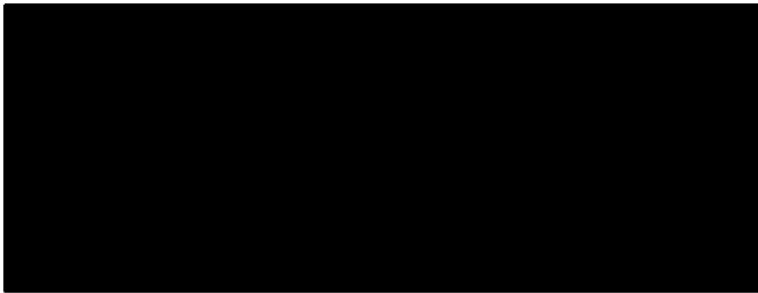
Social Media Type: General Customer Service

Website: [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	Why? You took all the banks out of Topeka, Kansas and only left two ATMs. How is that convenient? Have to drive all the way to Lawrence to see anybody one on one.	Mon Feb 05 02:32:05 GMT 2024
Reply From: Bank of America	Hello [REDACTED]. Thank you for your message. We apologize for any inconvenience. Here is a link that can help you quickly find our locations and hours: [REDACTED]	Mon Feb 05 14:34:23 GMT 2024



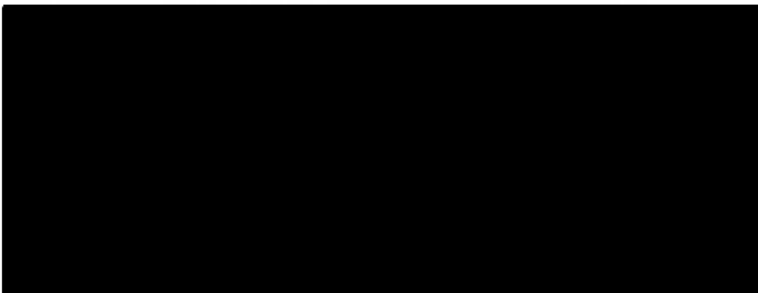
Single Pocket 300 DPI

NSS Documents



Tampa

Date: 09/21/2023 Time: 13:18



To Whom It May Concern:

It is upsetting to me that you are closing my banking center in Shrestwood. The bank is in a small strip mall in the center of town; there is the post office, bank, and pharmacy all in a row, and it is very convenient to do all my errands. The day after I received this notice, I went to the bank mid morning. There were 3 people in line waiting for the teller, one person with an advisor, another waiting, and two people at the ATM machines. Obviously, there is a need for the bank to continue offering services to the people in Shrestwood. Perhaps, if you did away with the job of "Greeter" you could save money and keep the bank operating.

My choices will be to go to neighboring towns and drive back & forth, a distance of 6 to 8 miles. The bank on Route 14 in Dedham is very poorly run and I've been dissatisfied with the service for several years. I have heard several customers complaining about the bank closure. I hope you'll reconsider keeping it where it is. I will probably switch banks when this one closes.

Sincerely,


## Financial Center Closing

ELECTRONIC SERVICE REQUESTED 0003

**Date**  
August 4, 2023

  
WESTWOOD MA 02090-2629



  
Thank you for being a valued client. We want to let you know a financial center where you may have visited is closing and there are still ways for us to meet your financial needs.

The nearby financial center at 693 High Street, Westwood, MA, you may have visited in the past or where you opened your account will officially close on December 5, 2023. Your account will stay the same, and we have specialists ready to provide you with the advice and guidance you need.

### For banking in person

Please use our locator tool at [bankofamerica.com/locations](https://bankofamerica.com/locations) to find the most up-to-date information about hours, services and locations nearest you. Included is our closest location:

858 Washington Street, Dedham, MA 02026

If you are a safe deposit customer, you will receive a separate letter regarding your safe deposit box.

