

**From:** [REDACTED]  
**Sent:** Wednesday, November 12, 2025 1:02 PM  
**To:** [REDACTED]  
**Subject:** Atm and branch closings

I am so fed up with BofA. Last year you closed the Business center drive Fairfield ca branch. You very graciously left the atm. A few months later without notice you removed atm. Went to next closest branch , west Texas fairfield ca. closed. No atm. Now I have to drive 9.2 miles for branch/atm. I have a checking and heloc with BofA. Get an atm back at business center drive location or I'm canceling both accounts. Talk to branch mgr at the N. Texas branch. She said she's getting a ton of complaints!

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, November 14, 2025 3:56 PM  
**To:** [REDACTED]  
**Subject:** Research Completed

Case number: [REDACTED]

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

Even though we closed our Fairfield - Green Valley Financial Center, you can find other locations by using our financial center or ATM locator at [REDACTED]. Keep in mind, there are other ways to bank with us - just log in to our Mobile Banking app or visit Online Banking at bankofamerica.com.

Please know that your feedback is valuable and has been retained to ensure we are providing the level of service our clients expect and deserve.

Thank you for being our client.

[REDACTED]

[REDACTED]

[REDACTED]

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

Read more about [REDACTED]

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

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, December 1, 2025 7:07:16 PM  
**Attachments:** [REDACTED]

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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: [REDACTED]  
Complaint System Id: [REDACTED]  
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I've been a Bank of America customer for over 20 years and always had to go to an atm by Walmart in my area of north San Jacinto California and for the past few months it's been out of order! My question is does Bank of America plan to put in another branch in my area or do I go to a different bank?	Mon Dec 01 20:56:43 GMT 2025
Messenger Post from [REDACTED]	Might I add there are 2 banks in Hemet which is too far for me to go!!!!	Mon Dec 01 20:58:13 GMT 2025
POST FROM: Bofa_Help on Facebook	Hi [REDACTED], thanks for letting us know. We apologize for any inconvenience. We'd like to get that machine serviced as soon as possible To help us get the service completed quickly please be as specific as possible including street, city and state. Also, 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 Mobile Banking, ATM, or ATM with Teller assist. If you don't have our mobile	Mon Dec 01 22:36:50 GMT 2025

	banking app, here's how you can sign up: [REDACTED] [REDACTED]	
Messenger Post from [REDACTED] [REDACTED]	It's in the shopping center at 1861 S San Jacinto Ave San Jacinto, CA 92583 United States	Mon Dec 01 22:44:38 GMT 2025
Messenger Post from [REDACTED] [REDACTED]	I deposit. Cash each month and can't always drive 10 miles to a bank!	Mon Dec 01 22:45:16 GMT 2025
POST FROM: Bofa_Help on Facebook	Hi [REDACTED], thank you for the information provided. I do want to apologize but that ATM location has been permanently closed. I am sorry for the inconvenience, please consider visiting our nearest locations for your cash deposit [REDACTED]	Mon Dec 01 23:03:47 GMT 2025
Messenger Post from [REDACTED] [REDACTED]	So since you're not gonna put in a bank outlet in my area, I will be closing my account with Bank of America in finding another bank. Thanks no thanks.	Mon Dec 01 23:05:38 GMT 2025
Messenger Post from [REDACTED] [REDACTED]	I told you both banks closest are 10 miles away from me!!!	Mon Dec 01 23:07:02 GMT 2025
Messenger Post from [REDACTED] [REDACTED]	Bank of America has 2 banks in Hemet none in San Jacinto California especially northern part! So I'll be closing my account and go to a bank closer to me by the first of the year!	Mon Dec 01 23:08:45 GMT 2025
POST FROM: Bofa_Help	I do apologies for the inconvenience, I will be sure to properly document this issue on your behave. If you were to have any future question or concerned please feel free to reach out to us	Mon Dec 01 23:32:32

on  
Facebook

and we will be more than happy to assist. [REDACTED]

