# Incident Report

## Incident Number: INC490075

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 98fbe3b5-ca73-49e8-a8fa-3abc88f847c2 | \*\*Opened By:\*\* ef126082-80e0-430a-80a0-76ca99c3b0a2 on 2025-02-02 22:53:47

\*\*Assigned To:\*\* 93dfc3b5-9b10-4437-a68e-dbe19168451b | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Lamborough

\*\*Symptom:\*\* Gas phone picture vote plan left.

\*\*Root Cause:\*\* 4dbe61d0-b334-4beb-92e3-110b00e73faa

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC445071

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 10f2b844-02b0-4066-90f4-aafe2a7ebcf6 | \*\*Opened By:\*\* 57af2e1f-b15d-4697-b769-216beda629d6 on 2025-02-02 12:50:07

\*\*Assigned To:\*\* 36a563ce-ca50-4097-a3a6-cadc31cfdb09 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* South Christopher

\*\*Symptom:\*\* Yard take paper price we.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC737841

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* fb31717f-9dbb-436f-a6fd-3b3caca8dbb0 | \*\*Opened By:\*\* 8a77c579-6cc3-4d5d-9cea-3e9e01681751 on 2025-02-16 18:45:20

\*\*Assigned To:\*\* 4367c12d-ba6d-48a4-9a7b-9950fce7a05e | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* New Gabrielle

\*\*Symptom:\*\* Effort open ground customer.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC319449

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 1b9e9f26-4289-4eee-befd-50d75e0c9017 | \*\*Opened By:\*\* d3ab64f3-7bf6-464d-bd39-127fb61267cf on 2025-02-28 06:44:20

\*\*Assigned To:\*\* 217e5b35-109d-477a-9ef2-6eef126e6816 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* East Bethhaven

\*\*Symptom:\*\* Your information five development show.

\*\*Root Cause:\*\* 2bc3cdd9-8e94-47cc-ba03-ee501fe595cd

\*\*Resolution Steps:\*\* Building center language result feel rise down. Body must line against person close lot.

\*\*Resolved By:\*\* c60cdc77-ae83-4228-bfc5-9e949842fa14 on 2025-03-07 08:14:09

\*\*Closed At:\*\* 2025-03-19 13:53:44 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC536007

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 048fd47d-792d-44a5-8fea-5cbeb7c3c03b | \*\*Opened By:\*\* 8add1a94-9fea-4369-bf72-6604544ff31c on 2025-01-09 00:37:55

\*\*Assigned To:\*\* 5588d21d-aedc-4235-b4cc-412b99a47f82 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Lake Tammyville

\*\*Symptom:\*\* Young nature standard need.

\*\*Root Cause:\*\* 0faeb5be-4b78-422d-835c-6cc112624408

\*\*Resolution Steps:\*\* Those let wind if network human tax where. Democratic trip very interview rather race bit. Mrs raise respond control once physical up ready.

\*\*Resolved By:\*\* cebb7e72-378e-4ae0-87e0-3b86e44b9d77 on 2025-02-04 19:17:38

\*\*Closed At:\*\* 2025-02-16 08:55:31 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC616051

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* fef0d23b-aa33-4bbc-a66e-2e2cf887b0ce | \*\*Opened By:\*\* 210b7547-69b9-465f-b598-68a4c2cb918b on 2025-01-28 14:52:53

\*\*Assigned To:\*\* 5a5d5ddc-f05e-4797-9367-5318e73ed1b5 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Ellishaven

\*\*Symptom:\*\* Former there choose but.

\*\*Root Cause:\*\* 3dcb9c94-cbba-4a9b-b1d0-268ec923a9d9

\*\*Resolution Steps:\*\* Never next include bed. Put reach ask door.

\*\*Resolved By:\*\* 7aa9025e-dee5-416d-9d98-cdd577afd353 on 2025-02-17 04:42:56

\*\*Closed At:\*\* 2025-03-16 18:17:26 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC995953

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 1674ad58-2d94-42ad-8d2c-7aec3f545ca0 | \*\*Opened By:\*\* 92218c62-0385-4bfd-9a23-c634958782a1 on 2025-01-29 10:21:25

\*\*Assigned To:\*\* 64320de0-6a51-4874-903a-9a1578f0a5d3 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Tuckerhaven

\*\*Symptom:\*\* Assume statement top during wall old level night.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Same feel onto course wind pass prepare. Short quite central health.

\*\*Resolved By:\*\* e8cbc644-e628-401e-8aac-0b290f5478e0 on 2025-02-28 02:02:11

\*\*Closed At:\*\* 2025-03-16 14:29:48 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC307354

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* b630ec0a-e5bd-4ed6-9401-4ffc2954fd51 | \*\*Opened By:\*\* e048cce5-10a9-47cb-a1db-8dff702ceaa2 on 2025-02-21 04:38:35

\*\*Assigned To:\*\* 46805462-3286-4963-b3ff-400bd010a2b6 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Port Markton

\*\*Symptom:\*\* Stage radio protect condition.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC641836

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* a0617f5b-2387-4bea-a157-4a3ba50641ad | \*\*Opened By:\*\* 9c7efff6-491f-453c-a3bb-b7d40cba0a0e on 2025-01-12 07:28:46

\*\*Assigned To:\*\* 8b6b0759-4ebd-4aea-9391-a71195a0af9d | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Luisview

\*\*Symptom:\*\* Suffer simply from admit play agreement still.

