



**CSDVRS**

June 11, 2009

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Disability Rights Office  
445 12th Street, SW  
Washington, DC 20554

**RE: Annual Complaint Log**

**CG Docket No. 03-123**

Dear Ms. Dortch:

Attached hereto, please find the complaint logs of CSDVRS, LLC for the period of June 1, 2008 through May 31, 2009. If you require any further information or clarification, please do not hesitate to contact us.

Thank you for your time.

Sincerely Yours,

William Banks

General Counsel

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Date of Contact	Nature of Contact	Date of Resolution	Explanation of Resolution
6/12/2008	Tech Issues/Problems	9/2/2008	Customer Service contacted customer and resolved
6/13/2008	Concerns	7/14/2008	Customer feedback shared with Vice President of Operations for follow up with Customer and VI
6/16/2008	Concerns	6/16/2008	I apologized to the caller for her frustration and let her know that I would fill out a report. I also talked with the VI about the situation.
6/17/2008	Concerns	6/18/2008	Customer feedback shared with POC for follow up with VI 2704
6/20/2008	Tech Issues/Problems	12/8/2008	[JUN-05-09 Kathryn Graham] Profile filled out and tested and now works
6/21/2008	Tech Issues/Problems	2/14/2009	Passed on to customer support.
6/23/2008	Concerns	6/23/2008	Customer feedback shared with Customer Support and POC for follow up with VI.
6/24/2008	Concerns	6/25/2008	VI 2012 Marlee Dyce. Customer feedback shared with POC for follow up with VI 2012
6/24/2008	Concerns	6/27/2008	Customer feedback shared with Director of Operations and POC for follow up with VI #2609
6/27/2008	Concerns	6/27/2008	Customer feedback shared with POC for follow up with VI #2705
6/27/2008	Concerns	6/27/2008	I tried to contact customer service and then Deanna and people in clearwater. finally with time lag, I decided to just give him Aaron 's phone number. so there was 20 minutes without making any outbound call. then hang up
6/28/2008	Tech Issues/Problems	2/14/2009	Passed to Customer service
6/29/2008	Concerns	6/30/2008	Customre feedback shared with POC for follow up with VI 5603
7/2/2008	Tech Issues/Problems	2/14/2009	reported to customer service
7/9/2008	Concerns	7/9/2008	Customer feedback shared with POC for follow up with VI 5603
7/10/2008	Tech Issues/Problems	12/8/2008	Problem was Fixed by restarting Computer
7/14/2008	Concerns	7/14/2008	Customer concern shared with POC for follow up with VI.
7/15/2008	Concerns	2/14/2009	normal process of calls. no issue or complaint.
7/16/2008	Concerns	10/6/2008	[JUN-05-09 Kathryn Graham] Followed up with VI
7/17/2008	Concerns	7/17/2008	I thanked the caller for taking the time to provide such valuable feedback and assured her that her concerns would be directed to the appropriate person.
7/18/2008	Concerns	8/1/2008	We explained we appreciate her letting us know, and we would send this information to upper management
7/22/2008	Concerns	9/3/2008	Feedback shared with manager for follow up with VI
7/23/2008	Concerns	7/23/2008	Passed along to call center supervisor for follow up
7/23/2008	Concerns	7/24/2008	technical reason for VI overlooking instructions on profile
7/24/2008	Concerns	8/1/2008	Passed along to call center manager for follow up
7/24/2008	Concerns	7/24/2008	Jackie was called and she stepped in as CDI and helped with communication. things went well.
7/25/2008	Concerns	7/28/2008	Passed along to call center manager for follow up with VI
7/25/2008	Concerns	8/8/2008	Feedback Shared with Customer Service
7/30/2008	Concerns	10/6/2008	[JUN-05-09 ] VI was taken through refresher training about following customer instructions
7/30/2008	Concerns	8/2/2008	Feedback was shared with the center managers
7/30/2008	Concerns	8/2/2008	Feedback shared with center manager for follow up with VI
7/30/2008	Concerns	8/1/2008	Passed feedback on to the call center manager for follow up with the VI
7/30/2008	Concerns	8/1/2008	Followed up with call center manager to address with the VI
7/31/2008	Concerns	7/31/2008	[JUN-05-09 Kathryn Graham] Manager followed up with VI
7/31/2008	Concerns	8/4/2008	Referred to center manager to address
8/2/2008	Concerns	2/7/2009	Call center manager followed up with VI
8/4/2008	Concerns	8/5/2008	[JUN-05-09 Kathryn Graham] Call center manager followed up with VI about issue

