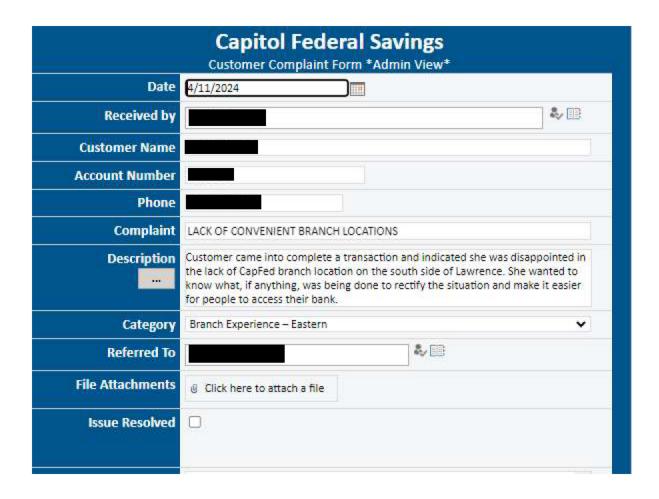
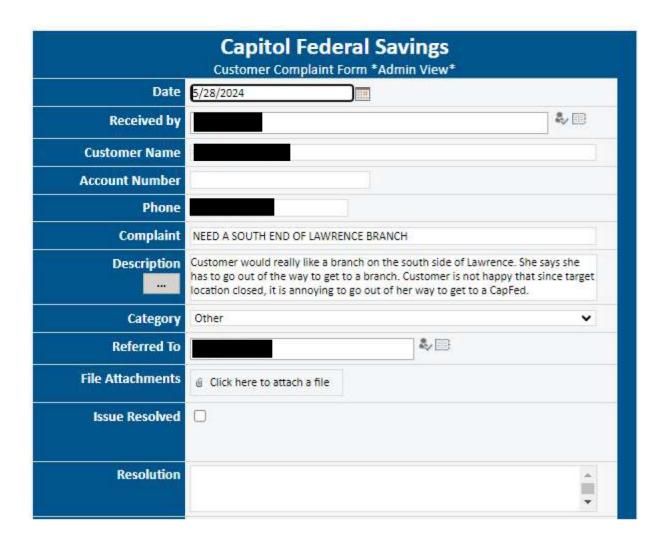
Title	No branches is Jackson County
Assigned To	
Complaint Description	lives in Blue Springs, and as she is getting older it is becoming harder for her to travel to the nearest branch. If a branch were to open in the Jackson county area she would be very happy.
Account Number	
Complainant	
Complainant Phone	
Issue Date	12/26/2023
Received by	
Resolved	Yes
Closed	Yes
Resolution Steps	called and spoke with about which branches would be closest for her and ways to do her banking without having to drive to a branch.
CategoryNew	Other

	Capitol Federal Savings Customer Complaint Form *Admin View*		
Date	4/10/2024		
Received by			
Customer Name			
Account Number			
Phone			
Complaint	atm availability		
Description	There is no atm or branch availability on the south side of Lawrence, and it is highly inconvenient to to banking business. would like a follow up call.		
Category	Other		
Referred To			
File Attachments			
Issue Resolved			





Business Processes

Need Branch in South Lawrence has been added

Modify my alert settings | View Need Branch in South Lawrence | View Customer Complaints | Mobile View

Title:	Need Branch in South Lawrence
Assigned To:	
Priority:	(2) Normal
Category:	Retail
Related Issues:	
Comments:	
Account Number:	
Complainant:	
Complainant Phone:	
Issue Date:	6/26/2024
Received by:	
Resolved:	No
Closed:	No
complaintdescription:	"I think it's very unfair that they're building another branch on 6th when we have nothing south of 15th street. Half the town has no Capitol Federal of any kind. It's like they don't care about us and they only want to cater to the rich part of Lawrence because the one downtown is a pain get in and out of."
	She doesn't mind if she gets a callback or net. She just wanted to be heard.