GMT  
2025

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]

**Sent:** Thursday, January 22, 2026 2:17 PM (UTC-06:00)

**To:** [REDACTED]

[REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: CRA Request - Social Media Reg BB/CRA Documents

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: [REDACTED]

Complaint System Id: [REDACTED]

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Once again I'm requesting you consider opening at least an ATM in Palatka FL. Since you closed the Palatka branch office, the nearest branch to us is now an hour away. This is highly inconvenient for anyone who needs or wants to do any in-person transaction.	Fri Oct 03 21:19:27 GMT 2025
POST FROM: Bofa_Help on Facebook	Hi [REDACTED], we're sorry for any inconvenience this has caused you. Please know that we've documented your feedback and will share it for review. Thank you for taking the time to bring this to our attention. [REDACTED]	Fri Oct 03 21:55:28 GMT 2025

[REDACTED]

[REDACTED]

11/21/26

# To All Whom It Concerns:

\* Regarding the Closing of the Branch of BANK of America  
located at 6023 Spring Hill Dr. FL 34606

## BANK OF AMERICA

\* Such a strong + beautiful honorable  
name for a Bank:

\* I am extremely, extremely disappointed  
in the future closing of this BANK 4/26/26

\* Every effort should have been made  
possible to keep this branch open.

\* Shame on you for letting us down.  
this location serves so many in the area.

\* I always responded to email's + gave  
great reviews every time I went there  
because it was deserved by these employees  
I feel so crushed! So let down, for them  
and us! this is our BANK of America

\* You should have stood strong and  
make this BANK stay OPEN !!

\* Where is the honor? Where is the  
pride today? Instead of closing, the  
focus should be keep it OPEN! Sincerely,

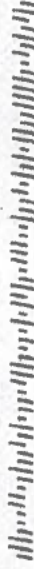


TAMPA FL 335  
SAINT PETERSBURG FL  
24 JAN 2026 PM 6 L

Director, Licensing Activities, Comptroller of the Currency  
7 Times Square Large Bank Licensing  
10th Floor Mailroom,  
New York, New York

10036

10036-658810



February 17, 2026

*Sent by email* [REDACTED]

[REDACTED]  
CRA Public File Custodian  
Bank of America, NA  
100 North Tryon Street  
Charlotte, North Carolina 28255

Re: Branch Closing Notice – Spring Hill Office  
Bank of America, NA  
OCC Control No.: [REDACTED]

Charter No.: 13044

Dear [REDACTED]

Enclosed is a copy of a letter dated January 21, 2026 from [REDACTED] responding to the Customer Notice of Branch Closing for the Spring Hill branch of Bank of America, NA located at 6023 Spring Hill Drive, Spring Hill, FL 34606 known as the Spring Hill Office on April 21, 2026. Please place the comment letter in the bank's public file.

Sincerely,

[REDACTED]

[REDACTED]

Enclosure: Public Comment Letter

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, February 4, 2026 10:24 AM  
**To:** [REDACTED]  
**Subject:** ATM installation by me.

**Categories:** [REDACTED]

[REDACTED]

After almost a year, B of A gave me a name of someone to complain to. I have been a client of your bank since you bought out [REDACTED] over 30 years ago. I have lived in this house for over 25 years and there was a branch around the corner on A1A and Harvard Dr. in Ormond Beach. There was another one on Granada Blvd here on beach side that you also closed. My complaint is lack of an ATM near me. The closest one to me is across the intercostal waterway on Nova road in Ormond Beach.

I have spoken with the branch manager there and she told me she would relay my concern but I have not heard a word despite repeating my request.

I want to know if you will consider putting in an ATM machine here near the old bank. I have seen them in other cities and states.

