

Written Comments

Subject:

CRA Complaints

Good Morning,

The following social media posts were received over night via Facebook and flagged as potential CRA complaints.

Customer Solutions Case # 03118030: 03/21/2023 7:28 PM - INBOUND don't serve the Black community and you have no bank branches in the Black community. Curious as to what efforts you have planned for help community.	- I'm confused. You
Customer Solutions Case # 03117955: 03/21/2023 9:08 PM - INBOUND - A branch in Richmond County again	re we ever going to have a
Sincerely,	

Customer Solutions Representative Mon-Fri, 8am-6pm/Sat. 8am-4:30pm EST First Horizon Bank Phone: 1-800-489-2961 Fax: 1-877-422-5789



То:	CRA		
Subject:	FEEDBACK ONLY - Customer Sol	utions -	- Case# 03186680

Good afternoon,



Message: 03/29/2023 8:38:48 PM CDT

It's been a little over a year since I asked if y'all were expanding since access to locations here is VERY limited and I was told yes but there was no ETA. I thoroughly enjoyed banking here when it was Iberia but I find myself looking and wanting to switch banks more and more. The website is not user friendly, there are literally only 2 locations where I live with 'plans' to expand in the future and just generally not happy overall after Iberia got bought out. Just thought I'd share and that I will be finding another bank in the near future.

Thank you!

Customer Solutions Messaging Mon-Fri 8am-6pm/Sat. 8am-4:30pm EST. Phone: 1-800-489-2961 Fax: 1-877-422-5789 First Horizon Bank



Sent:	
To:	
Subject:	

Wednesday, May 3, 2023 8:16 AM CRA FEEDBACK ONLY - Customer Solutions

Case# 03361808

Good morning,



I just love how @FirstHorizonBnk always charges me for using my card at another bank but yet they closed the one in my town and the nearest one to me is 45 minutes away. 🙄 🙄

Thank you!

Customer Solutions Messaging Mon-Fri 8am-6pm/Sat. 8am-4:30pm EST. Phone: 1-800-489-2961 Fax: 1-877-422-5789

First Horizon Bank



 From:
 Customer Solutions

 Sent:
 Thursday, March 23, 2023 8:17 AM

 To:
 CRA

 Subject:
 Action Required - Customer Solutions Messaging 00D30jAcy._5003x2M4Bpw:ref]
 Case 3125983 [ref:_

"Now there is just ONE office in Clarksville, when there used to be four. How's that for convenience! ?? Bye, bye Felicia!!!"

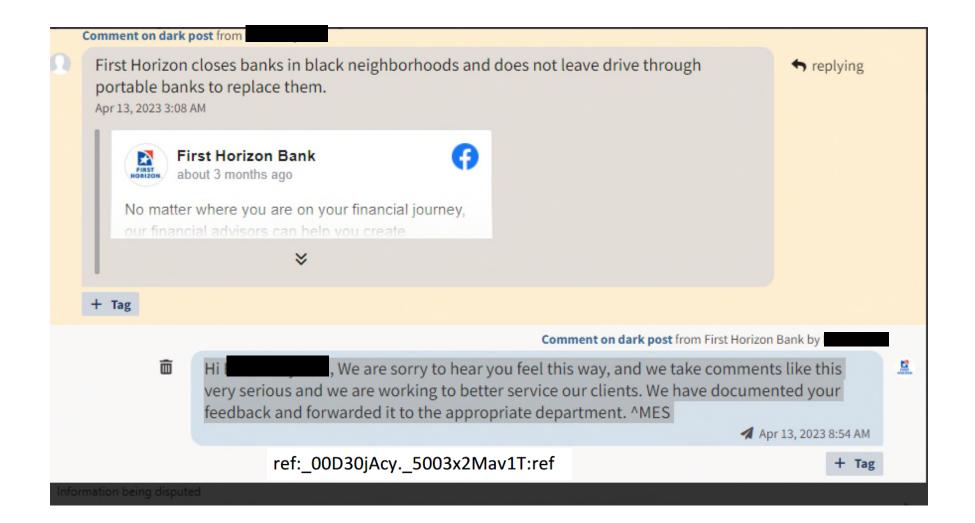
Forwarding this as a potential CRA complaint.

