

From: [REDACTED]
Sent: Monday, March 3, 2025 2:35 PM (UTC-05:00)
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :
Banking Center City, Banking Center State: ,
Social Media Type: General Customer Service
Website:
Additional Case Details:
Complaint System:CTR
Complaint System Id [REDACTED]
Social Media Comments:

Name	Content	Posted Date
[REDACTED]	We had our bank taken out of Lake Havasu City, AZ and now there is only 1 ATM here in town. Can you please put a BOA in Lake Havasu again?	Sat Dec 07 17:45:41 GMT 2024
bankofamerica	Hello, thank you for reaching out. We apoloigze for the inconvenience and we appreciate you taking the time to let us know. Your feedback is very important to us and we'll certainly be sharing your feedback with our leadership team. Please let us know if you have any additional account related questions and we would be glad to follow up . [REDACTED]	Sat Dec 07 18:05:38 GMT 2024

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Monday, March 3, 2025 3:57:39 PM
Attachments: [REDACTED]

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: Sacramento, CA
Financial Center : Undetermined
Banking Center City, Banking Center State: ,
Social Media Type: General Customer Service
Website: [REDACTED]

Additional Case Details:

Complaint System: CTR

Complaint System Id [REDACTED]

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	@BankofAmerica please let's work on Sacramento south area specific location [REDACTED]	Mon Mar 03 20:20:13 GMT 2025
Bank of America Help	[REDACTED] Hi. We saw your post. We are sorry to see this. Please click the link to share the ATM location. [REDACTED] [REDACTED]	Mon Mar 03 20:57:38 GMT 2025

Thank you,

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Thursday, February 20, 2025 7:48:31 PM

Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

City, State: ,

Financial Center :

Banking Center City, Banking Center State: Palatka, FL

Social Media Type: General Customer Service

Website:

Additional Case Details: Palatka FL

Complaint System: CTR

Complaint System Id: [REDACTED] [REDACTED]

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I am once again messaging you to reconsider your presence in Palatka, FL. First the bank closed, now the ATM has been removed as well. This leaves your customers needing to travel an hour or more to do banking. That or pay double to use a non-BofA ATM. You are doing your loyal customers a great disservice here.	Fri Feb 21 00:46:26 GMT 2025
POST FROM: Bofa_Help on Facebook	We're sorry for the inconvenience and will share your feedback with appropriate party. We considered a number of factors, including traffic in the financial centers for closure. ATMs in most locations are available 24/7. You can also complete many transactions online or through mobile. You can quickly find our ATM and other financial center locations and hours here [REDACTED]. ^ [REDACTED]	Fri Feb 21 00:56:35 GMT 2025

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Wednesday, February 12, 2025 10:52:45 AM
Attachments: [REDACTED]

Hello,

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :
Banking Center City, Banking Center State: Quincy IL (NO FC LOCATED, CLIENT MENTIONED CITY,STATE)
Social Media Type: General Customer Service
Website:
Additional Case Details:
Complaint System: CTR
Complaint System Id: [REDACTED]
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Please bring back Bank of America to Quincy IL	Wed Oct 16 20:10:12 GMT 2024
Messenger Post from [REDACTED]	I would bank thru you guys but the closest branch is 2 hours away and I don't have a way there	Wed Oct 16 20:10:40 GMT 2024
POST FROM: Bofa_Help on Facebook	Our sincere apologies for your experience We can document a formal complaint on your behalf By taking the time to document your concern with us and bringing it to our attention, we are able to take any needed remediation steps accordingly We hope you have a great rest of your day and take care [REDACTED]	Wed Oct 16 20:55:04 GMT 2024

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/ CRA
Date: Thursday, March 20, 2025 3:04:17 PM

Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

City, State: , Rockford, IL

Financial Center :Undetermined

Banking Center City, Banking Center State: , Rockford IL

Social Media Type: General Customer Service

Website:

Additional Case Details:FC closure In Rockford IL

Complaint System:CTR

Complaint System Id:

[REDACTED]