### For banking on the go

You can also take advantage of our Online Banking and Mobile Banking app<sup>1</sup> where you can access a full range of services. You can check your accounts, pay bills and transfer<sup>2</sup> money 24/7. You can also visit one of our ATMs to withdraw cash, manage your account and more. Visit [bankofamerica.com](https://bankofamerica.com) to learn more.

For our Merrill and Bank of America Private Bank clients, please reach out to your advisor or your relationship management team if you need any assistance with your account(s).

We value you as a client and look forward to working with you

 Scan this QR code to find a Bank of America location near you.

When you use the QRC feature certain information is collected from your mobile device for business purposes.

<sup>1</sup>Mobile Banking requires that you download the Mobile Banking app and is only available for select mobile devices.

Message and data rates may apply.

<sup>2</sup>Fees apply to wires and certain transfers. See the Online Banking Service Agreement at [bankofamerica.com/serviceagreement](https://bankofamerica.com/serviceagreement) for details.

Data connection required for online and mobile transfers. Wireless carrier fees may apply.

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BCC-CONS-080423 LET-09-22-0372.A | MAP4967119



Westwood, MA 02090

BROCKTON MA 023

12 SEP 2023 PM 3 L

Thinking







FL 360-01-29

Chief Executive Officer  
Bank of America Corp, Center  
100 N. Tryon St,  
Charlotte, N. C.  
28255

28255-




  
WESTWOOD, MA 02090-2629

**Case Number**   
**Account(s) ending in**   
**Date**  
September 25, 2023  
**Customer service**  
  
**Account information**  
[bankofamerica.com](http://bankofamerica.com)

We apologize for any inconvenience the closing of a financial center location has caused you.

### What you need to know


To best serve our customers, we continually assess and adjust our community presence. The decision to close a financial center is based on several factors including: needs of the community, volume of transactions at the location and availability of other nearby locations.

Accounts opened at financial centers being closed will be transferred to another location in the area. To find the financial center or ATM nearest you, visit .

If you would like to provide feedback to federal regulators, you can send your comments regarding the financial center closing to the following address:

Licensing Manager  
Comptroller of the Currency Bank  
Organization and Structure (3-8)  
250 E. Street SW  
Washington, DC 20219

### Questions?

We appreciate the opportunity to serve your financial needs. If you have questions, please call us at  Monday through Friday, 8 a.m. to 11 p.m. and Saturday through Sunday, 8 a.m. to 8 p.m. Eastern.



**From:** [REDACTED]  
**Sent:** Monday, December 18, 2023 6:26 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED]

BOA HATES IT'S CUSTOMERS

Bank of America requested regulatory approval this month to close 20 branches. Three branches slated for closing are in the San Francisco Bay Area. The remainder are in New York, Florida, Connecticut, Pennsylvania, New Jersey, Texas, Oregon, Wisconsin and other parts of California. Oct 18, 2023



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Research Completed  
**Date:** Thursday, December 21, 2023 4:08:00 PM

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Case number: [REDACTED]

[REDACTED], thank you for contacting us – we appreciate the time it took to share your concerns.

I tried to connect with you by phone and email, but wasn't able to reach you.

In your email you made reference to Bank of America closing certain Financial Centers in different parts of the country. I understand that this can be frustrating, but please know that there are over 3,900 banking centers across United States, and at times we do close certain locations but also open others.

Decision to close a financial center is never easy. We perform an extensive analysis of the market, and our examination focused on minimizing service disruptions for our clients. We make these decisions with full confidence that nearby financial centers will continue to provide the same unparalleled service you have come to expect and deserve.

It is our goal to continue providing our clients with the best possible network of financial centers and ATMs. We are also committed to providing multiple channels for our clients to transact their business, including our award-winning Online Banking service, Mobile Banking service and 24-hour telephone banking options.

Rest assured that we have fully complied with the Community Reinvestment Act (CRA) requirements, and carefully followed all established procedures.