Thank you,

Customer Solutions - Messaging First Horizon Monday – Friday 8:00 AM – 6:00 PM ET Saturday 8:00 AM – 4:30 PM ET

ref:_00D30jAcy._5003x2M4Bpw:ref

FIRST HORIZON



Details Feed Notes

Description

Description

This banks changed its name 3 times the last 10 years and closed every branch near me within 45mins it nit a good bank it's shadyyyyyy

Case Description



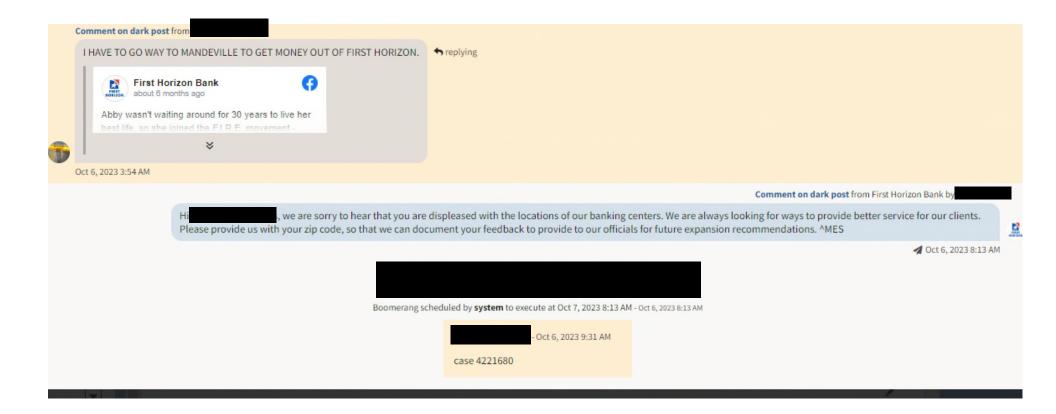
July 26, 2023 at 7:00 AM

G

07/25/2023 3:47 PM - OUTBOUND - History we are sorry to hear that you feel this way, could you please provide us with a zip code, so that we can review for potential expansion opportunities. ^MES 07/25/2023 9:51 PM - INBOUND - First Horizon Bank 37748 - 37763 Yall had branches here then when I got an account yall left me with 1 ATM to access my account. Unfortunately the closest branch is 45 mins out.

But I can say yalls customer service rockes and that's why if chosen to keep yall....

Comment



Description

Description

[External Email. Exercise caution when clicking links or opening attachments.]

Recently I received a letter from a C. S. Rep. concerning a request that I made known to an associate in your Maryville branch.

My wife and I have had nothing but great service from each First Horizon branch that we've visited. We moved to Athens, TN last May. Now the closest branch to us is in either Cleveland or Maryville, which is about a 40 minute drive either way.

Please consider putting a branch in Athens! We would very much appreciate it.

HORIZON.

December 06, 2023.



Account ending in Re: banking experience. Case Number: 04549060

Customer Solutions received some feedback regarding your recent experience.

We have tried to reach out to you regarding your recent banking experience. I have submitted feedback on your behalf. If you would like to discuss this further you are more than welcome visit your local branch and speak to your account officer. Or feel free to call us back here at Customer Solutions.

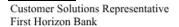
We apologize for any inconvenience.

Please contact Customer Solutions:

- Phone: (877) 304-3421, Monday Friday, 8 am 6 pm EST
- Fax: (877) 422-5789
- Email: <u>Customersolutions@firsthorizon.com</u>

Please reference the case number listed above when contacting us.

Sincerely,



To notify us of an error or request information about your account, please use the following address. Please include your name, your account number or other information that will help us identify your account, the error that you believe occurred, or the information requested. Send to: First Horizon Bank, Attn: Customer Solutions, P.O. Box 15003, Knoxville TN 37901-5003

	Tweet from				
7	You know.	@FirstH	lorizonBnk, I might just have to switch to a new bank. The fact that you don't have any ATM's in my area open on weekends (the only time I could feasibly get to one) is kinda a dealbreaker.	replying	
-	Mar 23, 2024 9	9:00 PM			
			Tweet f	rom Twitter by	1
			Thank you for reaching out to us. You can locate nearby ATMs and view banking center hours via the tool on our website here: https://t.co/F4PFa9w8qg If we can be of please let us know!	of further assistance	
				🖪 Mar 25, 2024 8:24 AM	1