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, February 25, 2026 12:20:00 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center : [REDACTED]

City, State: ,

Social Media Type: General Customer Service

Website:

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Bank of America is missing the boat in Lakewood Ranch Florida 34202 . Thousands of new homes and no BOA close by at all . At least open an ATM machine in LWR	Wed Feb 25 16:57:44 GMT 2026
POST FROM: Bofa_Help on Facebook	Hello. Thank you so much for bringing this to our attention, I have escalated your concerns. [REDACTED]	Wed Feb 25 17:09:22 GMT 2026

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Saturday, March 14, 2026 1:02:31 PM

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Bank Associate Name: [REDACTED]

Unit Name: Social Media

Contact Name: [REDACTED]

Financial Center :Undetermined

City, State: ,

Social Media Type: [REDACTED]

Website: [REDACTED]

Additional Case Details:

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	Please reopen a branch in Palatka Florida!	Sat Mar 14 17:28:49 GMT 2026

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, March 9, 2026 1:54:15 PM

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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: [REDACTED]  
Complaint System Id: [REDACTED]  
Social Media Comments:

Name	Content	Posted Date
[REDACTED]	Hi there, I would like to request a new ATM location for Fort Oglethorpe GA. There currently isn't one there and the closest locations are over the border in Chattanooga TN, which are too far out of reach or in an unsafe neighborhood. The closest is the ATM at 4608 Rossville Blvd Chattanooga TN 37407, which is a difficult location to get in and out of and located in a not so desirable neighborhood. I would appreciate having an ATM in Fort Oglethorpe as another option.	Tue Dec 23 22:32:34 GMT 2025
bankofamerica	Hello. Thank you for your feedback. We will share it with the appropriate teams. You can find the most up to date information on our locations here: [REDACTED]	Tue Dec 23 23:16:36 GMT 2025

[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Saturday, March 14, 2026 4:33:52 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
[REDACTED]	We need our branch back in rockford il its [REDACTED] we have to drive 2 hours for one	Sat Mar 14 21:20:30 GMT 2026
Bank of America	Hi [REDACTED], thanks for reaching out to us. We are constantly reviewing and adapting 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. However, the majority of daily banking needs are now also able to be completed right from within our Online and Mobile banking platforms. Additionally, we are more than happy to also help with any of your Bank of America account/service related questions or concerns. If by chance you happen to need additional assistance, please reach out to a member of our Social Media Client Care team on Facebook at [REDACTED] or send us a private message on Instagram at [REDACTED] and we'll be glad to further connect with you. [REDACTED]	Sat Mar 14 21:30:41 GMT 2026

**From:** [REDACTED]  
**Sent:** Tuesday, March 10, 2026 11:39 AM (UTC-05:00)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document

Bank associate name: [REDACTED]  
Unit name: Social media  
Contact name: [REDACTED]  
City, State: Terre Haute, Indiana  
Financial center: [REDACTED]  
Banking center city, banking center State: Terre Haute, Indiana  
Social media type: General customer service  
Website:  
Additional case details:  
Complaint system: [REDACTED]  
Complaint system ID: [REDACTED]  
Social media comments:

Name	Content	Posted date
[REDACTED]	Hello,	November 9, 2025 at 5:05 PM.
[REDACTED]	There is a real need for you to consider coming back to the Terre Haute Ind area with a branch office. There once was one here and now we have to deal with the banks in this area...I truly think with all the new businesses here this would be a real possibility for growth for Bank of America....I know it would be extremely helpful for many people like myself. Thanks	November 9, 2025 at 5:08 PM.
Bank of America	Hi, thank you for reaching out to us. We certainly appreciate the feedback and insight as we are constantly evaluating our retail network to meet evolving customer demands. If there's anything else we can assist with, please let us know. [REDACTED]	November 10, 2025 at 8:51 AM.
[REDACTED]	Thank you [REDACTED] for responding...the Terre Haute area is growing by heaps and bounds with all kinds of new businesses and along with additional population..the Casino alone has increased the area with a multitude of opportunities, including many new businesses close by the Casino and many new build houses, businesses...I truly would appreciate Bank of America be in the running assisting this customer base the opportunity to get the best ..please if you could escalate this to wherever in order that it has a possibility of a future...Thanks in advance...	November 10, 2025 at 9:46 AM.
Bank of America	You are welcome. [REDACTED]	November 10, 2025 at 9:55 AM.