From:

Sent: Monday, July 15, 2024 11:59 AM

To:

Subject: FW: Gratitude for Your Contributions to the Home Buyers Workshop

Community Development Loan Specialist

Branch: Mission Extension:

Direct:

From:

Sent: Monday, July 15, 2024 9:59 AM

To:

Subject: Gratitude for Your Contributions to the Home Buyers Workshop

Good morning , , , and , and

On behalf of and the MCRC Team, heartfelt appreciation is extended to Capitol Federal and CHES, Inc. for your representations and invaluable contributions to our recent Home Buyers Workshop.

You provided crucial insights into financial & mortgage management and credit-building-repair strategies. We appreciate your commitment to helping families achieve their dream.

Participants gained clarity on financing options and the path to homeownership.

Thank you,



On behalf of , Executivde Director

Executive Assistant
Mt. Carmel Redevelopment Corp., Inc.
1130 Troup Avenue
Kansas City, KS 66104
O: 913.621.4111

D: 913.755.9112

Title	Nothing on the south side of Lawrence.
Assigned To	
Complaint Description	Customer who used the Lawrence Target Branch Location, complained that there is nothing on the south side of Lawrence. She was not very happy. She did Suggest to add at least an ATM in a parking lot like they have in Emporia.
	This seems to be a common issue of customers that used the Lawrence Target Branch Location and most who live in Baldwin, Eudora and Ottawa areas.
Account Number	
Complainant	
Complainant Phone	
Issue Date	8/8/2024
Received by	



We build strength, stability and self-reliance through shelter.

August 22, 2024

Capitol Federal

13500 Metcalf Avenue Overland Park, KS 66223

Dear -

Thank you for your sponsorship of the Artisan Launch Party in support of Habitat for Humanity of Kansas City. With your contribution, you send a powerful message to the families we serve: their dreams matter, and their success is possible.

Your generosity allows us to continue our transformational work in the community. Through our homeownership, home preservation, and housing counseling programs, we are able to empower families and provide them with permanent housing solutions. Your involvement in this event not only highlights your support for thriving communities but also reinforces your commitment to advancing affordable housing in Kansas City.

Once again, we want to express our deepest gratitude for your partnership with Habitat KC. Your support is making a lasting impact on the lives of local families, and we are truly grateful.

Warm regards,

President and CEO

Thank you so much for your support of plabitat KC I the authority Home Tour. Your support 15 advancing nome ownership for all a we are grateful for all a we are grateful for your partnership!

Title *	Lack of Branch/ATM access near closing OP33 branch
	A brief description of the customer complaint.
Assigned To	
	Fill out this field to override the default assignee for the selected category
Complaint Description	lives very close to the OP33 branch that is closing
	and will be comparatively much further away to our other
	recommended branches. He wants this complaint logged and to
	speak to a higher level person. He doesn't think that his complaint
	alone will be able to get an ATM or branch, but he does want it to
	be officially heard.
	be officially fleatu.
Account Number	
	Account Number of Complainant if applicable
Complainant	
	Name of the Person making the complaint
	Name of the reison making the companie
Complainant Phone	
	Phone number of the complainant
Issue Date *	9/30/2024
	Date the issue occurred.
Received by *	x
	Person who received the complaint
Resolved	
Closed	
Resolution Steps	

Title	NOTHING ON THE SOUTH SIDE OF LAWRENCE KS
Assigned To	
Complaint Descriptio	n Customer was upset we no longer have anything on the south side of Lawrence KS.
Account Number	
Complainant	
Complainant Phone	
Issue Date	10/24/2024
Received by	
Resolved	No
Closed	No
Resolution Steps	[10/24/2024 4:00 PM]: Customer would like even just a simple ATM somewhere on the south side of Lawrence. This is our number one complaint we recieve here at the new Lawrence Freestate Branch and the number one thing customers would like to see on the South side of lawrence.
CategoryNew	Branch Experience – Eastern