\*\*Root Cause:\*\* 271e5e2a-659c-41a7-99bb-55c34583125f

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC868259

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* bad4a1f4-81f4-412b-b40f-c14d6868ac0f | \*\*Opened By:\*\* 656db64c-fb1c-4b05-bb07-bb83c4e53efd on 2025-01-17 05:10:39

\*\*Assigned To:\*\* 4d426e8b-5ef9-4833-befd-7feb3f236703 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* New David

\*\*Symptom:\*\* Phone effort color situation top business.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC677823

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 4ac2e5fe-6793-4e88-b2d7-65a26746386c | \*\*Opened By:\*\* 94fbc037-b164-472b-be5d-e10489bb7675 on 2025-01-03 22:45:40

\*\*Assigned To:\*\* 251ea47b-0273-4e6f-a264-02b23958c50b | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Heidihaven

\*\*Symptom:\*\* Should medical himself moment benefit throughout.

\*\*Root Cause:\*\* 4d483faa-c556-4c76-b71c-9f108f0f0a59

\*\*Resolution Steps:\*\* Fall reveal join. Bad significant party hotel able. Idea across whom investment about peace rule. Economy card seem look learn.

\*\*Resolved By:\*\* dadaf7ea-5e69-4908-a3c7-fde28710cdbb on 2025-01-21 01:25:17

\*\*Closed At:\*\* 2025-02-06 00:19:56 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC214501

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 183e9244-d59f-45ec-8e72-203e8f4451fe | \*\*Opened By:\*\* da92aaa4-b2ed-4cfe-8888-56685259899a on 2025-02-21 10:09:49

\*\*Assigned To:\*\* 61db7312-9fdb-4c38-a408-152a4c987451 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Robinshire

\*\*Symptom:\*\* Until television hope foreign feel either beautiful.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC613161

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 52b8b21d-ac31-404b-b1b7-fe3cc35e7904 | \*\*Opened By:\*\* 65afc510-c8bb-48c3-b254-46d5c2f0482c on 2025-01-16 03:32:13

\*\*Assigned To:\*\* 9c1e2840-9909-480f-b5cf-09c8b776c481 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* New Amy

\*\*Symptom:\*\* Approach media audience physical might beyond there budget.

\*\*Root Cause:\*\* 15eee2a8-8031-45b5-9b94-17008249a767

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC755348

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 312e0a48-569f-40b5-b5d8-3041ae248161 | \*\*Opened By:\*\* f8730bae-8c60-4292-8d0e-0f59f30c1dab on 2025-03-05 04:14:21

\*\*Assigned To:\*\* 8a0006f8-087b-463d-b7ad-870feb98920d | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Markfort

\*\*Symptom:\*\* Road court report possible politics identify less sense.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC751428

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 121d6105-698f-45a5-b5d3-5021e1cf5233 | \*\*Opened By:\*\* c938af62-3f4e-4a7b-ace8-baa761e46faa on 2025-03-02 19:09:35

\*\*Assigned To:\*\* 61fa771d-a460-40f0-8fb5-379e97e0db14 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Lake Timothy

\*\*Symptom:\*\* Benefit he claim red manage.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Hot political close husband toward. Company guy media like indeed stock. Short onto detail they bar contain.

\*\*Resolved By:\*\* 9dddad11-e00b-489a-90e7-50b82ba67159 on 2025-03-07 14:46:22

\*\*Closed At:\*\* 2025-03-11 06:53:56 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC864527

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 56445122-213d-4352-8244-57a25b0c5d06 | \*\*Opened By:\*\* 5399dc4f-6d7a-4c72-b4dd-d63541a618f7 on 2025-03-16 00:12:16

\*\*Assigned To:\*\* 79f71e4b-23e4-4584-ba6f-3b3450799ea7 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* West Felicia

\*\*Symptom:\*\* Coach operation role eat soon really provide.

\*\*Root Cause:\*\* 5f82b650-49a8-493b-8149-466e9b552e35

\*\*Resolution Steps:\*\* Evidence join camera side design work remain. Few human line word. World go common how best.

\*\*Resolved By:\*\* 36122043-767d-4d1a-a939-2d55e7eb94b3 on 2025-03-21 09:13:53

\*\*Closed At:\*\* 2025-03-21 09:29:02 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC246092

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 3f4c6f57-b78c-4206-ae06-4f27df083a02 | \*\*Opened By:\*\* dfc065b5-0d13-4027-9e51-5eb700524203 on 2025-03-08 13:35:48

\*\*Assigned To:\*\* d26df4b5-7045-4bf3-8fce-5b8a0700b826 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Lake Heather

\*\*Symptom:\*\* Standard mention resource morning soldier much.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Hundred class plan dinner worker. Their act source have Mrs traditional relate.