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Friday, February 13, 2026 8:42:28 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:

Name	Content	Posted Date
[REDACTED]	I was told to follow up about a recent Google review I left for your ATM location in Cambridge, MA	Fri Feb 13 23:00:14 GMT 2026
bankofamerica	Hello. Thank you for reaching us back. We're sorry for any inconvenience this may have caused. Please share more details including the specific ATM location and we'll be happy to follow up with you. [REDACTED]	Fri Feb 13 23:32:44 GMT 2026
[REDACTED]	212 Hampshire St, Cambridge, MA 02139	Sat Feb 14 01:24:35 GMT 2026
[REDACTED]	This banks hours are awful. Not open on weekends. 9-4, so anyone working a regular job cannot even use it	Sat Feb 14 01:25:04 GMT 2026
		Sat Feb 14

[REDACTED]	What valid excuse is there to have an ATM this useless?	01:25:39 GMT 2026
bankofamerica	Thank you for providing those details. Your feedback will be shared amongst our leadership team. If you have any other questions or concerns, please let us know. [REDACTED]	Sat Feb 14 02:35:31 GMT 2026

**From:** [REDACTED]  
**Sent:** Tuesday, March 10, 2026 2:49 PM (UTC-05:00)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CRA Request - Social Media Reg BB/CRA Documents

Bank associate name: [REDACTED]  
Unit name: Social media  
Contact name: [REDACTED]  
City, State: Southaven, MS 38672  
Social media type: General customer service  
Website: [REDACTED]  
Additional case details: Social person made a request via Facebook Messenger to add a FC branch in their town - Southaven, MS 38672  
Complaint system: [REDACTED]  
Complaint system ID: [REDACTED]  
Social media comments:

Name	Content	Posted date
[REDACTED]	Dear BOA, Can yall please put a walkin branch close to Southaven, MS 38672? Please	11/1/2025 12:45 PM
Bank of America	Hello. Thank you for reaching out. Your feedback is important to us as it helps us improve. Here is a link that can help you quickly find all our locations and hours: [REDACTED]	11/1/2025 1:30 PM

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, March 9, 2026 2:00:58 PM

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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: [REDACTED]  
Complaint System Id: [REDACTED]  
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I LIVE IN PAHRUMP NV YOU CLOSED OUR 1 AND ONLY BANK. ATMS DO NOT HELP WHEN YOU HAVE A PROBLEM WE NEED SOMEONE HERE AT LEAST A FEW TIMES A WEEK TO HELP WITH PROBLEMS. NO OTHER BANKING TRANSACTIONS. IT IS 70 MILES EACH WAY TO THE NEAREST BANK THIS SUCKS	Fri Nov 28 08:33:12 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello [REDACTED]. We value your feedback, and will continue to explore ways to improve our customer experience going forward. We will share this information with the appropriate party. Thank you for making us aware.	Fri Nov 28 14:37:48 GMT 2025

[REDACTED]

**From:** [REDACTED]  
**Sent:** Thursday, January 22, 2026 2:17 PM (UTC-06:00)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CRA Request - Social Media Reg BB/CRA Documents

