LONG RANT!!!

[redacted] We take OUR money and put it into your banks. To be honest we have several accounts thru you and have been with you since 1993. Yesterday I wanted to withdraw a larger sum of cash (which wasn't very large at all & still left a large sum in the bank). I went to the branch in Mustang and they did give me a small amount (after asking me WHY I needed it) but said that is all they could do because they had insufficient funds on hand (she mentioned due to many people withdrawing due to the unstable environment). So I mentioned going to another branch. She said to make sure that let them know that I was denied more funds because of lack of inventory. I asked her why and she told me "stacking is illegal". Now I guess I'm stupid because I had to ask what that was and why. So we went to [redacted] I told them up front how much I wanted, what the other banker had told me etc. But I also said I understand they can only give me what's available. She told me a specific amount to write on a slip (which was less than I originally wanted but I was fine with it) but said she would need to get approval. I eventually had to answer the question WHY I wanted the money. To be fair, I don't believe I owe any 25 year old or any person an explanation what I want to use MY money for. I am absolutely not doing anything illegal so why must I tell them. It's principle. And honestly I was annoyed by the question and just told them I just want the money and don't owe them an explanation for how I want to spend my money. The first excuse they gave me for asking what I was gonna do with the money was "they wanted to protect me from a scam"😂 Granted I get it, scams are ramping up but I remember them asking me this years ago before scams were the norm. She continued to insist I give an answer. By now I was irritated so I said, "I'm buying a car" and she said, "Are you really or are you just saying that?" and refused to move forward. At this point I'm very irritated & I just said "fine, I'm buying a generator." So I sit at the bank waiting approval for over 30 minutes only to be told I was denied. When I asked why, they told me it's that "THEY DONT BELIEVE ME"!!!!!! I managed to push the conversation and she told me they have the right to protect themselves and if they didn't believe me then they get to decide. But after me pushing back on why I was denied, they doubled down on they don't believe me and it's their right to not give me my money. I about lost it but I didn't. Instead I managed to record the rest of the conversation. She tried to tell me she would need to see an invoice🙄 Then she tried to tell me there was a limit to withdraw daily so I said ok then give me x amount (which was under the limit.) She refused! Just a thought...Is this what it's gonna be like with social credit scores and digital currency? Anyway, we left, fully ready to close out every [redacted] account we have and called [redacted] They directed us to go to the one on [redacted] When I arrived a nice girl (28yo) met me and took me in the back room. She was very kind and we had a nice talk. I told her my situation but once again they tried to suggest this was for my protection (or really the bank's protection)against scams. They have convinced them that if they let us have the money and we get scammed banks are liable. Ok I could see if they wired money or someone else was trying to get my cash out, but when I am there with my ID and credentials I believe that'd be a hard legal battle. Needless to say, I was able to talk with the girl and walk out with MY money. My husband and I are still debating about moving our money to another bank. We have been loyal customers for over 30 years and THIS is how you treat us. Unacceptable!! You can thank the girl on 74th we didn't close our accts last night. She deserves a raise! But like I said, we're still deciding due to the attitudes of some of your employees on sw Penn. And while some of you might ask whats the big deal, just tell them why you want the cash because you're not doing anything you shouldn't, it is called PRINCIPLE!! It's MY money. You make money off my money—I think we're square.— with [redacted] **See less**