8/5/2008 Concerns	8/7/2008 manager followed up and VI was reprimanded
8/9/2008 Concerns	8/11/2008 Passed along to call center supervisor for follow up with VI
8/11/2008 Concerns	9/8/2008 Manager followed up and addressed with the VI
8/11/2008 Concerns	9/2/2008 Manager addressed this, VI felt uncomfortable answering questions about her screen without the proper authorization and password from the customer
8/12/2008 Concerns	8/13/2008 Passed along to call center supervisor for follow up with VI
8/13/2008 Concerns	8/20/2008 Passed along to call center supervisor for follow up with VI
8/14/2008 Concerns	8/15/2008 Passed along to center manager to address with the VI
8/14/2008 Concerns	8/21/2008 Made arrangement to do vp to vp chat. She clarified that Shey was working with her at the beginning and he was distracted. Her main objection was that he did not notify her what was going on. I told her I have reprimanded all the staffs for future occurrence and something explained to her I was thankful she was able to notify us. She satisfied with the resolution and wants us to think about offering Canadians "The Z" vp.
8/14/2008 Tech Issues/Problems	9/1/2008 Shared with POC
8/14/2008 Concerns	8/22/2008 Passed along concern to management of the VI and they addressed with the VI
8/15/2008 Concerns	8/19/2008 Shared with Center POC
8/15/2008 Concerns	8/15/2008 Investigated and without agent identifier, unable to locate VI of that description
8/19/2008 Concerns	8/29/2008 Passed along to call center supervisor for follow up with VI
8/19/2008 Concerns	8/19/2008 Told customer we will pass along his concerns to the appropriate person.
8/19/2008 Concerns	8/20/2008 Passed along to call center supervisor for follow up with VI
8/19/2008 Concerns	8/19/2008 Passed along to the center manager, they will follow up with the VI
8/19/2008 Concerns	8/22/2008 Discussed with POC that transferring for preferred interpreters is against our transfer policy, POC addressed with individual VI
8/20/2008 Concerns	2/14/2009 Passed on to Manager for follow up.
8/22/2008 Concerns	8/22/2008 Documented in agent's file
8/25/2008 Concerns	12/19/2008 Not able to locate specific agent for follow up with out identifier
8/25/2008 Concerns	2/14/2009 Suggestion sent to IT.
8/26/2008 Concerns	12/19/2008 Noted in agent file
8/26/2008 Concerns	9/5/2008 Directed to the VI's manager for follow up
8/28/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
9/4/2008 Concerns	9/5/2008 looked into staffing and occupancy levels and they are at an acceptable level
9/6/2008 Concerns	10/17/2008 Informed VP of Sales for follow up
9/10/2008 Concerns	9/10/2008 Director of Interpreting Operations has been informed
9/10/2008 Concerns	9/10/2008 I told him that it was completely my fault to do that because the first two VIs had a CBI job. Of course, I apologize altho it did not happen too often. Most impt, over 10 mins the VIs can be switched but he said not 10 mins as he prefers 20 mins. He said why not me VI ... I said i wish but i am deaf .. he laughed .. I told him i really appreciate his feedback cuz I want to do better and to make CSDVRS look good. He said he loves CSDVRS.
9/16/2008 Tech Issues/Problems	2/14/2009 Passed on to Manager for follow up
9/16/2008 Concerns	10/10/2008 Addressed with VI's manager
9/19/2008 Concerns	9/22/2008 Manager followed up with VI
9/20/2008 Concerns	9/22/2008 Passed along for manager follow up

