

Complaint Letter

Ethel Lopez Paraiso
123 Hinsley Crescent
Ajax, Ontario L1L 2T0
416-350-5308
paraiso.ethel@fakeemail.com

October 17, 2015

Sam Smith
Bank Manager
TD Canada Trust Ajax Branch
567 Taunton Rd.
Ajax, Ontario L0L 1L1

Dear Mr. Sam Smith:

Re: Unsatisfactory Customer Service and Poor Financial Advice

On October 12, 2015 I had an appointment with Ms. Janine Ocampo at the TD Canada Trust Ajax Branch.

Unfortunately, I am very disappointed with the customer service and financial advice I received from your financial advisor. I have contacted Ms. Ocampo and made an appointment to discuss the possibilities of increasing my TD Canada Trust Line of Credit. Instead of using that time to prepare and discuss my Line of Credit, she provided unrelated financial information and badgered about my "spending habits". I am quite aware of my financial situation and certainly do not need criticism on how I should be spending my money. The approach taken by Ms. Ocampo was callous, inconsiderate and judgemental.

I understand as I loyal customer that I am entitled to expect quality and respectful service. As you can see from the issue that I have discussed, the service and advice I received could not be considered as quality.

To resolve this issue, I no longer would like to have any dealings with Ms. Ocampo and would appreciate if I could be assisted by someone who is more qualified and courteous.

Thank you for taking the time and addressing this issue. I look forward to hearing from you.

Sincerely,

Ethel Lopez Paraiso

Ethel Lopez Paraiso

Bad News Letter

Sam Smith
Bank Manager
TD Canada Trust Ajax Branch
905-444-5555
567 Taunton Rd.
Ajax, Ontario L0L 1L1

Ethel Lopez Paraiso
123 Hinsley Crescent
Ajax, Ontario L1L 2T0

October 24, 2015

Dear Ms. Ethel Lopez Paraiso:

Please accept my sincerest apology for the poor service you received at our establishment on October 12, 2015. We always strive to provide customer service that is polite, friendly and helpful. I am very sorry that you were not treated with the respect that you deserve as loyal customer.

I can assure you that your letter and concerns will be reviewed and discussed further with Ms. Ocampo. TD Canada Trust truly appreciates your continued loyalty and regrets this unfortunate incident. I would like to provide you with the contact details of Ms. Bernadette Espe, our senior financial advisor. Bernadette would be more than happy to assist you with any financial advice including your Line of Credit. Please contact Bernadette to arrange an appointment and discuss your Line of Credit at 905-444-5555, ext. 113.

If you have any further questions please do not hesitate to contact me again.

Sincerely,

Sam Smith

Sam Smith
Branch Manager