We value your business and look forward to continuing to provide products and services that help you meet your financial goals.

Thank you for being our client.

[REDACTED]  
Assistant Vice President; Customer Segment Consultant

[REDACTED]  
You're receiving this servicing email as part of your existing relationship with us.

Bank of America, N.A. Member FDIC. [REDACTED]

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**Report Title:** Case Details  
**Run Date and Time:** 2024-03-01 15:30:45 Eastern Standard Time  
**Run by:** [REDACTED]  
**Table name:** [REDACTED]

Case

Number:	[REDACTED]	Bank Case Status:	Active
Bank/Institution:	Bank of America, National Association	Bank Case Type:	Complaint
Bank Assignee:			
Bank Note:			

Date Information

Origination Date:	2024-02-29 15:54:21	Extension Request Date:	
Sent to Bank:	2024-03-01 14:45:11	Recontact Date:	
Due date:	2024-03-15 23:59:59	Recontact Counter:	0
Days in Bank Inbox:	45 Minutes		

Consumer Information

Consumer First name:	[REDACTED]	Consumer Street:	[REDACTED]
Consumer Middle name:		Consumer City:	Syracuse
Consumer Last name:	[REDACTED]	Consumer Zip / Postal code:	13219
Consumer Phone (Primary):	[REDACTED]	Consumer State / Province:	NY
Consumer Email:	[REDACTED]	Consumer Country:	United States
Consumer International Address:			

Representative Information

Source Interaction Representative First Name:		Source Interaction Type of Relationship:	Not Applicable (Skip this section)
Source Interaction Representative Middle Name:		Source Interaction Authorization:	
Source Interaction Representative Last Name:		Source Interaction Representative Street:	
Source Interaction Representative Email:		Source Interaction Representative City:	
Source Interaction Representative Phone:		Source Interaction Representative Zip / Postal code:	
		Source Interaction Representative State or Territory:	
		Source Interaction Representative Country:	United States of America
Source Interaction Representative International Address:			

Additional Information

Source Interaction Type of Account:	Deposit Accounts (Checkings, Savings)	Source Interaction Institution Response:	No
Source Interaction Attempted Resolution:	Yes	Source Interaction Institution Response Date:	
Source Interaction Date Resolution Attempted:	2024-02-29	Source Interaction Institution Response Method:	
Source Interaction Attempted Resolution Method:	Phone		

**Appraisal Complaint**

Source Interaction Business Name (if Applicable):		Source Interaction Are you employed by the subject of your complaint?:	
Source Interaction Who are you? Please select the appropriate value.:		Source Interaction Type of Property:	
Source Interaction Please specify other consumer:		Source Interaction Address of the Property Involved:	
Source Interaction Who are you complaining about?:		Source Interaction Attempted Resolution:	Yes
Source Interaction Please specify other complaint target:		Source Interaction Attempted Resolution Contact:	
Source Interaction What is the nature of your complaint?:		Source Interaction Attempted Resolution Company or Agency:	
Source Interaction Please specify other complaint category:			

**Complaint Details**

Source Interaction Complaint Information:

this is an ongoing issue not only with this branch but with all upstate ny branches as this continues to happen. today all branches r temporarily closed again shown on google and above branch has an unshoveled wa kway. also showing temp closed: s clinton st. syracuse, ny, james street, syracuse, ny, fayetteville, ny. this is not the first or second time happening so today when i called customer service, i waited onhold 30 min. to be told by 2 workers that they have no idea why all these branches show temp. closed. they failed to see and understand the gravity of this in that they have our monies and they r going under financially, have staffing issues, covid issues and robbery issues. this worker blew off any/all of my concerns and acted l ke she cared less; she checked with another worker who she said had same computer screen and said same thing of having no clue why. she offered an atm far from me yet atms only take out multiples of 20, not what i needed in that moment. this is why i went to above branch and found no sign on door alerting me of closure however in trying to walk to the front door, i almost fell on their unshoveled walkway, again looking for any info on this company and why they continue to close abruptly.