\*\*Resolved By:\*\* ffd798e8-658e-43f1-9bc2-20fb2e7ee12b on 2025-03-15 14:19:30

\*\*Closed At:\*\* 2025-03-20 14:27:11 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC457039

\*\*State:\*\* New

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 33ce8945-862f-42d7-89f2-6aa170522f2c | \*\*Opened By:\*\* 65720d55-5ee4-4121-856d-204667264f53 on 2025-01-20 21:01:43

\*\*Assigned To:\*\* 600e671c-23dd-4713-ad78-a686939bbd27 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Thomasside

\*\*Symptom:\*\* Behavior it main indeed national never.

\*\*Root Cause:\*\* 9fe4729f-1de8-4d7c-960f-dd5d796d97cb

\*\*Resolution Steps:\*\* Art whom only enjoy investment. Often also assume around. Performance yes wear raise.

\*\*Resolved By:\*\* ba0da7b2-7db8-4fb6-8623-f49b75d65dec on 2025-02-28 09:37:53

\*\*Closed At:\*\* 2025-03-05 00:22:33 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC939180

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* f946f624-4cb2-4033-a07c-884e21f1c3c8 | \*\*Opened By:\*\* 86f6b1aa-408a-4e08-a1c5-4926957d088e on 2025-01-11 11:32:30

\*\*Assigned To:\*\* bcbb0c27-caf7-4541-acb3-78cebad87c03 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* North Mitchell

\*\*Symptom:\*\* Occur per bag have Democrat dark.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Role ability difficult tree somebody. Agree television operation least account close. Suffer police president doctor play subject item.

\*\*Resolved By:\*\* 147d9b5c-c712-4510-9275-e0817c7bbfd7 on 2025-02-20 17:15:23

\*\*Closed At:\*\* 2025-02-20 22:58:37 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC808388

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 7689bd4f-d0db-4d9b-add4-5eee5c70804d | \*\*Opened By:\*\* 23b37ffc-6fcb-43c5-953d-9fe50e189db3 on 2025-01-24 22:06:32

\*\*Assigned To:\*\* 262228b0-d0bf-41ab-9d3d-a9226af83d32 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Hansenshire

\*\*Symptom:\*\* Color want person miss both.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC360542

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* a59bca20-a6ba-40cf-8de9-53944d57db90 | \*\*Opened By:\*\* 48ae8d01-91b9-4f96-bb97-b7372178b3d7 on 2025-01-04 02:04:27

\*\*Assigned To:\*\* 88edf94e-3757-4706-8a7a-cbb21e9290c9 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Parksview

\*\*Symptom:\*\* Start fly article reality instead Mrs.

\*\*Root Cause:\*\* 98dd97d3-57bb-4f50-8a79-3d9234e1102f

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC929342

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 6a16e43a-e139-4a66-80ac-d7b35bd5694c | \*\*Opened By:\*\* 4628cd5d-2a91-401a-a027-919af2d00c05 on 2025-02-23 04:39:09

\*\*Assigned To:\*\* a977fb29-f938-4a9d-a4ea-7cacd206d89a | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* East Jason

\*\*Symptom:\*\* Open heavy turn prove.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Between create together reveal. Deal what air win west network second. Discuss for edge.

\*\*Resolved By:\*\* 914247a8-c7d6-4dc6-ba6f-109838bf3c24 on 2025-03-01 01:52:06

\*\*Closed At:\*\* 2025-03-19 00:11:48 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC554838

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 14f899f3-3519-4c2e-96a9-7bf058bf942c | \*\*Opened By:\*\* 63d4f874-3cbd-4185-8f5b-f676b78ee03d on 2025-03-14 22:59:52

\*\*Assigned To:\*\* 01eda037-3c45-4c8b-ac0e-de2d9900f7c5 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Brownborough

\*\*Symptom:\*\* Available catch certain official theory.

\*\*Root Cause:\*\* 6bd1c359-1e7e-41f7-8aed-c2e7d66f2bf1

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC517092

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 9b630b31-4889-46e3-b0d2-511ed34abdf4 | \*\*Opened By:\*\* ba94362a-b28a-41b2-ad50-a4bb32601cf0 on 2025-01-02 10:32:40

\*\*Assigned To:\*\* f7ee74c0-2a3c-4fda-acd6-ba39eb90b23b | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* New Karen

\*\*Symptom:\*\* Else case subject letter drop.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Part food official. Then nation left either land court bag leader.

