

November 6, 2023

Email: [REDACTED]

To Whom it May Concern:

It has recently come to my attention that the BankPlus branch at 6410 Watkins Drive is slated to close sometime within the month of December. If I may, I would like to request that this branch stay open on the basis that it is located around several neighborhoods. Many of these neighborhoods contain senior citizen residents who prefer the face-to-face interactions that this bank provides rather than mobile banking. Particularly, the neighborhood of Lakeover consists of retirees, many of whom bank with BankPlus as their primary bank of choice. Removing this branch from the community would provide an immense disservice to the patrons of the bank, especially for those unable to use mobile banking. Additionally, this bank is situated off of the Interstate of I-220 and is located next to the Southern Farm Bureau Insurance Company, placing it in an ideal location for passerby with a substantial amount of daily traffic. Because of its convenient location and accessibility from the Interstate, it is often considered a prime choice over other branches that may be more secluded or those in overcrowded areas.

I am a frequent and longtime patron of this branch. From both my many encounters at this bank and the many times that I pass by, I can testify that this branch always has someone using the many services that the bank provides, even after hours with use of the ATM. Furthermore, the staff at this bank are wonderful. They are always kind and courteous whenever I walk into the bank and provide me with excellent service. In particular, the branch manager, Clarissa Hickman, has helped me numerous times with financial and banking matters and I know I am in good hands anytime I walk into that branch.

I humbly request that BankPlus may keep this branch open and, if necessary, consider closing another branch that may not have the same amount of traction or patron support that this branch has.

Sincerely,

[REDACTED]

#535

RE: Complaint - Robert P Powers

[Redacted]

Tue 4/9/2024 1:25 PM

To: [Redacted]
Cc: [Redacted]

I will reach out to Robbie. He is in here multiple times a week, I actually just went out and spoke to him yesterday.

Thanks-Jean

JEAN COOPER

Assistant Vice President - Rankin County

100 Orleans Way
Brandon, MS | 39042

o | [Redacted]
f | [Redacted]
e | [Redacted]

NMLS | 546672



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From: [Redacted]
Sent: Tuesday, April 9, 2024 11:59 AM
To: [Redacted]
Cc: [Redacted]
Subject: Complaint - Robert P Powers

Hello,

This emails below were sent to a marketing email inbox with no reply enabled (rppowers@bellsouth.net) . Mr. Robert Powers sent two emails after he received an Avannis survey. Do you mind reaching out to him? He appears to be an attrition risk? PAC1847. Due to his comments, this will be logged in Kadince. If you speak to him or have any additional information, please pass that along. Thank you!

I could not get past the first question on your survey. I cannot complete this survey.

BankPlus should consider that some of their customers do not use electronic solutions for banking. There are still a few of us who would rather walk into a branch and communicate with an individual. This is why I'm strongly considering moving to another bank. Two examples include Priority One and Renasant banks. I have accounts with them. At least I can complete a stupid survey with them.
Most disgruntled
Robert Powers

Sir

I tried to do your survey. It appears that I can't get past the FIRST question. The problem seems to be I do not conduct electronic transactions or inquiries. Yes, I'm one of those..... customers which prefer personal services by walking in. That's the way I grew up. That's the way I want to keep it. Simple. So when trying your survey I couldn't complete it.

Call me simple. Call me crazy. Call me ignorant. I really don't care. It's my way or the highway. I've been a customer of BankPlus for many years. Recently, my regular branch was closed so I was forced to chose a new location to do business. I grumbled but transitioned on.

I have a feeling that this email response will likely end up in your Trash and I really don't care. Just thought I would voice my opinion and let your know, as if you give a damn, that my give a damn about your organization has long since evaporated. I use your organization for my personal benefit. I also use Renasant Bank and Priority Bank for the same benefits your bank cannot or will not offer. I've contemplated moving my BankPlus business to one of them several times and I'm reconsidering it now.

AMANDA TURNER

First Vice President & Retail Marketing Manager

1068 Highland Colony Pkwy
Ridgeland, MS | 39157

o | [Redacted]
| [Redacted]
f | [Redacted]
| [Redacted]



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November 10, 2023



I received a copy of your letter regarding BankPlus' decision to close our Watkins Drive branch and appreciate you taking the time to express your concerns. While it is always a difficult decision to close any branch, I want to assure you BankPlus remains committed to serving customers who have frequented this location.

At BankPlus, we continually monitor our branch network for effectiveness in delivery and use of resources. In several of our branch locations, business traffic and volume have decreased. The Watkins Drive branch happens to be one of those locations.

Following the closure, BankPlus will continue to operate a broad network of offices across the greater Jackson metro area. This includes three offices that are a short distance from the Watkins Drive address, all readily accessible and convenient to retail areas frequented by many Jackson residents:

730 Adkins Boulevard, Jackson, MS 39211

510 Hwy 51 North, Ridgeland, MS 39157

1010 Highland Colony Parkway, Ridgeland, MS 39157

In addition to these and other branches we will continue to operate, BankPlus has invested in convenience-based technology to help our customers bank and conduct transactions online and through personal mobile devices, and through Interactive Teller Machines (ITM's) that allow customers to conduct transactions with a live teller from 7:00 a.m. to 7:00 p.m. on weekdays and from 9:00 am. to 1:00 p.m. on Saturdays.

BankPlus appreciates your business and we hope you will give us the opportunity to continue to earn your business and meet your financial services needs. Thank you again for expressing your concerns and for giving me the opportunity to better explain this decision.

Sincerely,

Eugene F. (Jack) Webb
President & Chief Executive Officer