



Written Comments 2024

As of 3/31/2024

From: [Thomas Rohman](#)
To: [Nathalia D. Artus](#)
Cc: [Community Impact](#); [Doug Pick](#); [John Asbury](#); [Clare Miller](#)
Subject: RE: Feed More: the gift of 1 million meals!
Date: Friday, February 9, 2024 8:44:36 AM
Attachments: [image018.png](#)
[image019.png](#)
[image020.png](#)
[image021.png](#)
[image022.png](#)
[image023.png](#)
[image024.png](#)

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Natalie, I left you a voicemail about this, but let me say again how appreciative I am of Atlantic Union Bank's generous and thoughtful contributions of volunteers, intern opportunities, and dollars to Feed More. These contributions enable Feed More to execute on its mission of helping those who are food challenged. Feed More is in the business of giving people a "hand up", not a "hand out", and it will do so very much with Atlantic Union Bank's generosity. Thanks you again. Best regards.
Tom Rohman

From: Nathalia D. Artus <Nathalia.Artus@atlanticunionbank.com>
Sent: Thursday, February 8, 2024 4:45 PM
To: Thomas P. Rohman (tprohman@outlook.com) <tprohman@outlook.com>
Cc: Community Impact <CommunityImpact@atlanticunionbank.com>
Subject: Feed More: the gift of 1 million meals!

Hello Mr. Rohman,

I would like to reach out to you today with great news. Feed More has been an Atlantic Union Bank partner for many years – both in the community development space and with banking relationships. Most recently, we have collaborated in the financing of their [expansion at Villa Park](#), we have representation on their board with Clare Miller and yourself as Board Chair, and 121 hours of volunteer service just in 2023.

Doug has informed me he has already sent you an update, but I wanted to reach out as well if you allow space for sharing the enthusiasm about this contribution. As we continue to evolve in our relationship, we would like to share some big news with you (to keep in a small group as big announcement will come soon!): **we will fund One Million Meals with Feed More with a gift of \$250,000!** Each \$1 provides 4 meals! The big gift will be invested over 3 years. **We will also commit to provide 250 volunteer hours each year for the next 3 years, and we will also fund a summer intern through our Future Community Impact Makers Grant Program (that is \$4,000 per intern) for the next 3 years.** Lastly, we will have our logo on one of their delivery vehicles and naming rights to a building location to be determined. We are so excited to partner with this great organization. Please know that we will make a big splash about this soon – we will reach back out to you with more information.

I know how you and your family are passionate about this organization and their critical work, ensuring our communities have access to nourishment and hope. Thank you for the work you do leading them.

Thank you,

Nathalia Daguano Artus (She/Her)
SVP, Director of Community Development and Reinvestment

Mobile: [804-874-4626](tel:804-874-4626)
4300 Cox Rd
Richmond, VA 23060

Feel free to reach out to my team:

Community Impact Team
communityimpact@atlanticunionbank.com



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No Written Comments



Written Comments 2023

2023 Future Impact Makers Grant Survey Comments

"The process was very efficient. I have not suggestions for improvement."

"The grant program was a God-send! It allowed the bulk of the expenses to be covered..."

"HFF is incredibly grateful to have been given the opportunity to partner with Atlantic Union Bank in a way that expanded our operational capacity. The grant application process was thoughtful and streamlined and without unnecessary barriers. This was a high-impact experience for both HFF and the intern we hosted."



Atlantic Union Bank Complaint Form

Bank Information

Date: 1/17/2023

Banking Center/Department Name: Digital Strategy

Submitted Via: Petition

Type of Issue/Complaint

Issue: Branch Closure

Date Received: 1/17/2023

Issue Comments

Entity sending issue: Client

Does Issue allege Discrimination: No

Does Issue allege an Unfair, Deceptive Act, or Practice? No

Product/Service Issue: Branch Closure

Description of Issue

Customer is a business owner and customer since 1973. He has placed a petition in his place of business and has collected approximately 61 signatures from customers in the area regarding AUB's decision to close the Thornburg Branch.