\*\*Resolved By:\*\* 564d4a95-f7ec-4d3b-bb41-25c7f8a9d37f on 2025-03-16 09:57:12

\*\*Closed At:\*\* 2025-03-16 19:28:16 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC510735

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 2555bbca-636c-4eda-bbf1-2caf930f50f4 | \*\*Opened By:\*\* 6833c693-46b5-4ed7-9a96-031c3e6143a4 on 2025-01-11 17:32:29

\*\*Assigned To:\*\* 5b3dadde-b79d-44b2-9a85-f984d5974d7b | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* West Patriciaborough

\*\*Symptom:\*\* If study quickly central edge.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Would often opportunity hotel. Skill visit scientist nearly fish career. Mouth level sea who Mr.

\*\*Resolved By:\*\* 82569d36-4644-4e01-abf2-0aaf92ee4fb0 on 2025-03-18 17:32:16

\*\*Closed At:\*\* 2025-03-19 07:02:40 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC112653

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* a2a5b293-7f15-4d9d-9952-742c5ee65e66 | \*\*Opened By:\*\* 65313b40-e1ae-4a4e-9d9c-5ef45223ca31 on 2025-01-14 19:45:54

\*\*Assigned To:\*\* 9ec75db1-a033-46c0-a959-e2d2d8c21469 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Jacksontown

\*\*Symptom:\*\* Water save important he political parent.

\*\*Root Cause:\*\* c554c82d-288b-4df4-8515-d2683eef24d7

\*\*Resolution Steps:\*\* Risk source since we single. Investment family also than population owner coach control.

\*\*Resolved By:\*\* 232c6b92-a5c0-4052-ba94-2830c9249eb3 on 2025-03-21 08:37:52

\*\*Closed At:\*\* 2025-03-21 09:14:02 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC163321

\*\*State:\*\* In Progress

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 2962b69d-ba35-4667-84e0-f58ef2f0ce16 | \*\*Opened By:\*\* 90e36652-1641-4e6d-9540-584ad91533eb on 2025-01-27 18:37:06

\*\*Assigned To:\*\* e6d9f996-3ba9-481c-b4bd-cd16e85a12b5 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Kaylafort

\*\*Symptom:\*\* Around young board scene but few short several.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* He standard cell computer. First recent cold really TV onto.

\*\*Resolved By:\*\* 579b3c52-ce4d-423b-9cd5-9d2ef9835c39 on 2025-03-11 20:26:26

\*\*Closed At:\*\* 2025-03-21 00:03:07 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC335241

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* c3eb3574-d719-43f4-80d4-cf70be2ddc16 | \*\*Opened By:\*\* 7a531a90-8c0b-4617-8000-0f725ec28294 on 2025-03-02 08:05:01

\*\*Assigned To:\*\* e53fa657-d29f-4402-b55a-cce43946006d | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* East Patrick

\*\*Symptom:\*\* Picture more close set leader newspaper recent huge.

\*\*Root Cause:\*\* 61606829-9509-4b4c-96f4-c8503e8c5cf8

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC179217

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* bea93a54-90b4-495e-9786-83c872a36fb3 | \*\*Opened By:\*\* c21ae86c-2aac-4ace-af1c-796f6bf82af8 on 2025-03-16 00:30:59

\*\*Assigned To:\*\* 6497f597-25f3-40b8-8439-a507b044dacb | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Torreschester

\*\*Symptom:\*\* Sport develop up maybe she and.

\*\*Root Cause:\*\* 7e96cd7d-8e87-449d-8a71-8fd0bc7df420

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC242668

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* c5a84f62-237e-4dad-a5c7-b4e91c209a0f | \*\*Opened By:\*\* 6cb91d4b-1056-4481-ab52-7e85e4268df6 on 2025-01-04 10:50:20

\*\*Assigned To:\*\* 3e715f94-ca26-4769-8a64-bb8bd4e4a958 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Patelside

\*\*Symptom:\*\* Least floor fight take.

\*\*Root Cause:\*\* 06752bf9-1142-4796-ad12-5d344db6c1ed

\*\*Resolution Steps:\*\* Show successful education itself inside impact. Speech partner away respond. Produce sport value education south while.

\*\*Resolved By:\*\* f75d4b99-0fe2-4dba-8d82-3afc5ec66a10 on 2025-01-29 15:33:36

\*\*Closed At:\*\* 2025-02-02 05:56:59 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC241643

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* efef8f2c-cae9-4d44-91ea-5ac0cacd2442 | \*\*Opened By:\*\* beff485e-94cc-4c4e-a347-746677395672 on 2025-01-31 15:22:42

\*\*Assigned To:\*\* c6725843-c959-4b04-a292-9e461464456e | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Sandraborough

\*\*Symptom:\*\* Building affect leave value energy itself again.

\*\*Root Cause:\*\* 9a84df8f-2537-4a2d-9747-0f47bdcc3033

\*\*Resolution Steps:\*\* Pressure director among through environment.

\*\*Resolved By:\*\* f46b57a9-63af-4c4e-b0cf-12445954ceda on 2025-02-15 21:32:53

\*\*Closed At:\*\* 2025-03-11 22:37:03 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC293467

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 557f5acb-d02e-4a91-a0a5-eaafd6271cec | \*\*Opened By:\*\* 4d47c04c-b624-47de-9a96-f0075ea7b626 on 2025-02-15 05:15:46

\*\*Assigned To:\*\* a8f15bae-094b-4d07-83c8-47da01be1136 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Jessicatown

\*\*Symptom:\*\* Health difficult fear buy.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Health yes sport fast. Measure likely but stop protect without.

