



## Written Comments

[REDACTED]

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**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 [REDACTED] - I'm confused. You 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 [REDACTED] community.

Customer Solutions Case # 03117955: 03/21/2023 9:08 PM - INBOUND [REDACTED] - Are we ever going to have a branch in Richmond County again

Sincerely,

[REDACTED]  
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



[REDACTED]

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**To:** CRA  
**Subject:** FEEDBACK ONLY - Customer Solutions - [REDACTED] - Case# 03186680

Good afternoon,

[REDACTED]

Message: 03/29/2023 8:38:48 PM CDT [REDACTED]

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!

[REDACTED]

**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**



[REDACTED]

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**Sent:** Wednesday, May 3, 2023 8:16 AM  
**To:** CRA [REDACTED]  
**Subject:** FEEDBACK ONLY - Customer Solutions [REDACTED] Case# 03361808

Good morning,

[REDACTED]

Tweet from [REDACTED]

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. 😞😞

May 2, 2023 8:25 AM

Thank you!

[REDACTED]

**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**



[REDACTED]

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**From:** Customer Solutions [REDACTED]  
**Sent:** Thursday, March 23, 2023 8:17 AM  
**To:** CRA  
**Subject:** Action Required - Customer Solutions Messaging [REDACTED] Case 3125983 [ ref:\_00D30jAcy.\_5003x2M4Bpw:ref ]

[REDACTED]

"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,

[REDACTED]  
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

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Comment on dark post from [REDACTED]



First Horizon closes banks in black neighborhoods and does not leave drive through portable banks to replace them.

replying

Apr 13, 2023 3:08 AM



**First Horizon Bank**  
about 3 months ago

No matter where you are on your financial journey,  
our financial advisors can help you create



+ Tag

Comment on dark post from First Horizon Bank by [REDACTED]



Hi [REDACTED], We are sorry to hear you feel this way, and we take comments like this very serious and we are working to better service our clients. We have documented your feedback and forwarded it to the appropriate department. ^MES



Apr 13, 2023 8:54 AM

ref:\_00D30jAcy.\_5003x2Mav1T:ref

+ Tag

**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 shadyyyyyyy

Case Description



[Redacted] To: Internal


July 26, 2023 at 7:00 AM



07/25/2023 3:47 PM - OUTBOUND - [Redacted] - Hi [Redacted] 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 - [Redacted] - 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

Comment on dark post from [REDACTED]

I HAVE TO GO WAY TO MANDEVILLE TO GET MONEY OUT OF FIRST HORIZON.  replying



**First Horizon Bank**

about 6 months ago



Abby wasn't waiting around for 30 years to live her best life, so she joined the FIRE movement -




Oct 6, 2023 3:54 AM

Comment on dark post from First Horizon Bank by [REDACTED]

Hi [REDACTED], we are sorry to hear that you are displeased with the locations of our banking centers. We are always looking for ways to provide better service for our clients. Please provide us with your zip code, so that we can document your feedback to provide to our officials for future expansion recommendations. ^MES



 Oct 6, 2023 8:13 AM



Boomerang scheduled by **system** to execute at Oct 7, 2023 8:13 AM - Oct 6, 2023 8:13 AM

[REDACTED] - Oct 6, 2023 9:31 AM

case 4221680



▼ Description

Description

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



Recently I received a letter from [REDACTED] 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.

[REDACTED]



December 06, 2023.

[REDACTED]

Account ending in [REDACTED]  
Re: banking experience.  
Case Number: 04549060

[REDACTED]

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: [Customersolutions@firsthorizon.com](mailto:Customersolutions@firsthorizon.com)

Please reference the case number listed above when contacting us.

Sincerely,

[REDACTED]

Customer Solutions Representative  
First Horizon Bank

*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 [REDACTED]



You know... @FirstHorizonBnk, 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 9:00 PM

Tweet from Twitter by [REDACTED]

[REDACTED] 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 further assistance please let us know! [REDACTED]



Mar 25, 2024 8:24 AM