**Entity Name**

Source Interaction Institution Name:	bank of america	Source Interaction Institution Street:	4732 onondaga blvd.
Source Interaction Institution Phone:	██████████	Source Interaction Institution City:	SYRACUSE
Source Interaction Contact Name:		Source Interaction Institution State or Territory:	NY
Source Interaction Contact Title:		Source Interaction Institution Zip / Postal code:	13219

**Resolution**

Compensation Amount:	\$0.00
Submission notes:	

[REDACTED]  
[REDACTED]  
SYRACUSE, NY 13219

**Account Ending in:**  
[REDACTED]  
**Date:** March 15, 2024  
**Case Number:**  
[REDACTED]

Correspondence received from: Office of the Comptroller of the Currency on: 03/01/2024  
[REDACTED]

**Page 1 of 1**

[REDACTED]

We have carefully reviewed your correspondence and want to let you know our response.

Our records show:

You maintain an Advantage Plus Banking account ending in [REDACTED] at Bank of America.

On February 29, 2024, seven of our financial centers in the Syracuse, New York area were closed due to a significant snowstorm. Subsequently, the impacted financial centers were re-opened on March 1, 2024. During this time, our Financial Center and ATM locator on our website appropriately reflected the status of these centers.

[REDACTED], it is our goal to continue providing our clients with the best possible network of financial centers and ATMs. We are also committed to providing multiple channels for our clients to transact their business, including our award-winning Online Banking service, Mobile Banking service and 24-hour telephone banking options. You can use our Financial Center and ATM locator on our website at bankofamerica.com for locations, hours, scheduling appointments and services.

Rest assured that we have fully complied with the Community Reinvestment Act (CRA) requirements, and carefully followed all established procedures.

We value your business and look forward to continuing to provide products and services that help you meet your financial goals. We regret any inconvenience you may have encountered because of this matter and any service provided that did not meet your expectations.

**We're here to help**

If there's anything else you need, please call me at [REDACTED], extension [REDACTED], Monday through Friday, 8:00 a.m. to 4:30 p.m. Pacific.

[REDACTED]  
Resolution Specialist  
Regulatory Complaints

cc: Office of the Comptroller of the Currency / Case Number: [REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Friday, March 1, 2024 5:49:44 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website: [REDACTED]  
[REDACTED]

Additional Case Details: Customer expressed dissatisfaction with the financial center closure.

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	They were okay until they pull their Banks out of Idaho and just transferred it over to another bank we had to go through all the work to get our direct deposits and stuff taken care of so I'm not very happy with them	Fri Mar 01 22:26:41 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, March 13, 2024 11:50:49 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :108 Old Court Road

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	The branch in 21208 on Sudbrook and Old Court Rds. Is closing its ATM. Are they opening a new ATM nearby? If not, I will have to switch banks. I do 98% of my banking at an amATM.	Wed Mar 13 00:08:27 GMT 2024
POST FROM: Bofa_Help on Facebook	Hi, we appreciate you reaching out to us. We would like to see how we can help. Can you please provide us the exact location of the ATM's you are referring to? ^ [REDACTED]	Wed Mar 13 00:17:06 GMT 2024
Messenger Post from [REDACTED]	I gave you the exact location. What more do you need?	Wed Mar 13 00:18:40 GMT 2024
POST FROM: Bofa_Help on Facebook	There are the stand alone ATM's and the actual financial center ATM's, which ATM's are you advising that you saw a closure notice? ^ [REDACTED]	Wed Mar 13 00:21:29 GMT 2024
Messenger Post from		Wed Mar 13