9/21/2008 Concerns	9/22/2008 manager followed up with VI
9/22/2008 Concerns	9/22/2008 Complaint was sent to manger for follow up with VI
9/22/2008 Concerns	9/22/2008 Feedback sent to Gracias POC for follow up
9/23/2008 Concerns	9/10/2008 [JUN-05-09 Kathryn Graham] Passed along to call center manager for follow up with VI
9/23/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
9/25/2008 Concerns	
9/25/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
9/25/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
9/28/2008 Concerns	9/28/2008 I spoke with customer and let her know that this VI may have not realized she was overly tired. I thanked her for calling in her concern because it makes us better VI's. She understood and said she would not judge CSDVRS on the performance of her 1st VI experience. I said I would send the concern to the main office
9/28/2008 Inquiry	12/8/2008 Information passed onto Customer Service
9/29/2008 Tech Issues/Problems	2/14/2009 Passed onto Customer Service
10/1/2008 Concerns	10/2/2008 Passed along concern to center manager for follow up
10/3/2008 Concerns	10/3/2008 explain he can tell the vi do not intro just say his name then get on the calls.
10/3/2008 Concerns	10/3/2008 Referred to center manager for follow up
10/6/2008 Concerns	10/6/2008 Manager of call center addressed this complaint with the VI.
10/7/2008 Concerns	10/17/2008 Passed along to call center manager
10/8/2008 Concerns	10/10/2008 Referred to manager for refresher training
10/9/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
10/12/2008 Concerns	10/17/2008 Forwarded to call center manger for follow up with VI
10/14/2008 Concerns	10/17/2008 Our VIs, as a policy do not count the rings for the customer
10/14/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
10/14/2008 Concerns	10/14/2008 i told him that we aplogy for thier conivence and informed him that he can request different interp or hang and dail agian
10/14/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
10/15/2008 Concerns	10/17/2008 Forwarded to call center manager for follow up with VI
10/15/2008 Concerns	10/20/2008 Supervisor talked with VI.
10/16/2008 Concerns	10/17/2008 replied that we will follow up on this. Forwarded to call center manager for follow up with VI
10/16/2008 Concerns	10/17/2008 Passed along to appropriate call center managers for follow up with VIs
10/16/2008 Concerns	10/17/2008 [JUN-05-09 Kathryn Graham] Explianed to customer he cannot request specific VIs
10/16/2008 Concerns	10/17/2008 As I mentioned above I told the caller that I have documented his concerns and he will hear from Customer Service.
10/16/2008 Concerns	10/21/2008 Shared with call center manager for follow up with VI
10/17/2008 Concerns	10/17/2008 No VI named Vicki in our agent pool, unable to follow up
10/20/2008 Concerns	12/19/2008 Sent to manager for follow up with VI
10/20/2008 Concerns	11/1/2008 Followed up with call center manager for follow up with VI
10/22/2008 Concerns	2/7/2009 Passed along to call center manager
10/23/2008 Concerns	10/24/2008 Director of Interpreting Operations deemed this to actually be an adequate job on the part of this interpreter and closed the ticket
10/24/2008 Inquiry	2/14/2009 Standard Practive, with no specific VI not able to forward this contact.
10/27/2008 Concerns	11/3/2008 Passed along to call center supervisor for follow with VI