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: [REDACTED]  
Complaint System Id: [REDACTED]  
Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	IV'E BEEN A CUSTOMER FOR 25 YEARS. WE ONLY HAD 1 BRANCH IN PAHRUMP NV IT IS 70 MILES EACH WAY TO THE CLOSEST BRANCH WE NEED HELP IN PAHRUMP. OR I NEED TO THINK TO THINK ABOUT CLOSING MY ACCOUNTS. IT IS REALLY HARD TO DRIVE TO THE NEAREST BRANCH CAN'T OUR BRANCH BE OPENED 21 OR 2 DAYS WITH SET HRS	Mon Dec 01 22:29:50 GMT 2025
POST FROM: Bofa_Help on Facebook	Hello, [REDACTED]. Thank you for reaching out to us. We'd like to keep you as a client. Your feedback is incredibly valuable and we will continue to explore ways to enhance our customer experience moving forward. Rest assured, your feedback will be shared amongst our leadership team. We appreciate your input! [REDACTED]	Mon Dec 01 23:04:39 GMT 2025
Messenger Post from [REDACTED]	I NEED TO PAY BILLS AND CANT GET INTO MY ACCOUNT AFTER 20 YEARS	Tue Dec 02 08:10:39 GMT 2025
POST FROM: Bofa_Help on Facebook	We certainly understand the urgency, [REDACTED]. Please share your full name/ZIP/contact number and a teammate will connect to review your profile. [REDACTED]	Tue Dec 02 14:20:09 GMT 2025

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Monday, March 2, 2026 7:10:37 PM  
**Attachments:** [REDACTED]

Bank Associate Name: [REDACTED]  
 Unit Name: Social Media  
 Contact Name: [REDACTED]  
 City, State: ,  
 Financial Center :707 NEW BRUNSWICK AVE  
 Banking Center City, Banking Center State: PHILLIPSBURG, NJ  
 Social Media Type: General Customer Service  
 Website:  
 Additional Case Details:  
 Complaint System: [REDACTED]  
 Complaint System Id: [REDACTED]  
 Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	Why yet again is the ATM at the Pohatcong nj Warren county branch down YET AGAIN! It doesn't say temporarily it has a blank black screen! It's our only access to BOA account! I needed yet again to make a deposit and cannot What is going on is this permanent? Please don't tell me other locations they are atleast 25 mins away and I donot have transportation to get there This is ridiculous	Mon Mar 02 23:53:47 GMT 2026
Messenger Post from [REDACTED]	?	Mon Mar 02 23:59:14 GMT 2026
Messenger Post from [REDACTED]	Ok so I take it you don't have time	Tue Mar 03 00:02:47 GMT 2026
POST FROM: Bofa_Help on Facebook	Hi [REDACTED]. We're sorry to hear about your experience and appreciate you making us aware. We will request maintenance for the ATM. [REDACTED]	Tue Mar 03 00:07:42 GMT 2026
		Tue Mar

Messenger Post from [REDACTED] [REDACTED]	Will it be expedited? Because I use the app as much as possible but I need to make a cash deposit and this is the third or fourth time in about a month or so that it's been down The inside office has been closed since Covid !	03 00:13:04 GMT 2026
POST FROM: Bofa_Help on Facebook	Your concern has been escalated. If you have additional account related concerns, please let us know. [REDACTED]	Tue Mar 03 00:24:17 GMT 2026

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

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

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, December 10, 2025 6:42 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED]

[REDACTED], I live on the Navajo reservation about 200 miles from the nearest BOA or Merrill office because you have literally distanced your institutions from me. 15 years ago there was a BOA just 2 miles away until it closed and moved to Gallup, NM until the Gallup bank closed and moved to Albuquerque. So, now I am poised too many miles between a BOA branch in Flagstaff and one in Albuquerque. I am lucky that there is a [REDACTED] branch in Window Rock that isn't afraid [REDACTED] as you and your bank appear to be despite your sweet sounding email.

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From: [REDACTED]  
Sent: Wednesday, February 18, 2026 3:56 PM  
To: [REDACTED]  
Subject: Brunswick County North Carolina

Hey [REDACTED],

You have a [REDACTED] going on here. **This is the fastest growing county in North Carolina and you only have one branch here in Sunset Beach.** They close at 4 pm every day...what is that? Your competition stays open until 5 and 5:30 on Fridays. Went to the ATM last Friday to make a deposit and the A.TM was out of order and not accepting check deposits. I wonder how long that was the case. Does the Branch keep up with that?

