

# Fulton Bank

Fulton Bank received public comments from one (1) customer in the Third Quarter 2024. Details provided below:

## **Public Comments Received:**

### Complaint Against Fulton Bank

I have several accounts with Republic Bank, located at 830 3<sup>rd</sup> Ave. New York 10002 (212 588-1272). I received a letter from Fulton Bank, located at One Penn Square, Lancaster Pa. 17602 (717 291-2411) indicating that they have taken over Republic bank and services would remain the same.

Subsequently, I received a second letter from Fulton Bank indicating that they were closing all New York City branches, and I was welcome to use New Jersey branches. I am no where near any New Jersey branches.

In the past, where banks have failed, the existing branches were generally maintained for a significant amount of time. Certainly, while the existing accounts were still open.

Please advise Fulton to maintain the New York City branches at least for a year or two.

## **Bank Response:**

A regional consumer banking executive contacted the customer and explained that our decision to exit the New York market was the result of a thorough and deliberate evaluation process. Bank management determined that maintaining only two stores in the market would not achieve the level of impact we seek within our markets. The customer expressed understanding of our position and noted that this is not the first instance they have encountered a bank closure. The consumer mentioned that they hold Certificates of Deposit (CDs) with us and is concerned about the inconvenience of traveling to New Jersey to close them upon maturity.

The bank executive informed the customer about our customer service line, 1-800-FULTON4, which can assist with the closure of CDs at maturity. The bank executive also advised the customer to monitor for renewal letters to make decisions about rolling over their funds. The customer was appreciative of the information and expressed that they found the process to be accommodating.

***While this complaint is not specific to Fulton's ability to serve the NYC community's credit needs, we are including this complaint upon the request (8/19/2024) of the OCC.***