

Title No branches is Jackson County

Assigned To [REDACTED]

Complaint Description [REDACTED] 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 [REDACTED]

Complainant [REDACTED]

Complainant Phone [REDACTED]

Issue Date 12/26/2023

Received by [REDACTED]

Resolved Yes

Closed Yes

Resolution Steps  [REDACTED] (1/3/2024 3:38 PM): [REDACTED] called and spoke with [REDACTED] 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\*

<b>Date</b>	4/10/2024
<b>Received by</b>	[REDACTED]
<b>Customer Name</b>	[REDACTED]
<b>Account Number</b>	[REDACTED]
<b>Phone</b>	[REDACTED]
<b>Complaint</b>	atm availability
<b>Description</b>	There is no atm or branch availability on the south side of Lawrence, and it is highly inconvenient to to banking business. [REDACTED] would like a follow up call.
<b>Category</b>	Other
<b>Referred To</b>	[REDACTED]
<b>File Attachments</b>	
<b>Issue Resolved</b>	<input type="checkbox"/>

# Capitol Federal Savings

Customer Complaint Form \*Admin View\*

<b>Date</b>	<input type="text" value="4/11/2024"/> 
<b>Received by</b>	<input type="text" value="REDACTED"/>  
<b>Customer Name</b>	<input type="text" value="REDACTED"/>
<b>Account Number</b>	<input type="text" value="REDACTED"/>
<b>Phone</b>	<input type="text" value="REDACTED"/>
<b>Complaint</b>	<input type="text" value="LACK OF CONVENIENT BRANCH LOCATIONS"/>
<b>Description</b> 	Customer came into complete a transaction and indicated she was disappointed in the lack of CapFed branch location on the south side of Lawrence. She wanted to know what, if anything, was being done to rectify the situation and make it easier for people to access their bank.
<b>Category</b>	Branch Experience – Eastern 
<b>Referred To</b>	<input type="text" value="REDACTED"/>  
<b>File Attachments</b>	<input type="button" value="Click here to attach a file"/>
<b>Issue Resolved</b>	<input type="checkbox"/>

# Capitol Federal Savings

Customer Complaint Form \*Admin View\*

<b>Date</b>	<input type="text" value="5/28/2024"/>
<b>Received by</b>	<input type="text" value="REDACTED"/>
<b>Customer Name</b>	<input type="text" value="REDACTED"/>
<b>Account Number</b>	<input type="text"/>
<b>Phone</b>	<input type="text" value="REDACTED"/>
<b>Complaint</b>	<input type="text" value="NEED A SOUTH END OF LAWRENCE BRANCH"/>
<b>Description</b>	<p>Customer would really like a branch on the south side of Lawrence. She says she has to go out of the way to get to a branch. Customer is not happy that since target location closed, it is annoying to go out of her way to get to a CapFed.</p>
<b>Category</b>	Other
<b>Referred To</b>	<input type="text" value="REDACTED"/>
<b>File Attachments</b>	<input type="button" value="Click here to attach a file"/>
<b>Issue Resolved</b>	<input type="checkbox"/>
<b>Resolution</b>	<input type="text"/>

[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: [REDACTED]

Complainant: [REDACTED]

Complainant Phone: [REDACTED]

Issue Date: 6/26/2024

Received by: [REDACTED]

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 not. She just wanted to be heard.

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, July 15, 2024 11:59 AM  
**To:** [REDACTED]  
**Subject:** FW: Gratitude for Your Contributions to the Home Buyers Workshop

[REDACTED]

Community Development Loan Specialist

**Branch:** Mission  
**Extension:** [REDACTED]  
**Direct:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, July 15, 2024 9:59 AM  
**To:** [REDACTED]  
**Subject:** Gratitude for Your Contributions to the Home Buyers Workshop

Good morning [REDACTED], [REDACTED], and [REDACTED],

On behalf of [REDACTED] 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,

[REDACTED]



On behalf of [REDACTED], Executive Director

[REDACTED]  
Executive Assistant  
Mt. Carmel Redevelopment Corp., Inc.  
1130 Troup Avenue  
Kansas City, KS 66104  
O: 913.621.4111  
D: 913.755.9112

[REDACTED]

Title Nothing on the south side of Lawrence.

Assigned To  [REDACTED]

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 [REDACTED]

Complainant [REDACTED]

Complainant Phone [REDACTED]

Issue Date 8/8/2024

Received by [REDACTED]



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

August 22, 2024

Capitol Federal  
[Redacted]

13500 Metcalf Avenue  
Overland Park, KS 66223

Dear [Redacted]

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,

[Redacted]

[Redacted]  
President and CEO

[Redacted]

Thank you so much for your support of Habitat KC & the Artisan Home Tour. Your support is advancing home ownership for all & we are grateful for your partnership!  
Thank You,

[Redacted]

Headquarters | 1423 E. Linwood Blvd., Kansas City, MO 64109

(816) 924-1096 | [habitatkc.org](http://habitatkc.org) | [info@habitatkc.org](mailto:info@habitatkc.org) | @habitatkc



Title \*

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.

Account Number

Account Number of Complainant if applicable

Complainant

Name of the Person making the complaint

Complainant Phone

Phone number of the complainant

Issue Date \*  

Date the issue occurred.

Received by \*

Person who received the complaint

Resolved

Closed

Resolution Steps

Title NOTHING ON THE SOUTH SIDE OF LAWRENCE KS

Assigned To  [REDACTED]

Complaint Description Customer was upset we no longer have anything on the south side of Lawrence KS.

Account Number [REDACTED]

Complainant [REDACTED]

Complainant Phone [REDACTED]

Issue Date 10/24/2024

Received by [REDACTED]

Resolved No

Closed No

Resolution Steps  [REDACTED] (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 receive 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