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Would love if you guys would put an atm in rockford il we shouldn't have to be stuck driving over an hour or almost 2 hours just to take money out if we need cash can yall put an atm at least in rockford il you guys closed the only branch we had	Thu Mar 20 19:23:03 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello, [REDACTED] and thank you for reaching out to us. We're sorry for the inconvenience. As more and more customers are doing their banking outside of branches, Bank of America is adjusting its overall financial center network. That includes closing centers where w No customre e have overlap and investing in new centers at locations with opportunities to serve more people. If there's an account related concern or anything we can help with in the future, just let us know. [REDACTED]	Thu Mar 20 19:46:41 GMT 2025

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Wednesday, February 5, 2025 9:05:31 AM

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 [REDACTED]
[REDACTED]

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I want to know WHY the B of A ATM Kiosk in Des Moines on Euclid is not taking ATM check deposits? Why are you forcing people to have to go 25 miles one way to the bank just to deposit a check?	Wed Feb 05 04:51:40 GMT 2025
POST FROM: Bofa_Help on Facebook	Hi, [REDACTED]. I'm sharing your comment so a technician can look at the ATM(s). We appreciate that you let us know and apologize that you were unable to complete your deposit. As an alternative to ATM or teller deposit, we also offer Mobile Check Deposit through our Mobile App. Clients can deposit checks from almost anywhere with their smartphone or tablet. Please visit us online at [REDACTED] for additional information and to download our app.	Wed Feb 05 13:34:29 GMT 2025
POST FROM: Bofa_Help on Facebook	Hi, [REDACTED]. Our technician responded and the ATM model located at 2559 E Euclid, Des Moines, IA 50317 does not accept deposits but we have four service or financial centers located nearby. Our 27th and University Financial Center and ATM are just 5.4 miles away at 2650 University Ave, Des Moines, IA 50311 and accept deposits. More locations are available within 13 miles and can be found online at [REDACTED]	Wed Feb 05 14:49:15 GMT 2025
Messenger Post from [REDACTED]	I'm aware it does not accept deposits right now....the question is WHY NOT?	Wed Feb 05 14:50:29 GMT 2025
POST FROM: Bofa_Help on Facebook	We constantly evaluate our retail network to meet evolving customer demand and may add or consolidate ATMs with varying functionality as a result. We suggest using an alternative ATM that supports check deposit or using our Mobile App to complete a Mobile Check Deposit. Thank you [REDACTED]	Wed Feb 05 14:54:10 GMT 2025
Messenger		Wed

Post from [REDACTED]	That doesn't tell me WHY that ATM was disabled to do deposits there	Feb 05 14:55:42 GMT 2025
Messenger Post from [REDACTED]	They ALL should be taking deposits.	Wed Feb 05 14:56:01 GMT 2025
POST FROM: Bofa_Help on Facebook	Thank you. We appreciate your feedback. [REDACTED]	Wed Feb 05 14:56:53 GMT 2025

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document 04197901
Date: Monday, January 13, 2025 8:03:25 PM

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :21800 North Shangri-La Drive, Unit .
Banking Center City, Banking Center State: Lexington Park, MD
Social Media Type: General Customer Service
Website:
Additional Case Details:21800 N Shangri-La Dr #22, Lexington Park, MD 20653 - Permanently Closed
Complaint System:CTR
Complaint System Id: [REDACTED]
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I cannot express how disappointed I am with the service and operations at the Bank of America in Mechanicsville, MD. Their hours are ridiculously limited, open only from 10:00 AM to 4:00 PM on weekdays. To make matters worse, they've recently closed their Lexington Park and Leonardtown branches for reasons unknown, forcing more people to use this location. When I arrived today, I was the 10th person in line for one teller. The lone teller showed no urgency in handling the growing line of customers. After an excruciating wait, a second teller finally appeared, only for the original teller to immediately put up a "closed, see another teller" sign and walk away. This was just before closing time, so I highly doubt it was due to a lunch break. To make matters even more frustrating, I've been unable to find a way to communicate with the bank through their website. I tried calling several times, but I couldn't get through to a real person. With only 6 hours of daily operation, poor in-person service, and no way to resolve issues remotely, I cannot recommend this bank to anyone in need of reliable banking. Save yourself the frustration and go elsewhere.	Mon Jan 13 23:29:09 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello, [REDACTED]. We appreciate that you took the time to tell us this, even though you were disappointed with our service. I apologize for your experience and will certainly document and share your feedback with our leadership team. I understand you have not been able to reach us over the phone and apologize for that as well. We'd be glad to review your account. To better assist you or connect you with the right specialist, please share additional details and we'd be glad to follow up. [REDACTED]	Tue Jan 14 00:16:23 GMT 2025

