

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

Date	Summary	Bank Response
1/2/2024	Thank you note for donation to support local arts and entertainment.	n/a
1/8/2024	Thank you note for donation to support children with disabilities.	n/a
1/8/2024	Thank you note for donation to support children and families impacted by abuse.	n/a
1/9/2024	Thank you note for donation to support local veterans.	n/a
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.	n/a
1/16/2024	Thank you note for donation to support arts and culture festival.	n/a

1/19/2024	Thank you note for donation to support children with disabilities.	n/a
1/24/2024	Thank you note for donation to help support local scouts.	n/a
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.	n/a
2/1/2024	Thank you letter for donation to support victims of domestic violence.	n/a
2/5/2024	Thank you note for donation to organization to support needs of people with cancer diagnoses.	n/a
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.	n/a

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.	n/a
2/20/2024	Thank you note for donation to support arts and culture festival.	n/a
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.	n/a
3/11/2024	Thank you note for support of fundraiser to benefit local food bank.	n/a
3/13/2024	Thank you note for donation in support of event to benefit children with special needs.	n/a
3/14/2024	Thank you note for donation. Funds to provide crisis intervention services.	n/a
3/20/2024	Thank you note for donation. Proceeds will help provide programs and services to local youth and teens.	n/a
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.	n/a

4/3/2024	Thank you note for donation to support local Boy Scouts troops.	n/a
4/7/2024	Customer unhappy with Cave Spring branch closing.	Branch responded to customer to communicate other options in area.
4/10/2024	Customer unhappy with weekend branch hours.	Branch responded to customer via email.
4/10/2024	Thank you note for supporting fundraiser to benefit victims of abuse.	n/a
4/11/2024	Thank you note for supporting fundraiser to benefit affordable housing.	n/a
4/30/2024	Thank you note for donation to support local cancer survivors.	n/a
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.	n/a
5/17/2024	Thank you note for volunteering at event to benefit adults with disabilities.	n/a
5/22/2024	Thank you note for donation. Funds from donation will support work skills training program for high school students with disabilities.	n/a
5/29/2024	Thank you note for donation in support of benefit to promote local charities.	n/a

5/29/2024	Thank you note for donation. Proceeds to help local children attend nature camp.	n/a
6/5/2024	Thank you note for donation. Proceeds to benefit victims of abuse.	n/a
6/6/2024	Thank you note for donation. Proceeds will help provide programs and services to local youth and teens.	n/a
6/10/2024	Thank you note for donation to support affordable housing.	n/a
7/11/2024	Thank you note for donation. Funds to help provide help and homes to foster children.	n/a
7/26/2024	Thank you note for donation supporting arts festival.	n/a
8/13/2024	Thank you note for supporting event to raise funds for special needs children.	n/a
9/19/2024	Thank you note for donation. Proceeds to help rebuild homes of low income individuals.	n/a
9/19/2024	Thank you note for donation. Proceeds to benefit local animal rescue.	n/a
10/3/2024	Thank you note for donation to aid in disaster recovery.	n/a
11/6/2024	Thank you note for generous donation. Donations will support affordable housing.	n/a

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.	n/a
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.	n/a
12/30/2024	Thank you note for donation to support affordable housing.	n/a
12/31/2024	Thank you note for donation. Proceeds to support a healthier life for local individuals.	n/a
1/8/2025	Thank you note for donation to support children and families impacted by abuse.	n/a
1/9/2025	Thank you note for donation in support of exhibits at the history museum.	n/a

1/13/2025	Thank you note for support of fundraiser to benefit local food bank.	n/a
1/30/2025	Thank you note for donation to support mission of affordable housing and support of families in need.	n/a
2/5/2025	Thank you note for donation to support mission of clean environment.	n/a
2/11/2025	Thank you note for supporting fundraiser to benefit youth empowerment	n/a
3/11/2025	Thank you note for donation to support mission of affordable housing.	n/a
3/20/2025	Thank you note for supporting fundraiser to benefit arts in the community.	n/a
3/28/2025	Thank you note for supporting fundraiser to benefit youth empowerment.	n/a
4/2/2025	Thank you note for supporting fundraiser to benefit victims of abuse.	n/a
4/29/2025	Thank you note for donation in support of mission to provide essential care and services to citizens in need.	n/a
5/1/2025	Thank you note for supporting fundraiser to benefit youth, seniors and homeless veterans in the community.	n/a
7/10/2025	Thank you note for donation to support mission of feeding low-to-moderate income children.	n/a

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.	n/a
9/26/2025	Thank you note for donation to support mission to meet critical financial needs faced by cancer patients.	n/a
10/1/2025	Thank you note for donation to benefit children in foster care and families and children in crisis.	n/a
10/27/2025	Thank you note for volunteer services with students.	n/a
10/28/2025	Thank You note for donation to benefit veterans in Cobb County, GA.	n/a
11/1/2025	Thank You note for donation to benefit families of fallen first responders in Savannah, GA.	n/a
12/4/2025	Thank You note for donation to benefit veterans in Huntsville, AL.	n/a
12/10/2025	Thank you note for donation to benefit community task force in Madison, AL.	n/a
1/21/2026	Thank you note for donation to support local veterans.	n/a
1/29/2026	Thank You note for donation to support cancer patients in Graham County, NC.	n/a

3/10/2026	Thank you note for donation to support senior citizens in Winston-Salem, NC.	n/a
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