

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

From:
Sent: Thursday, February 22, 2024 12:53 PM
To:
Cc:
Subject: FW: Thank you for choosing Capitol Federal
Importance: High

From:
Sent: Wednesday, February 21, 2024 6:43 PM
To:
Subject: Re: Thank you for choosing Capitol Federal

Hi XXXX

Thanks so much for all you and your team did from the pre-approval to closing! We really appreciate how friendly, responsive, and informative everyone at Cap Fed has been. Thank you for answering all of our "dumb first-timer" questions and helping us get into our first home. Thank YOU!

On Wed, Feb 21, 2024 at 1:18 PM:

Congratulations and a big welcome home from your Capitol Federal® mortgage team! Thank you for choosing us for your home loan! We truly appreciate your business and hope you were satisfied with the level of customer service and prompt communication you received throughout the process.

A referral is the highest compliment you could give, and we hope you consider us when discussing where customers should go for great service. Capitol Federal is committed to providing high quality, personal service to all. It is our goal to give every customer the same level of personal service that prompted your referral.

I look forward to the opportunity of working with you, your friends, family and associates in the future.

Sincerely,










Capitol Federal Savings

Customer Complaint Form *Admin View*

Date	4/10/2024
Received by	[REDACTED]
Customer Name	[REDACTED]
Account Number	[REDACTED]
Phone	[REDACTED]
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. [REDACTED] would like a follow up call.
Category	Other
Referred To	[REDACTED]
File Attachments	
Issue Resolved	<input type="checkbox"/>







Capitol Federal Savings

Customer Complaint Form *Admin View*

Date	<input type="text" value="4/11/2024"/> 
Received by	<input type="text" value="REDACTED"/>  
Customer Name	<input type="text" value="REDACTED"/>
Account Number	<input type="text" value="REDACTED"/>
Phone	<input type="text" value="REDACTED"/>
Complaint	<input type="text" value="LACK OF CONVENIENT BRANCH LOCATIONS"/>
Description 	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.
Category	Branch Experience – Eastern 
Referred To	<input type="text" value="REDACTED"/>  
File Attachments	<input type="button" value="Click here to attach a file"/>
Issue Resolved	<input type="checkbox"/>

Capitol Federal Savings

Customer Complaint Form *Admin View*

Date	<input type="text" value="5/28/2024"/> 
Received by	<input type="text" value="REDACTED"/>  
Customer Name	<input type="text" value="REDACTED"/>
Account Number	<input type="text"/>
Phone	<input type="text" value="REDACTED"/>
Complaint	<input type="text" value="NEED A SOUTH END OF LAWRENCE BRANCH"/>
Description	<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>
Category	Other 
Referred To	<input type="text" value="REDACTED"/>  
File Attachments	<input type="button" value="Click here to attach a file"/>
Issue Resolved	<input type="checkbox"/>
Resolution	<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]

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 | 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

Title	Lawrence Locations
Assigned To	<input type="checkbox"/> [REDACTED]
Complaint Description	[REDACTED] called in about locations or lack thereof in South Lawrence. He is not filing a complaint but wanted to know why we don't have more locations in South Lawrence or at least any ATMs in parking lots in South Lawrence. All the branches he used to use have been closed such as the one in Target, Dillons and Vermont St. He would just like some one to call him back to have a conversation about the possibility of getting more branches/ATMs in South Lawrence. He has been a customer with us for a very long time and has stayed with us because of our locations in Lawrence and Topeka.
Account Number	[REDACTED]
Complainant	Lawrence Locations
Complainant Phone	[REDACTED]
Issue Date	12/30/2024
Received by	[REDACTED]
Resolved	Yes
Closed	Yes
Resolution Steps	<input type="checkbox"/> [REDACTED] (1/7/2025 11:26 AM): Customer was contacted by [REDACTED] thanked the customer for the feedback and reiterated that we are always evaluating our branch/ATM locations.
CategoryNew	Branch Experience – Central

Title Frustrated Customer about convenience and hours

Assigned To [REDACTED]

Complaint Description Customer, [REDACTED] is frustrated with the hours and convenience CapFed has right now. She feels that CapFed keeps cutting back..in her words "first Target, then Price Chopper closed, and now we don't stay open late on Friday's." She also stated that she feels like the reason she has been with CapFed for 40 years is the "small bank" feel, and she stated that it feels like we are losing that.

She was also frustrated that we sent new cards, when she didn't initiate the order of new cards. I told her that someone might be reaching out to her from CapFed to discuss her frustrations, and she said that she would appreciate that.

Account Number [REDACTED]

Complainant [REDACTED]

Complainant Phone [REDACTED]

Issue Date 6/27/2025

Received by [REDACTED]

Resolved Yes

Closed Yes

Resolution Steps [REDACTED] Spoke with customer regarding hours, and ability to make drive-up transactions or scheduling after hours appointments with preferred branch. Thanked her for the longtime banking relationship and provided contact info for any future questions/concerns.

CapFed Social Channels

RE: Comment to [REDACTED]

Edit

Reject

Assign Task

Approve

PREVIEWING: 

DESKTOP MOBILE



Capitol Federal

Dec 08, at 09:25am

Hi [REDACTED] we responded to your private message. Thank you for reaching out. Have a great day.



Status



Basics



Collaboration



Routine Maintenance Notice: True Blue Online® and ... [SHOW](#)

Dec 7, 2:46pm

[REDACTED] I was disappointed to find that Capitol Federal has removed the ATM from our Industrial Street location in Emporia. Any plans to put one on the west side of town anywhere else? [Less](#)