[REDACTED]	Sorry. I was referring to the drive thru ATM's.	00:23:04 GMT 2024
POST FROM: Bofa_Help on Facebook	Thank you for the additional information. Please allow me some time to review your concern. ^ [REDACTED]	Wed Mar 13 00:24:15 GMT 2024
Messenger Post from [REDACTED]	Thanks	Wed Mar 13 00:24:53 GMT 2024
Messenger Post from [REDACTED]	How much longer will it take? Thanks!	Wed Mar 13 01:01:11 GMT 2024
POST FROM: Bofa_Help on Facebook	Hello. Thanks for your patience, we looked into your concern. One of the ATM's is undergoing maintenance. The other ATM's are functioning with no reported issues. We do not have any additional information we can provide. We constantly evaluate our retail network to meet evolving customer demand and may add or consolidate financial centers and/or services. Please visit [REDACTED] for updated information regarding your local financial center. ^ [REDACTED]	Wed Mar 13 01:03:38 GMT 2024
Messenger Post from [REDACTED]	You answered a different question than I asked. I did not say that anything was wrong with the ATMS! I guess that I will switch banks.	Wed Mar 13 01:05:43 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, March 18, 2024 8:00:28 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :235 Woodbine St

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	When oh when is BofA going to STOP closing branches near me. First Bergenfield, then Dumont, now New Milford. And please don't tell me the Woodbine St. bank is my best bet. Always crowded (even before the other closings) and in a congested area. This Preferred customer would prefer more local branches. Just sad.	Mon Mar 18 19:45:38 GMT 2024
Bank of America Help	We value your business and are sorry that you were disappointed. We'll certainly be sharing your feedback with our leadership team. We offer convenient alternatives for some transactions available at the financial center. Please let us know if you have questions about handling these items through Online/Mobile Banking. Thank you. ^ [REDACTED]	Mon Mar 18 20:19:05 GMT 2024



**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Tuesday, March 19, 2024 3:38:45 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

<b>Name</b>	<b>Content</b>	<b>Posted Date</b>
Messenger Post from [REDACTED]	Hello, I just discovered that a BofA ATM I have used for many years is now gone. I would like to express a request that an ATM be installed Downtown Rock Hill, SC 29730. Thank you.	Tue Mar 19 19:45:22 GMT 2024
Messenger Post from [REDACTED]	Please direct my request to the ATM Operations staff, thank you.	Tue Mar 19 19:45:59 GMT 2024
POST FROM: Bofa_Help on Facebook	Hello. We appreciate your feedback as we're always working on ways to improve. We want you to know that we constantly evaluate our retail network to meet evolving customer demand. We may add or consolidate banking centers/ATMs as a result. ^ [REDACTED]	Tue Mar 19 20:33:30 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Thursday, March 21, 2024 8:29:17 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :

City, State: ,

Social Media Type: General Customer Service

Website: [REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	Another branch closing in Myrtle Beach. Being a customer since 1978, it's getting pretty hard to "follow". Disappointing	Wed Mar 20 20:04:13 GMT 2024
Reply From: Bank of America	We know your time is valuable. If you click the Send Message button on our page and send us a private message with your phone number, we'll contact you. [REDACTED]	Wed Mar 20 20:42:33 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Friday, March 29, 2024 11:57:10 AM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :6060 Poplar Avenue, Suite 100

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	Hi I don't need account help but I movednto jackson tn and the closest branch is 90 miles away in memphis tn or 150+ miles away in Nashville. There are a lot of BOA account holders here in jackson tn and available open bank real-estate . Can we please have a BOA bank location here?? 50% of our credit cards/ bank cards processed st my restaurant are banknof America. Thank you.	Fri Mar 29 16:05:30 GMT 2024
Bank of America Help	Hi, thank you for reaching out to us and making us aware. We apologize for any inconvenience and want you to know that we constantly evaluate our retail network to meet evolving customer demand. We may add or consolidate banking centers/ATMs as a result. ^ [REDACTED]	Fri Mar 29 16:23:12 GMT 2024
[REDACTED]	OK so what do I have to do to convince you that we need a banking center for BOA in jackson tn???	Fri Mar 29 16:35:32 GMT 2024
Bank of America Help	Your concerns have been documented and sent to the appropriate leadership to be reviewed. We appreciate you making us aware in this matter. The most up to date location information is found by visiting [REDACTED] ^ [REDACTED]	Fri Mar 29 16:44:01 GMT 2024