From: [REDACTED]
Sent: Wednesday, January 22, 2025 3:06 PM (UTC-06:00)
To: [REDACTED]
Subject: RE: CRA review - Potential Public File Eligible - [REDACTED]

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :Undetermined
Banking Center City, Banking Center State: ,
Social Media Type: General Customer Service
Website:
Additional Case Details:
Complaint System:CTR
Complaint System Id [REDACTED]
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I'm messaging you in regards to a new inconvenience to BOA customers. I live in Franklin , Ma. A new BOA branch opened in Bellingham, Ma recently. Our downtown branch closed. Also, closing the ATM. Also closed was an ATM on w Central st in Franklin leaving 2 ATM's for a very busy town. Today , 1 of the 2 remaining ATM is closed to ? Construction around it. This is a major inconvenience and extremely inconvenient for your customers. BOA appears to have no regard for the quality of service in the area.	Tue Oct 22 21:20:22 GMT 2024
POST FROM: Bofa_Help on Facebook	Hello [REDACTED], we understand your frustration and apologize about the inconvenience. We will make sure to share you feedback. Please let us know if there are any additional details you would like to provide or if you require further assistance. You may also visit [REDACTED] to find other open locations and ATMs. [REDACTED]	Tue Oct 22 21:33:54 GMT 2024
POST FROM: Bofa_Help on Facebook	If you are able to let us know the addresses of the locations, we can make sure we escalate correctly for you. [REDACTED]	Tue Oct 22 21:44:26 GMT 2024

Messenger Post from [REDACTED] [REDACTED]	What Franklin needs are more BOA ATMs. It's an inconvenience to your customers! And you obviously don't care about the inconvenience or you would have added another ATM . It's that simple. Looking into [REDACTED] [REDACTED].	Tue Oct 22 21:44:44 GMT 2024
POST FROM: Bofa_Help on Facebook	We would like to help provide a better experience for you. You can share the location of the ATM you visited that you mentioned was closed so we can escalate your concerns along with the other details you shared. If you require any additional assistance, you can also let us know. [REDACTED]	Tue Oct 22 21:51:17 GMT 2024
Messenger Post from [REDACTED] [REDACTED]	The ATM at 3 Franklin Village Drive is closed due to construction	Tue Oct 22 21:51:30 GMT 2024
POST FROM: Bofa_Help on Facebook	Thank you for all the details. We will make sure to escalate the information you shared. If you need any further assistance, please let us know how we can help. [REDACTED]	Tue Oct 22 21:53:52 GMT 2024

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Wednesday, January 22, 2025 1:44:02 PM

Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :3101 Carlisle Blvd. NE

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I just wanted to say thanks for making life difficult and hard	Thu Oct 31 19:01:00 GMT 2024
Messenger Post from [REDACTED]	All you guys do is steal money from the people and not help	Thu Oct 31 19:01:20 GMT 2024
Messenger Post from [REDACTED]	You guys close down branch after branch and all of your ATMs do not work I have to drive 5 miles to find a freaking ATM and the customer service inside. The bank is horrible as well.	Thu Oct 31 19:02:05 GMT 2024
Messenger Post from [REDACTED]	Why do you guys keep closing branches down and not fixing your ATMs?	Thu Oct 31 19:02:41 GMT 2024
Messenger		Thu Oct 31