10/28/2008 Concerns	10/28/2008 Director of Interpreting Operations was informed
10/31/2008 Concerns	10/31/2008 I told the customer that I would document the information so that it would be taken care of. I told him I hoped he would find our service more satisfactory in the future.
10/31/2008 Concerns	11/3/2008 Passed along to call center supervisor for follow up with VI
11/4/2008 Concerns	12/19/2008 Shared with call center manager for follow up with VI
11/6/2008 Concerns	11/6/2008 Sent the name of the person that was calling the customer and followed up with manager
11/7/2008 Concerns	12/19/2008 Passed along to call center manager for follow up with agent
11/12/2008 Tech Issues/Problems	2/14/2009 Customer service is aware of this issues and has resolved it.
11/12/2008 Concerns	1/29/2009 Added to agent record for follow up by call center manager
11/13/2008 Concerns	12/1/2008 Follow up by call center supervisor
11/14/2008 Tech Issues/Problems	1/26/2009 Customer service resolved issue with customer
11/16/2008 Concerns	11/17/2008 Forwarded complaint to the call center manager for follow up with the VI
11/16/2008 Inquiry	11/28/2008 Manager witnessed call and VI actually was following the rude comments and demeanor of hearing caller accurately.
11/18/2008 Concerns	11/26/2008 <u>record containing the disconnect log from an abusive caller. I, Adam, had to disconnect the call. I did offer to continue her call, she refused, I offered to make another call, she refused and just continued to insult us. I was forced to disconnect call.</u>
11/18/2008 Concerns	12/1/2008 Passed along to call center manager for follow up with VI
11/19/2008 Concerns	11/20/2008 Passed along to call center manager for follow up coaching with VI
11/24/2008 Concerns	11/24/2008 Passed along to VI's manager for follow up
11/26/2008 Concerns	11/26/2008 No identifier - not able to follow up with VI
12/1/2008 Concerns	12/1/2008 Shared with BIS call center managers for follow up
12/1/2008 Concerns	12/1/2008 Passed along feedback to interpreting agency contact for follow up with VI
12/5/2008 Concerns	12/5/2008 Noted by CSDVRS Operations
12/10/2008 Concerns	12/11/2008 Passed to call center manager for follow up with VI
12/10/2008 Concerns	12/10/2008 A logged complaint on behalf of the VI's involved as well as documentation from the perspective of the client.
12/11/2008 Concerns	12/11/2008 Sent to call center manager
12/12/2008 Concerns	12/15/2008 Manager met with the VI, 5506, and he said his video froze, he did not do it on his own. Was not able to click on the platform as the screen froze.
12/12/2008 Concerns	1/26/2009 Feedback passed to call center supervisor for follow up with the VI
12/15/2008 Concerns	12/18/2008 Call center manager to address issue with VI
12/15/2008 Concerns	12/18/2008 Presented to call center manager for follow up
12/16/2008 Concerns	12/16/2008 Supervisor said would report to CSDVRS technical support. Please follow up to ensure his info is populating when he calls in to GovVRS.
12/17/2008 Concerns	12/19/2008 Director of Interpreting Operations contacted customer and addressed her concerns
12/23/2008 Concerns	12/30/2008 Passed along to call center supervisor for follow up with VI
12/26/2008 Tech Issues/Problems	1/1/2009 [JUN-05-09 Kathryn Graham] VI followed protocol
12/26/2008 Concerns	12/31/2008 [JUN-05-09 Kathryn Graham] VI was taken out of VRS
12/26/2008 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] send on to Customer Service for Follow up
12/27/2008 Concerns	12/30/2008 [JUN-05-09 Kathryn Graham] No VI identifier (name or number) so unable to follow up
12/30/2008 Concerns	2/7/2009 Passed along to call center supervisor
12/30/2008 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] no VI name, number or desc given. Unable to follow up with VI.

12/30/2008 Concerns	1/29/2009 Call center manager followed up with VI
1/2/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] This information has been passed on to the IT dept
1/3/2009 Concerns	1/26/2009 Passed along to call center manager for follow up
1/5/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Issue has been discussed with WFM team. IVVR has been changed to a static IVVR
1/5/2009 Concerns	1/26/2009 Call center manager followed up with VI and offered correction
1/6/2009 Concerns	1/6/2009 Sent to BIS call center managers and POCs for follow up with VI
1/6/2009 Concerns	1/7/2009 Concern forwarded to call center manager for follow up with VI
1/8/2009 Concerns	2/7/2009 Followed up with call center manager
1/8/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Passed on to Customer Service
1/9/2009 Concerns	1/9/2009 Forwarded concern to VI's call center manager
1/13/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] No OS name given and this complaint was not directed at our service or any VI
1/14/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Passed on to Customer Service.
1/15/2009 Tech Issues/Problems	2/17/2009 [FEB-17-09 Adam Rademacher] Seems like the person dialed the wrong number and reached the VRS service. Passed on to Customer Service for follow up.
1/15/2009 Concerns	1/26/2009 Passed along to call center supervisor for follow up
1/16/2009 Concerns	1/26/2009 Passed to call center supervisor for follow up with VI
1/16/2009 Concerns	1/19/2009 Sent to call center manager for follow up with VI
1/17/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] IVVR has been changed to a static IVVR
1/18/2009 Tech Issues/Problems	1/18/2009 suggested IBA call his bank.
1/19/2009 Concerns	1/23/2009 Supervisor discussed the complaint with the VI
1/20/2009 Inquiry	1/21/2009 [JUN-05-09 Kathryn Graham] Director of Ops spoke with customer to resolve Video Mail issues
1/21/2009 Concerns	1/26/2009 VI was retrained in the area of processing conference calls
1/23/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] IVVR has been modified to be a static IVVR
1/23/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Referred to CS for follow up regarding a vpAlert
1/23/2009 Concerns	1/26/2009 Passed along feedback to call center supervisor for follow up with VI
1/23/2009 Concerns	1/26/2009 Call center manager was notified and followed up with VI
1/25/2009 Concerns	2/7/2009 Passed along to call center supervisor
1/26/2009 Concerns	2/7/2009 Passed along to call center supervisor
1/26/2009 Concerns	1/27/2009 Call center supervisor followed up with VI
1/28/2009 Inquiry	1/28/2009 Email notification sent!
1/28/2009 Inquiry	1/28/2009 I told customer I would record his complaint down. I apologized that he was hung up on. He seemed like he was happy by the time he hung up with me. Would like a email or phone call back though to make sure upper management received this complaint.
1/28/2009 Concerns	1/29/2009 Addressed by call center supervisor
1/29/2009 Concerns	1/29/2009 Call center manager followed up with VI
2/2/2009 Concerns	2/2/2009 System failure, misunderstanding between VI and customer - Director of Interpreting Ops followed up with customer, he is satisfied with resolution
2/2/2009 Concerns	2/2/2009 [JUN-05-09 Kathryn Graham] Unable to force company to accept relay calls
2/2/2009 Inquiry	2/2/2009 Apologized for interpreters behavior
2/4/2009 Concerns	2/5/2009 Call center manager followed up with VI
2/5/2009 Inquiry	2/7/2009 Call center supervisor followed up with VI

