

**Public Written Comments & Responses
For Current and Preceding
2 Calendar Years**

Date	Summary	Bank Response
1/27/2023	Thank you note for generous donation. Donations will deeply impact local families.	
1/30/2023	Thank you note for donation. Funds will help provide books to children which will be helpful during their first years of learning making their futures bright.	
2/9/2023	Thank you note for donations to help support local organization to create life changing opportunities for children.	
3/20/2023	Thank you note for donation to help bring new jobs and investments to community.	
3/23/2023	Thank you note for donation to help organizations efforts to stop sexual assault and child abuse within the community.	
3/23/2023	Thank you note from local elementary school.	
4/4/2023	Customer unhappy with new Easley Branch hours.	Branch reached out to customer to discuss further.
4/27/2023	Thank you note for donation to help all children enjoy personal and physical growth.	

5/19/2023	Thank you note for volunteering to help build affordable housing.	
5/23/2023	Thank you note for donation to help ensure all those are helped seeking housing.	
5/24/2023	Thank you note for donation to support local community arts.	
6/7/2023	Thank you note for donation to help eliminate domestic violence.	
7/20/2023	Thank you note for donation to help support continued education.	
7/26/2023	Thank you note for donation to help support accessible greenspace.	
8/3/2023	Thank you note for donation to help organizations efforts to stop sexual assault and child abuse within the community.	
8/4/2023	Customer unhappy with the Brunswick branch closure.	Branch reached out to customer to discuss further.
8/7/2023	Customer unhappy with the Brunswick branch closure.	Branch attempted to reach out to individual.
8/15/2023	Thank you note for donation to honor veterans and military.	
8/15/2023	Thank you note for donation to provide support to children, senior citizens, and homeless veterans.	

8/22/2023	Thank you note for donation to provide support to families in need to begin their homeownership journey and break the cycle of poverty.	
9/1/2023	Thank you note for donation to support local community arts.	
9/22/2023	Thank you note for volunteer services.	
10/2/2023	Customer was unhappy with branch hours at the Embury Hills Branch. Branch was closed when scheduled to be open.	Reached out to customer to discuss further.
10/12/2023	Thank you note for donation to support cancer and medical research.	
10/25/2023	Thank you note for donation to support law enforcement officers.	
10/30/2023	Thank you note for donation to provide support to animals who help visually impaired students, veterans with disabilities, and children with significant challenges.	
11/13/2023	Customer was unhappy with branch hours in Savannah.	Customers wished to not receive a response.
11/16/2023	Thank you note for donation to support compassionate services to those in need.	
12/5/2023	Thank you note for donation to support specialized education and intensive therapy programs.	
12/12/2023	Thank you note for donation to support jobs and investment in community.	

12/28/2023	Customer was unhappy with the Charlotte branch hours.	Branch reached out to customer to discuss further.
1/2/2024	Thank you note for donation to support local arts and entertainment.	
1/8/2024	Thank you note for donation to support children with disabilities.	
1/8/2024	Thank you note for donation to support children and families impacted by abuse.	
1/9/2024	Thank you note for donation to support local veterans.	
1/10/2024	Customer unhappy with new Marietta branch hours.	Reached out to customer to discuss further.
1/15/2024	Thank you note for donation to support children in foster care.	
1/16/2024	Thank you note for donation to support arts and culture festival.	
1/19/2024	Thank you note for donation to support children with disabilities.	
1/24/2024	Thank you note for donation to help support local scouts.	
1/25/2024	Customer unhappy about branch closures in Cave Spring.	Responded via social media reply.

1/29/2024	Customer unhappy with Cave Spring branch closing.	Responded via social media reply.
1/31/2024	Thank you note for donation to support mission to deliver meals to homebound citizens.	
2/1/2024	Thank you letter for donation to support victims of domestic violence.	
2/5/2024	Thank you note for donation to organization to support needs of people with cancer diagnoses.	
2/6/2024	Customer unhappy with Waycross branch hours.	Branch reached out to customer to bring awareness of ITM.
2/10/2024	Customer unhappy with lack of ATM at new Nashville branch.	Branch reached out to customer to explain that location was approved for ATM and will be installed soon.
2/13/2024	Customer unhappy with Clarkesville, GA branch hours.	Branch reached out to customer to discuss further.
2/14/2024	Thank you note for donation to support specialized education.	
2/15/2024	Customer unhappy hours of branch availability at Neely's Mill branch location.	Branch reached out to customer to discuss further.
2/20/2024	Thank you note for donation. Funds to support the development and productin of musical art.	
2/20/2024	Thank you note for donation to support arts and culture festival.	