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, March 6, 2024 3:08:15 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :Undetermined

City, State: ,

Social Media Type: General Customer Service

Website [REDACTED]  
[REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Comment From: [REDACTED]	The best BOA and still close when I went by on February 29 2024	Wed Mar 06 14:27:55 GMT 2024
Reply From: Bank of America	Hi [REDACTED] We apologize for this experience and would like to see how we can help. If you'd like to connect, please click the "Send Message" button at the top of our page. [REDACTED]	Wed Mar 06 14:45:58 GMT 2024
Comment From: [REDACTED]	Is it call best banking when it is closed at Gallup New Mexico	Wed Mar 06 15:02:14 GMT 2024



**VILLAGE OF LOCKLAND**

101 N. Cooper Avenue  
Lockland, Ohio 45215-3008

CINCINNATI OH 450

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10/23/2023 ZIP 45215  
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US POSTAGE

*Bank of America*  
Attn: [REDACTED]  
100 North Tryon Street  
Charlotte, NC 28255

28255-





# VILLAGE OF LOCKLAND

101 North Cooper Avenue  
Lockland, Ohio 45215

Village Administrator

Mayor

(513) 761-1124

Bank of America  
Office of the CEO

October 13, 2023

OCT 27 2023

Bank of America

Office of the CEO  
and President

Attn: [REDACTED]

100 North Tryon Street

Charlotte, NC 28255

Dear [REDACTED]

*I am writing on behalf of the Village of Lockland. Lockland is a small urban community about 12 miles north of the City of Cincinnati. Unfortunately, our only remaining bank closed their branch in September. I am reaching out to see if Bank of America would consider opening a branch in Lockland. The Village is unique in the fact that we have two business districts. There are several locations with existing buildings, some of which were former bank locations available and vacant land that provides an opportunity for new construction. Economic development continues to be our top priority with efforts to revitalize our business districts, retail, and personal services. Please contact me if you would like to discuss the possibility of bringing a bank location to Lockland. I look forward to hearing from you.*

*Thank you in advance for your consideration.*

Sincerely,

[REDACTED]  
Village of Lockland

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, November 13, 2023 8:29 AM  
**To:** [REDACTED]  
**Subject:** Research Completed

**EC-Encrypted:** 0  
**EC-Privacy:** P  
**EC-SecurityApp:** EmCaRe

Case Number: [REDACTED]

[REDACTED] thank you for contacting us, we appreciate your comments about the closure of your local financial center. A decision to close a financial center is not easy. We performed an extensive analysis of the market, and our examination focused on minimizing service disruptions of our clients.

Your comments were shared with our management team; however, the decision to close this location remains in place. We made this decision with full confidence that nearby financial centers will continue to provide the same unparalleled service you have come to expect and deserve.

It is our goal to continue providing our clients with the best possible network of financial centers and ATMs. We are also committed to providing multiple channels for our clients to transact their business, including our award-winning Online Banking service, Mobile Banking service and 24 -hour telephone banking options.

Rest assured that we have fully complied with the Community Reinvestment Act (CRA) requirements, and carefully followed all established procedures.

We value your business and look forward to continuing to provide products and services that help you meet your financial goals.

It would be my pleasure to assist you with any further questions or concerns, please give me a call at [REDACTED], M-F 8:00 AM-5:00 PM PST. If you get my voicemail, leave a message with your number and the best time to call you.

[REDACTED]

Executive Escalations

[REDACTED]

You're receiving this servicing email as part of your existing relationship with us.

Bank of America, N.A. Member FDIC. [REDACTED]