Additional Comments

The residents who rely on the accessibility of the only local bank in the Thornburg area, are petitioning to stop and reconsider the closing of the Atlantic Union Bank at 5510 Morris Rd, Spotsylvania, VA 22551. As a key business in the local economy, the residents and local businesses rely heavily on the access of banking services provided by Atlantic Union Bank. Most residents do not require travel _to other counties due to the accessibility of resources in the area. However, closing the bank would deny residents a banking institution, force residents to either close the account in pursuit of more traditional, non-banking financial practices, or require residents to travel further for banking allowing for other financial institutions to become available instead of the local bank we've come to trust for generations.



Written Comments 2022



Atlantic Union Bank Complaint Form

Bank Information

Date: 2/7/2022

Banking Center/Department Name: Digital Strategy

Submitted Via: Email

Type of Issue/Complaint

Issue: Branch Closure

Date Received: 2/7/2022

Issue Comments

Entity sending issue: Client

Does Issue allege Discrimination: No

Does Issue allege an Unfair, Deceptive Act, or Practice? No

Product/Service Issue: Branch Closure

Description of Issue

Customer sent a letter to the Federal Reserve (and Shawn O'Brien) commenting on his displeasure with the upcoming branch closure of the Salisbury location.

Additional Comments



Atlantic Union Bank Complaint Form

Bank Information

Date: 2/17/2022

Banking Center/Department Name: Digital Strategy

Submitted Via: Letter

Type of Issue/Complaint

Issue: Branch Closure

Date Received: 2/17/2022

Issue Comments

Entity sending issue: Client

Does Issue allege Discrimination: No

Does Issue allege an Unfair, Deceptive Act, or Practice? No

Product/Service Issue: Branch Closure

Description of Issue

Customer sent letter to John Asbury regarding the Stuarts Draft branch consolidation. She states that she has banked with this location for the last 25 years or more. Customer stated that AUB did not consult with customers before making this decision and was not asked how she felt about driving to another location 20 minutes away. Because the customer feels that it is essential to have local banking, she will be closing their accounts.

Additional Comments



Atlantic Union Bank Complaint Form

Bank Information

Date: 12/15/2022

Banking Center/Department Name: Branch

Submitted Via: Letter

Type of Issue/Complaint

Issue: Branch Closure

Date Received: 12/15/2022

Issue Comments

Entity sending issue: Client

Does Issue allege Discrimination: No

Does Issue allege an Unfair, Deceptive Act, or Practice? No

Product/Service Issue: Branch Closure

Description of Issue

Customer is extremely dissatisfied that we are closing the Gayton Road branch. She stated that she now will not have a full service branch that is within her Zip Code and that her trip has more than doubled to get to her safe deposit box(it was 1.5 miles vs 5 miles). She also stated that we did not mention in the letter if we would honor the discount she received at the other branch which she was upset with. Finally she was upset as she had tried to reach out via email on the website twice, and no one has responded to her emails at all. Very upset with the poor customer service and that we make these decisions expecting our customers "to just roll over and take it".

Additional Comments

Branch Mgr listened to the customers complaint fully and tried to explain the nature of the decision to her. Explained that as customers use more digital tools and services branch traffic is reviewed and we have to make the difficult decision to close branches. The customer mentioned that she only visits the branch to go to her safe deposit box, as she uses those digital tools herself. Mgr did advise the customer that her 50% discount would be honored here as we are asking her to move, and she is still entitled to the first year free. She appreciated that. She appreciated Mgr listening, but was upset that the company was not listening and felt that the branch teammates shouldnt have to be the ones left answering for a decision we did not make. She was very upset that there was no contact information on the letter for them to contact besides the regular 800#, and more upset that no one has responded to her communications. She wants to hear from someone in regards to this and is a very upset customer.