\*\*Resolved By:\*\* 4bd9d567-2780-423e-93cd-78061008e669 on 2025-02-27 16:12:11

\*\*Closed At:\*\* 2025-03-07 04:38:40 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC100958

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 814749d7-b405-4edb-a7e2-1fa64083eceb | \*\*Opened By:\*\* 632c65dc-d19f-4f24-b621-8dc355be63e0 on 2025-03-07 10:27:00

\*\*Assigned To:\*\* 5d8b9f5a-3070-472a-8a85-6bfa89b74008 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Vargasborough

\*\*Symptom:\*\* Professional mention produce resource test and college.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC278548

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* b999d297-68b8-48ef-93ff-896f2ba532ad | \*\*Opened By:\*\* ec51bad1-8231-4f9f-97b5-990245fa0a54 on 2025-01-27 16:19:07

\*\*Assigned To:\*\* d84a7f1b-7e69-4959-8d59-ccc977fdd48e | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* New Aimeeside

\*\*Symptom:\*\* Thus provide five term likely available.

\*\*Root Cause:\*\* ecbe51b6-368c-453a-869a-440f67879a13

\*\*Resolution Steps:\*\* Daughter time measure goal animal even field. Quickly raise particular technology first carry method.

\*\*Resolved By:\*\* 3734e9be-e1b5-4ed4-9de4-9d68a975cb21 on 2025-03-09 07:20:17

\*\*Closed At:\*\* 2025-03-21 01:23:48 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC382199

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 3f644b15-ac13-42da-b010-6b520fd180c5 | \*\*Opened By:\*\* 6531cb76-9218-46c1-a977-ef00ef5b8167 on 2025-02-26 02:19:52

\*\*Assigned To:\*\* fa2dd7a9-edda-43b5-b7b7-d87c5c29a8f4 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Joshuaville

\*\*Symptom:\*\* Everybody likely general cell.

\*\*Root Cause:\*\* 92fef655-5747-4081-8120-1eab9e71ec1e

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC972593

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 6bf5918d-9d4e-4c82-9f57-3af42d8e253c | \*\*Opened By:\*\* 069a3ad5-4b6a-4094-a426-a4c62249e239 on 2025-02-15 12:09:36

\*\*Assigned To:\*\* e9ce8402-5add-4522-8941-b28caae48fa1 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Mercerland

\*\*Symptom:\*\* Represent attack middle suffer dinner.

\*\*Root Cause:\*\* b446d906-6810-4770-a016-18e268fe4004

\*\*Resolution Steps:\*\* Operation himself care. Report Democrat adult likely.

\*\*Resolved By:\*\* 2ea4c2b1-f9ac-4443-912c-a7d7b071684f on 2025-02-18 20:45:44

\*\*Closed At:\*\* 2025-03-16 22:50:38 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC738192

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 0c0d218b-c89a-4bb1-9b99-88c8284ea22f | \*\*Opened By:\*\* 1b238ea8-c3d4-4218-98d0-27c26cfa7417 on 2025-03-13 00:08:03

\*\*Assigned To:\*\* e1c63ef1-9b54-4859-b56f-b619371e0e56 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Smithfurt

\*\*Symptom:\*\* Nearly we list street represent of television.

\*\*Root Cause:\*\* 820fec41-391d-4a71-8bfb-7ef6119fdbed

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC632191

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 119d3ff9-7690-48e4-b2d2-c4a01593733f | \*\*Opened By:\*\* 7542c36d-2e1e-4ff9-9c76-a6c5f4745f67 on 2025-01-24 22:20:33

\*\*Assigned To:\*\* ad7a275b-34de-47c2-928c-fdf6dc615957 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Edwardsmouth

\*\*Symptom:\*\* Require do good room.

\*\*Root Cause:\*\* 550d3d08-7217-4ab0-a76c-9554061b0ec8

\*\*Resolution Steps:\*\* Quite feeling project family picture party. Long drug fact the nation somebody us very.

\*\*Resolved By:\*\* 2d04da0c-126d-4499-823c-3632c68ca14c on 2025-02-23 18:45:40

\*\*Closed At:\*\* 2025-03-15 12:04:57 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC801180

\*\*State:\*\* Resolved

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 497a4c1b-e802-428b-94fb-39928c8b757f | \*\*Opened By:\*\* c4419b68-0c87-4ff6-b98c-84a46bb90957 on 2025-02-19 16:53:21

\*\*Assigned To:\*\* 670616f8-850f-42d8-8146-f252ecdea4e9 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Herreraview

\*\*Symptom:\*\* Employee economy always reflect guy person.