So I drive down to Little River where you have a kiosk at a filthy gas station location in a seedy part of town...The screen was worn out and so insensitive to touch I had to bang on every digit and field.

YOU HAVE A [REDACTED] DOWN HERE...YOU MIGHT AS WELL PULL THE PLUG ON EVERYTHING HERE BECAUSE YOUR REPUTATION IS [REDACTED]

All the new people from NY, Jersey, and your part of the world who are movin are scratching their heads and saying what is with BofA down here?

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, February 25, 2026 12:41:01 PM

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

Additional Case Details:

Complaint System: [REDACTED]

Complaint System Id:

Social Media Comments:

Name	Content	Posted Date
[REDACTED]	Please try to open a branch in Fargo, ND.	Tue Feb 24 22:59:08 GMT 2026
Bank of America	Hello [REDACTED], if you require any assistance, please send us a private message and we would be glad to connect with you. [REDACTED]	Tue Feb 24 23:31:13 GMT 2026

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

**From:** [REDACTED]  
**Sent:** Thursday, January 22, 2026 2:17 PM (UTC-06:00)  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CRA Request - Social Media Reg BB/CRA Documents

Bank associate name: [REDACTED]  
Unit name: Social media  
Contact name: [REDACTED]  
City, State: Central PA  
Financial center: Undetermined  
Banking center city, banking center State: Undetermined  
Social media type: General customer service  
Website:  
Additional case details:  
Complaint system: [REDACTED]  
Complaint system ID: [REDACTED]  
Social media comments:

Name	Content	Posted date
[REDACTED]	<a href="#">@BankofAmerica</a> you need to open more branches or atms at least in PA	October 19, 2025 at 9:12 AM.
Bank of America	Hey [REDACTED] We see you mentioned us. If you'd like to connect, please use the DM link to let us know. [REDACTED]	October 19, 2025 at 9:40 AM.
[REDACTED]	DM: I would like for you guys to expand your locations or at least atms in central pa	October 19, 2025 at 10:00 AM.
Bank of America	Hello. Thanks for reaching out to us. We're sorry to hear about this and will be sure to document your complaint. [REDACTED]	October 19, 2025 at 11:21 AM.



**From:** [REDACTED]  
**Sent:** Monday, March 9, 2026 12:27 PM (UTC-05:00)  
**To:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document

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

Name	Content	Posted Date
Messenger Post from [REDACTED]	Subject: Serious Service Failure: No Bank of America Branch in Harrisburg Area Dear Sir or Madam, I reside in Enola, near Harrisburg, Pennsylvania. After carefully reviewing the area, I was shocked to find that the nearest Bank of America branch is roughly 50 miles away. For an institution of Bank of America's size and reputation, this level of service is frankly unacceptable. As a customer of Bank of America for more than 12 years, I am deeply disappointed by this severe lack of local presence. It is hard to understand how a bank operating at a national level can leave an entire metropolitan area like Harrisburg without a single nearby branch. This situation has forced me to seriously question the value of continuing my relationship with Bank of America. If this matter is not addressed, I will proceed with closing all of my accounts and credit cards and will permanently move my banking elsewhere. I strongly urge Bank of America to reconsider its footprint in this region and establish at least one branch in the Harrisburg area as soon as possible. Anything less reflects poorly on an institution that claims to serve its customers nationwide. [REDACTED]	Fri Dec 19 01:26:36 GMT 2025

