

12/23/2009
10:25 AM

To Whom It May Concern,

I wanted to write and let you know about a terrible experience that I had today at one of your branch locations. I will start by outlining why I was at the branch this morning and also in a very detailed manner outline what took place.

On 12/22/2009 I went to the branch located at 39 Exchange St Lynn MA 01901 and used the ATM at approximately 7:15AM. I failed to take my card therefore the machine pulled it back in for safe keeping. I noticed that I did not have my card on me at about 5:30PM and immediately called the branch. They told me that they did in-fact have my debit card and that I could get it on 12/23/2009 as early as 9AM. I explained to the woman that I work in Boston and that I am supposed to be here by 8am. I could go in late but I wanted to make sure that if I was there promptly at 9am I would be able to get my card and get on my way to work. The woman stated that they would take care of me and make sure that I was in and out.

On the morning of 12/23/2009 I went into the branch at 9:04am. My Fiance had a check that was drawn off of your bank so we were waiting in line to take care of that. I stepped out of line and asked a woman who was in the process but had not yet opened her window whom I needed to talk to about my card. She pointed at the other woman who was running the other window and said that I had to talk with her. I went and got back in line with my Fiance and continued to wait my turn. The woman whom I was supposed to speak to called me to her window. She continued to ask me if I had my valid ID on me and I said yes I do and promptly provided it to her.

Next in line was a gentleman who was standing there talking to another gentleman. He quickly spoke up in a loud manner and stated that I could not jump the line. I nicely told him that I was doing as I was told by the bank representatives and he continued on. I looked at him and told him that he needed to relax, when he would not I said to have a nice day and turned back to the teller. It was at this point that he started to tell the teller that she could not do that and was making a big scene in front of all the other customers which led to them getting loud. It even got to the point where a customer said "You want service I'll deal with you come here" in a physically threatening manner.

It was not until this point that I found out that the gentleman who started all the commotion was actually an employee of your company. He never told me his name however I did ask the teller and she stated that his name was Jonathan. When I found out that he was a member of your staff I simply stated that if he were an employee he could take care of getting my card. He said he would and told me to have a seat. He then went over to a customer that had walked in after I had and continued to help him at his desk. He was making snide remarks to that customer about being nice to him unlike other people. I feel this entire scene was started because Jonathan was in the presence of a friend and he wanted to act like the man in charge.

I quickly called Customer Service and told the woman on the phone about the situation. She connected me with a gentleman named Craig and she stated that he was Jonathan's supervisor. I expressed my concern with him and told him that I wanted something to be done about this. It was not a simple case

of an employee being rude it was more than that because he put it all out in the open and got the other customers involved. It was not a very pleasant experience and I want to be sure that someone is going to do something about his behavior. I am sorry but it is VERY UNPROFESSIONAL to start a situation like that and rather than try to solve it just throw more and more gas on the fire. I was almost to the point where I just wanted to call the police and have them retrieve my card for me because it seemed like the situation was not going to get resolved.

Craig called the branch and was talking to Jonathan and a teller asked me for my ID and retrieved my debit card for me. It was not until about 9:35AM that I actually was able to leave the branch with my card in hand.

I would appreciate it if you could get back to me concerning this matter in a timely fashion.

Thank You,
Joseph Crawford