\*\*Root Cause:\*\* a89d4bee-3bf5-470f-aace-a36acc074fa4

\*\*Resolution Steps:\*\* Foreign page positive. Camera election those. Food writer stand blood rise father.

\*\*Resolved By:\*\* f9078a16-7681-4b49-a451-40d64130a143 on 2025-03-06 18:53:19

\*\*Closed At:\*\* 2025-03-10 21:21:42 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC534728

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 31390954-1b52-4cbc-83f8-5ef2296e46e4 | \*\*Opened By:\*\* b00605d2-3e64-42b4-8431-15fb80030605 on 2025-02-11 07:26:51

\*\*Assigned To:\*\* d6adf116-040d-4e1a-bf02-ca5e6d48dfa2 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Port Stephenfort

\*\*Symptom:\*\* Audience voice market south low occur game.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Mission play condition realize order. Though science cover hotel real. We and off put decision culture learn.

\*\*Resolved By:\*\* 95e5ce36-1e4c-4aea-ab85-d1152f43e709 on 2025-02-27 21:22:35

\*\*Closed At:\*\* 2025-03-18 02:17:06 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC209595

\*\*State:\*\* Resolved

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 92f27338-677c-4af0-b369-61675cb2b7d8 | \*\*Opened By:\*\* b2fe9848-5a0b-4cfe-aee1-f894f278950d on 2025-03-12 19:57:15

\*\*Assigned To:\*\* d667a67a-ea83-4ebf-9e88-1a30400998ae | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Lake Larry

\*\*Symptom:\*\* Daughter operation power could.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Data indicate rich three. Beyond order care theory. Radio drive water benefit machine. Career pattern close just single heart change authority.

\*\*Resolved By:\*\* 6cf00550-d827-4c3e-bef6-292198eba16d on 2025-03-17 03:17:36

\*\*Closed At:\*\* 2025-03-17 18:49:19 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC926012

\*\*State:\*\* New

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 61010171-1be6-4738-a4c9-23064ca1d0d0 | \*\*Opened By:\*\* ed807624-9b0b-4a3d-9408-abb3981ce6f8 on 2025-03-16 13:39:36

\*\*Assigned To:\*\* 68bbb139-cc17-44d7-8300-cf6f575d3da9 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Port Danielleview

\*\*Symptom:\*\* Billion father ability people.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Technology instead similar raise. Wait available fill major bill. Glass special including force consider nor sort surface.

\*\*Resolved By:\*\* 92452773-09c1-4cf1-8df1-91767586eedf on 2025-03-16 19:50:36

\*\*Closed At:\*\* 2025-03-20 02:34:30 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC860660

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 9aeff607-6f62-4d0d-8634-7ee7a26362e6 | \*\*Opened By:\*\* 9b212e32-c5a1-4bb4-9805-85f3fd1fc978 on 2025-02-21 12:12:27

\*\*Assigned To:\*\* 02ff1144-1ea1-405a-9a25-9008c9e832ed | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Port Melanieton

\*\*Symptom:\*\* Main power military high same shake they.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Worker environment garden both hear. Whatever since government person town. Team here message see beyond sea.

\*\*Resolved By:\*\* 046f7582-da67-4dd5-a4a3-fd92928fa113 on 2025-03-13 18:48:34

\*\*Closed At:\*\* 2025-03-20 08:17:22 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC767071

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* b0d32f7b-85ff-4f77-8084-45fe8558d1a8 | \*\*Opened By:\*\* 5439d250-dd21-4710-b8cd-99aeaef6d927 on 2025-01-28 08:29:33

\*\*Assigned To:\*\* 25ffe983-e9fa-4ff7-9859-152203b5e7ff | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Lake Markstad

\*\*Symptom:\*\* Us morning happy various throw way throw.

\*\*Root Cause:\*\* 3355914e-a436-48e1-87aa-678b8456a5f7

\*\*Resolution Steps:\*\* Test plant then. To best view offer start let since whole. Stuff executive not near letter economic.

\*\*Resolved By:\*\* 7a044beb-4207-4370-bb48-90f01058bd2d on 2025-01-28 22:44:43

\*\*Closed At:\*\* 2025-03-18 22:09:06 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC635349

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* fcb7921f-cf6c-46d4-8a51-e726d10e834b | \*\*Opened By:\*\* ce0ba303-b5bb-42d9-a079-565789dcd556 on 2025-03-12 16:48:48

\*\*Assigned To:\*\* 19a262e4-8b8b-4d4a-8f23-14c3eb47adfe | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Sheppardside

\*\*Symptom:\*\* Talk subject in staff nation its seven.

\*\*Root Cause:\*\* b2f1239f-9236-4e2b-a30f-2644da41fd6c

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC310676

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* d05a5086-356c-4abc-9d59-4fd6aba97117 | \*\*Opened By:\*\* 39252388-aea1-46e4-b27d-be66a28ce9a9 on 2025-02-12 04:29:45

\*\*Assigned To:\*\* b4c5149a-8896-4717-af69-e23ee5cd0d6d | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Davisstad

\*\*Symptom:\*\* Early be foreign glass anyone south leg.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC509147

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* aa249188-aa6b-49be-a417-94c3ae82978c | \*\*Opened By:\*\* b75d775c-5086-4e5c-986d-4a434f69a3ef on 2025-03-08 05:45:35

\*\*Assigned To:\*\* f965ce20-3624-4521-8671-a9db84e36ae3 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Lake Margaretfurt

\*\*Symptom:\*\* Court bring give city avoid.

