

Delivered to stgeorge haymarket branch manager 18aug21 complaint serious
**secure txt only 0424996091 email:
craigherron59@protonmail.com**

**My Docs were Certified by your staff in yr
branch in person.
Done in Haymarket, at exact day/time the
phone/email changes were done in your
system. Look to your own records for who
verified my docs. Your actions shame your
Bank.
Unlock my acct & stop making me sicker.**

**As a elderly disabled & cronicallly ill, mobility impaired
customer this should be sufficient I am looking for
Medicare card it's in my flat somewhere to complete
your online forms. Delays have been in my looking for
it. You should check yr records as I went into
haymarket branch to do this change and all my docs
were certified by your bank staff. I am really not able
to leave the house again even with a carer, and lock
down stress is making me ill. Now my bank is
stopping me from making transactions I feel
persecuted. I'm sending this letter with my carer
PeterMcgivern who was with me as I barely made it
into the branch to do these changes, and suffered a
crippling anxiety attack after leaving.**

**He has the letter posted to me as your staff should
be the one to compete it as they have cited me and
the true docs in person and then enacted said
changes. Unless the stgeorge adverts are a complete
lies and you are more about making an invalid's like
torture, find a way to fix this. All my carers, BGF etal
are livid at the effects on my health. They'd be happy
to organise some lawyers and a film crew to visit your
branch in my place. So no more hoops to jump
through please let my ADV cash payments and any
others I choose to make through. I have a dedicated
txt only phone for the codes to go to. And I fumble
them a bit but can make them work. I am very slow to
answer email, but that's my issue, stop this
harassment. Now I have to lie down. My carer will be
in haymarket branch weds 18sept, as he found today
was impossible with new 230 closure time.**

**Very upset,You have no right to do this to vulnerable customers.
Craig Andrew Herron 17/9/21**

cc/obhed P.mcgivern

[REDACTED]

[REDACTED]

Your wireless network... computer, you will need to scan for

Id All re Fo pn For Ce Pl as TT 0