2/5/2009 Tech Issues/Problems	2/7/2009 Passed along to call center supervisors
2/6/2009 Concerns	2/6/2009 [JUN-05-09 Kathryn Graham] Explained to customer we are now allowed to make relay to relay calls
2/9/2009 Concerns	2/9/2009 [JUN-05-09 Kathryn Graham] Call center manager give refresher training to VI
2/9/2009 Tech Issues/Problems	2/16/2009 This is a reassigned number. No follow up.
2/9/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Information has been passed on to the WFM team
2/9/2009 Concerns	2/17/2009 [FEB-17-09 Adam Rademacher] Information has been passed on to the WFM team.
2/16/2009 VI Concerns	2/18/2009 [FEB-23-09 Elizabeth Fischer] Supervisor talked to the VI
2/17/2009 VI Concerns	2/10/2009 [FEB-17-09 Kate & Dionna Houston AIC] I thanked the customer for letting us know of his concern and assured him that I would pass the information along to the appropriate supervisor.
2/17/2009 VI Concerns	2/17/2009 [FEB-17-09 Kathryn Graham] Passed to supervisor for follow up with VI
2/18/2009 VI Concerns	2/19/2009 [JUN-05-09 Kathryn Graham] Passed along to call center supervisor to address with VI
2/18/2009 VI Concerns	2/23/2009 [FEB-23-09 Kathryn Graham] Passed along to call center manager for follow up with VI
2/19/2009 VI Concerns	2/20/2009 [FEB-23-09 Kathryn Graham] Call center manager followed up with VI
2/23/2009 VI Concerns	2/23/2009 [FEB-23-09 Vi Center Houston] Thanked customer for taking the time to express his concerns and assured him that the information would be passed along to the proper authorities.
2/24/2009 VI Concerns	2/24/2009 [JUN-05-09 Kathryn Graham] Unable to follow up because no VI number or name was given
2/24/2009 VI Concerns	2/24/2009 [JUN-05-09 Kathryn Graham] Sent to BIS supervisor for follow up with VI
2/24/2009 VI Concerns	3/16/2009 [MAR-16-09 Kathryn Graham] Referred to call center manager for follow up with VI
2/27/2009 VI Concerns	2/27/2009 [JUN-05-09 Kathryn Graham] VI followed proper protocol
2/28/2009 VI Concerns	3/2/2009 [MAR-02-09 Kathryn Graham] Passed along to call center manager for follow up with VI
3/4/2009 VI Concerns	3/4/2009 [MAR-04-09 Kathryn Graham] Call center manager followed up with VI
3/5/2009 VI Concerns	3/2/2009 [MAR-13-09 De Anna Sweeney] VI was removed from VRS services as a result of multiple complaint. VI terminated as a result.
3/6/2009 VI Concerns	3/6/2009 [MAR-06-09 Kate & Dionna Houston AIC] I thanked the caller for letting us know and assured the caller that I would pass the information on to the appropriate person.
3/9/2009 VI Concerns	3/16/2009 [MAR-16-09 Kathryn Graham] Sent to call center manager for follow up
3/15/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] Call center manager informed
3/16/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] No further calls
3/16/2009 VI Concerns	3/16/2009 [MAR-16-09 Kathryn Graham] unable to follow up with agents because no identification number was given
3/16/2009 VI Concerns	3/17/2009 [MAR-17-09 Kathryn Graham] Not able to follow up without agent identification
3/18/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] There is no agent identified as Trisha in our pool of interpreters.
3/20/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] Call center manager to follow up with VI
3/20/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] Call center manager informed for follow up with VI
3/24/2009 VI Concerns	3/24/2009 [MAR-24-09 Kathryn Graham] Sent to call center manager for follow up with VI
3/27/2009 VI Concerns	3/30/2009 [MAR-30-09 Kathryn Graham] Sent to call center manager for follow up with the VI
4/2/2009 VI Concerns	4/6/2009 [JUN-05-09 Kathryn Graham] Explained to customer VI cannot interpret for two people in the same room
4/3/2009 VI Concerns	4/3/2009 [APR-03-09 Kathryn Graham] VI will get written warning
4/6/2009 VI Concerns	4/6/2009 [APR-06-09 Kathryn Graham] Call center manager to follow up with VI
4/7/2009 Service Concern	4/8/2009 [JUN-05-09 Kathryn Graham] Apologized that the customer was not able to get in touch with sales manager and passed info along
4/10/2009 VI Concerns	4/10/2009 [JUN-05-09 Kathryn Graham] Explained to customer that VI does not have to count the rings
4/10/2009 VI Concerns	4/30/2009 [MAY-10-09 Kathryn Graham] Complaint sent to call center managers for follow up with VI