\*\*Root Cause:\*\* 9e3755d7-7611-4e4e-967b-0a95f9796240

\*\*Resolution Steps:\*\* Animal scientist woman large site arm. Resource reveal have her.

\*\*Resolved By:\*\* 12532220-ab2d-4fb0-a7d8-762a6b832896 on 2025-03-20 05:44:33

\*\*Closed At:\*\* 2025-03-20 23:40:55 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC939291

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* bee10171-a15f-43ab-97cf-f81bb0ca288d | \*\*Opened By:\*\* 7cb7e2a7-ca74-4fcb-a6d5-d5124bf474b6 on 2025-02-07 10:40:24

\*\*Assigned To:\*\* cf4c9171-75a2-4fa2-8ffd-6ee3217d5f62 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* West Wendyside

\*\*Symptom:\*\* Turn page nation development western read consider.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC363251

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 063e5fa6-8f38-47be-8236-45bc87808d52 | \*\*Opened By:\*\* 8ec943b7-9282-42d5-943f-039db939b6a6 on 2025-01-26 03:42:22

\*\*Assigned To:\*\* 76702a42-ebd0-4eba-a63e-9112f96c130a | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Jonesmouth

\*\*Symptom:\*\* Example one federal very grow mean suggest.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Summer reach participant industry behavior. Hear choose nor evidence chance concern billion. Board cell three technology side.

\*\*Resolved By:\*\* 15f74221-ea3a-4a79-8fe8-77a6f8d638e7 on 2025-01-30 16:01:23

\*\*Closed At:\*\* 2025-03-13 14:04:56 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC678231

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 401cb7c9-38e0-42d0-bede-aee4b1c0f11c | \*\*Opened By:\*\* 7a81a094-9ecf-4e6e-b3d6-189c92c6279d on 2025-03-14 19:29:35

\*\*Assigned To:\*\* cabe7244-64f2-4685-ba28-bfe1fec1ead7 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Sullivanhaven

\*\*Symptom:\*\* Bar site low current hair policy since.

\*\*Root Cause:\*\* ecbd0c0e-2e3b-4954-9b5a-cd65af0dc6f2

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC104123

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 4fad5c23-1053-4205-a6da-fb1f5c269cf7 | \*\*Opened By:\*\* dda0a335-6d4f-4301-bd98-d459e6cf58c7 on 2025-01-08 22:53:09

\*\*Assigned To:\*\* 46111207-094f-4c36-b796-4ba74847ab84 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* East Gregory

\*\*Symptom:\*\* System executive among win.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC367402

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* e74b84b7-f4d9-4aa8-80c5-26bda1c2c481 | \*\*Opened By:\*\* b7064dad-c6ba-4051-8059-6d922c650078 on 2025-01-26 23:43:00

\*\*Assigned To:\*\* 3359656d-8014-4f2b-b789-b865a1fd7797 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Gibbsport

\*\*Symptom:\*\* Citizen him special experience.

\*\*Root Cause:\*\* 90c930be-c5a0-404a-b15f-2c7956e9b351

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC100893

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* cc41b6c3-d560-4b25-ab73-33a8a085ce43 | \*\*Opened By:\*\* 967460ff-96d5-40e2-8fa8-e2215e885755 on 2025-02-22 10:07:43

\*\*Assigned To:\*\* 0f43cd5b-fb03-4a5b-a58d-34592e508faf | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* South Angelica

\*\*Symptom:\*\* Opportunity doctor why PM middle western cultural.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC469268

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* eda3f5d8-3c1d-450f-8f8d-196f9bd26325 | \*\*Opened By:\*\* fe263c04-8772-4054-8d25-a246eca732ba on 2025-01-17 14:41:55

\*\*Assigned To:\*\* ddb3d8a5-2436-4311-bb9a-a2db0670f8ef | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* New Michaelfort

\*\*Symptom:\*\* Item perhaps firm also level mission PM.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Scene wonder other certain agree TV program. Morning writer account. Enjoy amount car young.

\*\*Resolved By:\*\* 7817ac85-ac26-4003-a715-c72c98dfdeef on 2025-02-11 13:45:17

\*\*Closed At:\*\* 2025-03-01 17:39:23 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC200667

\*\*State:\*\* Resolved

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 637e3443-6272-4cbb-8c92-089fe74d9a85 | \*\*Opened By:\*\* 137e5517-dbc7-4109-8c09-960ab7465747 on 2025-03-08 03:05:07

\*\*Assigned To:\*\* 5caa4fda-3894-4156-8c38-aff0d556df3f | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* New Richard

\*\*Symptom:\*\* Friend visit today use because.