POST FROM: Bofa_Help on Facebook	We value our customers' opinions and appreciate that you took the time to share your feedback with us. I also understand your concerns and if you need assistance with an account we would be happy to reach out to see how we can assist. [REDACTED]	Fri Dec 19 01:52:25 GMT 2025
Messenger Post from [REDACTED] [REDACTED]	No, I don't need an assistant. I just need a physical branch in Harrisburg. That's all	Fri Dec 19 03:22:06 GMT 2025
POST FROM: Bofa_Help on Facebook	We value our customers' opinions and appreciate that you took the time to share your feedback with us. I also understand your concerns and if you need assistance with an account we would be happy to reach out to see how we can assist. [REDACTED]	Fri Dec 19 13:16:09 GMT 2025

[REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, March 10, 2026 11:46 AM (UTC-05:00)  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document

Bank associate name: [REDACTED]  
Unit name: Social media  
Contact name: [REDACTED]  
City, State: [REDACTED]  
Financial center: Undetermined  
Banking center city, banking center State: Azle, Tx  
Social media type: General customer service  
Website:  
Additional case details:  
Complaint system: [REDACTED]  
Complaint system ID: [REDACTED]  
Social media comments:

Name	Content	Posted date
[REDACTED]	I'm curious if BOA plans on opening an establishment in Azle, Tx. There is only 1 ATM in Azle, and it often doesn't seem to work so we are stuck driving into town 20 minutes one way. Azle has grown quite a bit and I'm tired of needing to drive to another town to get my money, so I'm currently contemplating leaving BOA simply because it's become an inconvenience that I'm tired of dealing with.	December 20, 2025 at 1:28 PM.
Bank of America	We certainly appreciate the feedback and insight as we are constantly evaluating our retail network to meet evolving customer demands. If there's anything else we can assist with, please let us know. [REDACTED]	December 20, 2025 at 1:43 PM.

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

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Sunday, March 22, 2026 3:30:39 PM  
**Attachments:** [REDACTED]

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Bank associate name: [REDACTED]  
Unit name: Social media  
Contact name: [REDACTED]  
City, State: Uvalde, Texas  
Financial center: N/A  
Banking center city, banking center State: Uvalde, Texas  
Social media type: General customer service  
Website: [REDACTED]  
Additional case details: N/A  
Complaint system: N/A  
Complaint system ID: [REDACTED]  
Social media comments:

Field	Enter	Posted date
Post author	Message	3/22/2026
[REDACTED]	Hey Y'all have a lot of banks in the very big city of San Antonio of almost 2 Million population, Why Not have a Bank of America Bank, Brand New, by [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Ham Lane on the east side of Uvalde, Texas, 78801 west of San Antonio!!?	

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

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Wednesday, January 21, 2026 2:20:12 PM

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: [REDACTED]  
 Complaint System Id: [REDACTED]

Social Media Comments:

Name	Content	Posted Date
Messenger Post from [REDACTED]	I live in Holland and have been banking with you for more than 40 years. You closed so many of your branches and your atm's are empty and I cannot access my money without driving a long distance, this is ridiculous. This is not the first time the atm in east Aurora has been empty. So I have to start banking elsewhere? BOA used to have a beautiful branch in east Aurora, what happened?	Wed Dec 24 00:10:03 GMT 2025
POST FROM: Bofa_Help on Facebook	[REDACTED] thank you for reaching out to us today. We sincerely apologize for any confusion and frustration this may have caused. We will document your feedback and file a complaint on your behalf regarding your recent experience. [REDACTED]	Wed Dec 24 00:16:38 GMT 2025
Messenger Post from [REDACTED]	This happens a lot where I cannot access cash. I see that [REDACTED] is opening new branches all around, one in East Aurora. [REDACTED] is also all around!	Wed Dec 24 00:32:38 GMT 2025
POST FROM: Bofa_Help on Facebook	Thank you for your patience. To ensure we document all of your concerns accurately, could you please share the address of the financial center where the ATMs were empty? [REDACTED]	Wed Dec 24 01:43:30 GMT 2025
Messenger		Wed Dec 24

Post from [REDACTED] [REDACTED]	Tops plaza, grey street in east Aurora. It's the only one I am aware of in EA.	20:02:09 GMT 2025
POST FROM: Bofa_Help on Facebook	We appreciate your feedback. Take care! [REDACTED]	Wed Dec 24 20:04:08 GMT 2025

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

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From: [REDACTED]  
Sent: Friday, January 2, 2026 10:45 AM  
To: [REDACTED]  
Subject: my latest crisis

Dear [REDACTED],

First of all, let me wish you a happy 2026, filled with wishes that have come true!