Post from [REDACTED]	I live in a mid sized downtown city and I have to drive 5 miles to access my bank	19:04:23 GMT 2024
Messenger Post from [REDACTED]	And no respond from the robber barons	Thu Oct 31 19:11:49 GMT 2024
POST FROM: Bofa_Help on Facebook	Hello. We are sorry to hear this, and apologize for any inconvenience this may have caused. Can you please share the location with me? [REDACTED]	Thu Oct 31 19:25:55 GMT 2024
Messenger Post from [REDACTED]	I live in downtown Albuquerque	Thu Oct 31 19:28:26 GMT 2024
Messenger Post from [REDACTED]	ABQ, NM, 87102	Thu Oct 31 19:29:06 GMT 2024
POST FROM: Bofa_Help on Facebook	Thanks for letting us know. We'll send someone to the ATM and get it fix as quickly as possible. [REDACTED]	Thu Oct 31 19:46:36 GMT 2024

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Friday, January 31, 2025 7:01:38 PM
Attachments: [REDACTED]

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :3101 Southern Blvd SE
Banking Center City, Banking Center State: Rio Rancho, NM
Social Media Type: General Customer Service
Website: [REDACTED]
[REDACTED]

Additional Case Details:

Complaint System:CTR

Complaint System Id [REDACTED]

Social Media Comments:

Name	Content	Posted Date
[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	Fri Jan 31 22:13:37 GMT 2025
[REDACTED] [REDACTED]	Please CLOSE the Bank on Southern and Sara in Rio Rancho - their ATM NEVER WORKS, NEVER WORKS, BROKEN ALL THE TIME AND THE REPAIRMAN I MET SAID HE HATES GOING TO THIS BANK. You stupid people closed High Resort, the best Bank and new ATMS and you leave this [REDACTED] Southern Ave. bank open.	Fri Jan 31 22:14:21 GMT 2025
Bank of America	Hi [REDACTED]. Thanks for reaching out. Please click the "Send Message" button at the top of our page to connect with us. [REDACTED]	Fri Jan 31 22:46:29 GMT 2025

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Saturday, March 8, 2025 4:09:58 PM
Attachments: [REDACTED]

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :8225 JERICHO TURNPIKE
Banking Center City, Banking Center State: WOODBURY, NY
Social Media Type: General Customer Service
Website:
Additional Case Details:
Complaint System:CTR
Complaint System Id [REDACTED]
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED] [REDACTED]	Hello, I have been to your location on Woodbury Dr in Woodbury on two different dates in the last month, when I was at the drive thru 5 minutes before closing time and they were already closed. I am disappointed that you don't stay open up until your posted hours. Please let this branch know how important it is for your customers to be able to trust what is posted.	Sat Mar 08 19:08:43 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello [REDACTED]. We apologize for this experience. We'll certainly be sharing your feedback with our leadership team. If you need further assistance, please let us know. [REDACTED]	Sat Mar 08 19:20:24 GMT 2025

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document [REDACTED]
Date: Thursday, February 13, 2025 3:29:57 PM
Attachments: [REDACTED]

Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

City, State: Unknown

Financial Center: 1189 Smokey Park Hwy.

Banking Center City, Banking Center State: Candler, NC

Social Media type: General customer service

Website: FB Messenger

Additional case details:

Complaint system: CTR

Complaint system ID: [REDACTED]

Social Media comments:

Field	Enter	Posted date
[REDACTED]	Hi, I'm not sure within your bank to contact in regard to ATM locations. You closed your branch in Candler, NC which used to have two ATM's. We now have nothing remotely close to us for ATM use. Please install on ATM somewhere in the Candler area. I as well as other customers are being forced to look at other options for banking since this branch closed. Please forward this to someone within your bank. Thank you. [REDACTED]	2/12/2025 10:55 PM

Cordially,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

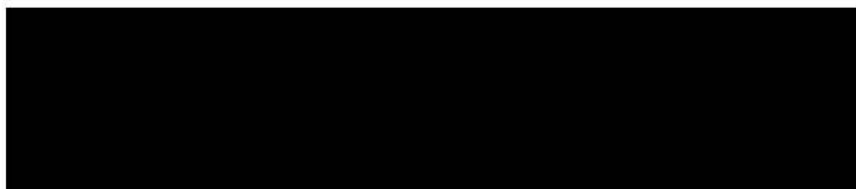
[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Monday, March 3, 2025 1:26:36 PM
Attachments: [REDACTED]