4/16/2009 VI Concerns  
4/27/2009 VI Concerns  
4/27/2009 VI Concerns  
  
4/28/2009 VI Concerns  
4/28/2009 VI Concerns  
4/28/2009 VI Concerns  
  
5/4/2009 VI Concerns  
5/4/2009 VI Concerns  
5/5/2009 VI Concerns  
5/5/2009 VI Concerns  
5/8/2009 VI Concerns  
5/10/2009 Service Concern  
5/12/2009 VI Concerns  
5/14/2009 VI Concerns  
5/18/2009 VI Concerns  
  
5/22/2009 VI Concerns  
5/26/2009 VI Concerns

4/16/2009 [JUN-05-09 Kathryn Graham] Call center manager followed up with VI  
4/27/2009 [JUN-05-09 Kathryn Graham] Apologize to customer and followed up with VI for fresher training  
4/27/2009 [APR-27-09 Kate & Dionna Houston AIC] I assured the caller that I would speak to the VI about it so that it wouldn't happen again. The VI was spoken to about this complaint and will be careful to not let it happen again.  
4/29/2009 [JUN-05-09 Kathryn Graham] Call center manager followed up with VI  
4/28/2009 [MAY-05-09 Elizabeth Fischer] Talked with VI.  
4/28/2009 [JUN-05-09 Kathryn Graham] VI felt she was being very cooperative and that customer was just frustrated with process at bank.  
5/4/2009 [JUN-01-09 Elizabeth Fischer] Sup has talked with VI  
5/4/2009 [JUN-01-09 Elizabeth Fischer] Call center manager spoke with VI  
5/26/2009 [MAY-26-09 Kathryn Graham] Manager addressed the issue with the VI  
5/5/2009 [JUN-05-09 Kathryn Graham] Manager address with VI  
5/26/2009 [MAY-26-09 Kathryn Graham] Manager addressed these issues with the VI  
5/11/2009 [JUN-05-09 Kathryn Graham] Sales manager followed up with customer about concerns  
5/12/2009 [JUN-05-09 Kathryn Graham] Call center manager addressed with VI  
5/15/2009 [JUN-05-09 Kathryn Graham] Call center supervisor addressed concerns with VI  
5/18/2009 [JUN-05-09 Kathryn Graham] Apologized to customer for their experience and call center supervisor has followed up with VI for refresher training  
5/22/2009 [JUN-05-09 Kathryn Graham] Call center supervisor followed up with VI  
5/27/2009 [MAY-27-09 Kathryn Graham] Call center supervisor followed up with VI