2/22/2024	Customer would like to see branch or ATM in North Clarksville, TN.	Reached out to customer to discuss further.
3/11/2024	Thank you note for donation to supprt arts.	
3/11/2024	Thank you note for support of fundraiser to benefit local food bank.	
3/13/2024	Thank you note for donation in support of event to benefit children with special needs.	
3/14/2024	Thank you note for donation. Funds to provide crisis intervention services.	
3/20/2024	Thank you note for donation. Proceeds will help provide programs and services to local youth and teens.	
3/22/2024	Customer would like to see longer hours and deposit taking ATM at Atlanta Covington branch location.	Comment was received and taken in to consideration.
3/25/2024	Thank you note for support of fudnraiser to benefit local business community.	
4/3/2024	Thank you note for donation to support local Boy Scouts troops.	
4/7/2024	Customer unhappy with Cave Spring branch closing.	Branch responded to customer to communicate other options in area.
4/10/2024	Cusomter unhapy with weekend branch hours.	Branch responded to customer via email.

4/10/2024	Thank you note for supporting fundraiser to benefit victims of abuse.	
4/11/2024	Thank you note for supporting fundraiser to benefit affordable housing.	
4/30/2024	Thank you note for donation to support local cancer survivors.	
5/8/2024	Customer would like to see branch or ATM in Dunn, NC.	Branch reached out to customer to discuss further.
5/9/2024	Thank you note for supporting fundraiser to benefit local students.	
5/17/2024	Thank you note for volunteering at event to benefit adults with disabilities.	
5/22/2024	Thank you note for donation. Funds from donation will support work skills training program for high school students with disabilities.	
5/29/2024	Thank you note for donation in support of benefit to promote local charities.	
5/29/2024	Thank you note for donation. Proceeds to help local children attend nature camp.	
6/5/2024	Thank you note for donation. Proceeds to benefit victims of abuse.	
6/6/2024	Thank you note for donation. Proceeds will help provide programs and services to local youth and teens.	

6/10/2024	Thank you note for donation to support affordable housing.	
7/11/2024	Thank you note for donation. Funds to help provide help and homes to foster children.	
7/26/2024	Thank you note for donation supporting arts festival.	
8/13/2024	Thank you note for supporting event to raise funds for special needs children.	
9/19/2024	Thank you note for donation. Proceeds to help rebuild homes of low income individuals.	
9/19/2024	Thank you note for donation. Proceeds to benefit local animal rescue.	
10/3/2024	Thank you note for donation to aid in disaster recovery.	
11/6/2024	Thank you note for generous donation. Donations will support affordable housing.	
11/14/2024	Customer upset with branch hours in Murphy, NC	Reached out to customer to discuss further.
11/16/2024	Customer upset with branch hours in Waynesville, NC	Reached out to customer to discuss further.
11/16/2024	Customer upset with branch hours in Andrews, NC	Reached out to customer to discuss further.

11/16/2024	Customer upset with branch hours in Newland, NC	Reached out to customer to discuss further.
11/21/2024	Thank you note for donation.	
12/19/2024	Customer upset with branch hours and lack of deposit taking ATMs at North Carolina locations.	Reached out to customer to discuss further.
12/23/2024	Thank you note for donation. Proceeds to benefit a theater program in local schools.	
12/30/2024	Thank you note for donation to support affordable housing.	
12/31/2024	Thank you note for donation. Proceeds to support a healthier life for local individuals.	
1/8/2025	Thank you note for donation to support children and families impacted by abuse.	
1/9/2025	Thank you note for donation in support of exhibits at the history museum.	
1/13/2025	Thank you note for support of fundraiser to benefit local food bank.	
1/30/2025	Thank you note for donation to support mission of affordable housing and support of families in need.	
2/5/2025	Thank you note for donation to support mission of clean environment.	

2/11/2025	Thank you note for supporting fundrasier to benefit youth empowerment	
3/11/2025	Thank you note for donation to support mission of affordable housing.	
3/20/2025	Thank you note for supporting fundrasier to benefit arts in the community.	
3/28/2025	Thank you note for supporting fundrasier to benefit youth empowerment.	
4/2/2025	Thank you note for supporting fundraiser to benefit victims of abuse.	
4/29/2025	Thank you note for donation in support of mission to provide essential care and services to citizens in need.	
5/1/2025	Thank you note for supporting fundrasier to benefit youth, seniors and homeless veterans in the community.	
7/10/2025	Thank you note for donation to support mission of feeding low-to-moderate income children.	
8/18/2025	Customer expressed opportunity for ATM in downtown Brunswick, GA.	Customer was notified of ATM options in area and comment was sent to management for review.
9/22/2025	Thank you note for donation of school supplies.	
9/26/2025	Thank you note for donation to support mission to meet critical financial needs faced by cancer patients.	

10/1/2025	Thank you note for donation to benefit children in foster care and families and children in crisis.	
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