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: ,
Financial Center :
Banking Center City, Banking Center State: ,
Social Media Type: General Customer Service
Website:
Additional Case Details:
Complaint System:CTR
Complaint System Id [REDACTED]
Social Media Comments:

Name	Content	Posted Date
[REDACTED]	WHY did BOA close its branch on 79th Ave N without even sending NOTICE to their CUSTOMERS??? Thinking of switching banks!	Mon Dec 30 17:46:26 GMT 2024
[REDACTED]	Myrtle Beach BOA	Mon Dec 30 17:46:42 GMT 2024
bankofamerica	Hi. We apologize for any inconvenience. 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. Additionally, you can complete transactions via Online Banking or the ATM. [REDACTED]	Mon Dec 30 17:54:01 GMT 2024



From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Sunday, February 9, 2025 12:50:58 PM

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]	My husband and I live in Sun City Hilton Head, SC which is really in Okatie, SC. We really wish there was at least an ATM nearby. We have other banks right outside one of the gates and just having an ATM close by would bring other customers who choose to bank with ones that are nearby. Thanks for your consideration in this matter.	Sun Feb 09 18:34:59 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello and thank you so much for the feedback, we will certainly be sharing this feedback. If you ever need Account servicing in the future let us know as well. Thank you have a nice day. [REDACTED]	Sun Feb 09 18:46:26 GMT 2025

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Thursday, February 6, 2025 1:19:51 PM

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]	Good afternoon, I was looking for a suggestion box in the website but couldn't find one. I have been banking with your bank for 15 plus years but there is no ATM near my home. I live in Weslaco, Texas 78596 and I would like to suggest a ATM location in this area. It would avoid withdrawal fees from using other banks ATMs. The closest ATM is 20 minutes away. Please consider this for all of us in the area. Thank you!	Thu Feb 06 17:50:39 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello [REDACTED] We apologize for any inconvenience. We'll certainly share this with our leadership team. Here is a link that can help you quickly find your nearest locations, hours and may make an appointment: [REDACTED]	Thu Feb 06 18:00:31 GMT 2025

From: [REDACTED]
To: [REDACTED]
Subject: Reg BB
Date: Friday, February 7, 2025 5:35:09 PM

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: not provided
Financial Center :Undetermined
Banking Center City, Banking Center State: , not provided
Social Media Type: General Customer Service
Website: [REDACTED]
Additional Case Details: Client stated unable to visit FC due to operating hours. Client work 8-5 and FC closed at 4pm
Complaint System: Synergy
Complaint System Id [REDACTED]
Social Media Comments:

Name	Content	Posted Date
[REDACTED] [REDACTED]	@BankofAmerica how is someone working 8-5 suppose to come in and speak with a financial advisor or make cash deposits? SMH [REDACTED] maybe getting new clients. Extended hours on Fridays and open on Saturdays. [REDACTED]	Fri Feb 07 23:15:59 GMT 2025

Thanks

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: Social Media Reg BB/CRA Document
Date: Tuesday, February 11, 2025 2:45:05 PM
Attachments: [REDACTED]
Importance: High

Bank Associate Name: [REDACTED]
Unit Name: Social Media
Contact Name: [REDACTED]
City, State: N/A
Financial Center :Undetermined
Banking Center City, Banking Center State: N/A
Social Media Type: General Customer Service
Website: [REDACTED]
Additional Case Details:FC Closure.
Complaint System:CTR
Complaint System Id: [REDACTED]
Social Media Comments:

Name	Content	Posted Date
[REDACTED]	@ [REDACTED] @ [REDACTED] @BofA_Help They close the whole bank in my town and left us with a ATM	Tue Feb 11 17:29:59 GMT 2025

[REDACTED]