My latest crisis is another loss, this time one I can blame on Bank of America. They eliminated the ATM machine in Locust Valley that I use every week and sometimes more. So now I have to go all the way to Glen Cove (which seems farther every time) or Oyster Bay (a nicer bank with a manager I like), equally far away. It's dreadful to think BofA has decided the people of LV don't count any more. First they got rid of the bank we had and now the poor substitute for it is also gone. Compared to the ATM in LV, the one in GC makes me do acrobatics every time I use it or I have to get out of my car to use it. It must be funny to watch. I need an SUV to be high enough to reach it. This is seriously not accommodating the elderly--physically!!! Big corporations don't care, obviously. There are other ATMS closer to me— [REDACTED] and [REDACTED] But BofA manages my money. Any suggestions?

Thanks for listening,

[REDACTED]

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Social Media Reg BB/CRA Document  
**Date:** Thursday, February 19, 2026 3:41:12 PM

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

Name	Content	Posted Date
Messenger Post from [REDACTED]	You have no branch here in Yakima There used to be 2. We have one teller and no drive up window . Last week your outdoor teller was out of money, or not giving out money at this point!. We used an alternative bank and got an extra charge! After 40 + years with BOA. This is what we get? It's time to find another bank, that's a real inconvenient thing to do as well! We will look for another bank that has a face to face relationship and more than one ATM. Machine! Extremely disappointed in Yakima Wa! [REDACTED].	Thu Feb 19 18:25:48 GMT 2026
POST FROM: Bofa_Help on Facebook	Hello [REDACTED], thank you for being a valued Bank of America customer for more than 40 years. We're disappointed to hear this and apologize for your experience. Please send info about where this happened and we'd be happy to contact you if you need assistance. [REDACTED]	Thu Feb 19 18:46:33 GMT 2026
Messenger Post from [REDACTED]	Yakima wa. There is only one ATM	Thu Feb 19 18:49:01 GMT 2026
POST FROM: Bofa_Help on	We will escalate on your behalf. You can let us know if you require additional assistance. [REDACTED]	Thu Feb 19 18:58:13 GMT

Facebook		2026
POST FROM: Bofa_Help on Facebook	Thank you for bringing this to our attention. The ATM active at the site is now processing withdrawals. Please let us know if you require any further assistance. [REDACTED]	Thu Feb 19 20:28:18 GMT 2026
Messenger Post from [REDACTED] [REDACTED]	This ATM is the only access to BOA in Yakima. There used to be one 25 miles away in Union Gap. It is closed. There also was one on 2nd street in Yakima. 18 miles from us. The only BOA ATM in Yakima is now on 40th and Summitview. That location had 2 ATM's until 3weeks ago. One of the ATMs- have been removed. When the other ATM is out of service(which happens frequently) we must use a different ATM and we get charged.(Again this is a recent thing that happens). This last happened the last time we needed cash on 2/2/26 we got a total charge of \$6.50 from [REDACTED] What is the plan? Is BOA going to serve the greater Yakima area or not?	Thu Feb 19 20:43:13 GMT 2026
POST FROM: Bofa_Help on Facebook	We apologize for the inconvenience. We considered a number of factors, including traffic in these financial centers. We will certainly document your feedback and what you shared about your experience on your behalf. If you require any additional assistance with your account, you can let us know if you would like to connect to review your account or any charges. You can share your contact info if you would like us to follow up. [REDACTED]	Thu Feb 19 20:52:39 GMT 2026

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