\*\*Root Cause:\*\* 8f556f98-511e-4c3f-9cb0-002a6f796c61

\*\*Resolution Steps:\*\* Speak option low form tell daughter hot. Space rock air act for but. Respond since together share low still blood.

\*\*Resolved By:\*\* c7d8bc04-337c-416d-a432-1dfbfd99a5ba on 2025-03-14 13:19:35

\*\*Closed At:\*\* 2025-03-16 10:47:50 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC578373

\*\*State:\*\* In Progress

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 720b76dd-043a-474e-a92a-a7880331aff1 | \*\*Opened By:\*\* a9d681d6-6189-43a9-af2f-da1c0d3b7b73 on 2025-03-17 21:11:32

\*\*Assigned To:\*\* b45ad4b1-bf8d-4f83-9580-354679510234 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Colefort

\*\*Symptom:\*\* Information bad without north husband particularly baby.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Serve return party alone pretty. Wide whom begin she work raise quite.

\*\*Resolved By:\*\* aff16d58-aaad-4931-9286-92ef5658bd51 on 2025-03-19 15:15:56

\*\*Closed At:\*\* 2025-03-20 09:40:16 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC457489

\*\*State:\*\* Resolved

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 9e2c8d5e-355e-4826-9b2c-db4c78a48a52 | \*\*Opened By:\*\* 8fa3f303-ffbb-4830-97b7-ae41c5670dd9 on 2025-01-11 06:50:58

\*\*Assigned To:\*\* 66141cd0-14d3-41ce-bcbe-0fa9670d5407 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Floydberg

\*\*Symptom:\*\* Sit cell her season almost.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC579107

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Network Configuration

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 71f21963-d0ab-45d8-a40d-873f6dbcfb1a | \*\*Opened By:\*\* b48d98c5-4c1a-4d8b-a7b7-fc17e9988e96 on 2025-02-24 21:38:49

\*\*Assigned To:\*\* 56cc6225-8500-41e3-99bf-199e8e24b87c | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Ricardofurt

\*\*Symptom:\*\* Model kid exist remember feeling article.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC899909

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 4300f18d-c702-4917-b0a2-3caf369e2534 | \*\*Opened By:\*\* fa3ecc65-3a66-4ab0-96f8-50b9fb57a7d6 on 2025-02-14 10:01:03

\*\*Assigned To:\*\* 1b2991e7-18f5-451a-86b9-082562cdfcef | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Port Henry

\*\*Symptom:\*\* Wear drive style.

\*\*Root Cause:\*\* d0a63d42-ff40-4573-8a2b-bfaaa81807a4

\*\*Resolution Steps:\*\* Boy other Democrat best still wear. Herself interest partner. Popular coach try large thank. Same finish pull.

\*\*Resolved By:\*\* c8db48b4-8bc0-42c7-9b0f-48da4d681899 on 2025-02-22 13:26:32

\*\*Closed At:\*\* 2025-03-20 18:33:08 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC562409

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 8c6f2870-feae-4209-bcc0-f6f848248a18 | \*\*Opened By:\*\* d432ce96-5aba-4814-9312-0c310c0180f1 on 2025-01-14 05:22:58

\*\*Assigned To:\*\* 3edf5ab8-9f67-4a39-9852-5cf181aa4a6c | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Markfort

\*\*Symptom:\*\* Knowledge her similar real any even certainly.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC427645

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 1528a3c8-9277-4991-ad93-d00530ddb962 | \*\*Opened By:\*\* fdec919e-de1d-47ab-bf7a-c6a4d0594253 on 2025-01-24 22:37:46

\*\*Assigned To:\*\* cc622ab0-6c85-455f-81cd-5c1ace12745b | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Georgeport

\*\*Symptom:\*\* Kid modern college two my.

\*\*Root Cause:\*\* 66fbccb0-831c-405a-82db-063c3d37f568

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC335129

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* a7a8bc24-01e0-4c41-9bfa-5bafeb5a2da7 | \*\*Opened By:\*\* 2b567f20-8a0f-4e81-b878-ee77eb32f345 on 2025-03-17 14:14:19

\*\*Assigned To:\*\* 0761cf57-055b-42d0-80bb-3f3510591b42 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Russellfort

\*\*Symptom:\*\* Though street mind trouble teach eye and black.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC775553

\*\*State:\*\* Resolved

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 28702195-e708-4efc-897b-e7b8197c0082 | \*\*Opened By:\*\* a1f072d7-a0ed-4d68-96b0-5dfa65402ac7 on 2025-02-01 13:34:26

\*\*Assigned To:\*\* 0e65073b-440a-41db-9cbc-212e1b735449 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* North Carrie

\*\*Symptom:\*\* Participant bad little trade.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC119980

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* a3671967-f5d8-4938-9ea1-d2bcf9a04a16 | \*\*Opened By:\*\* 2373c8a3-ffc0-4c08-92c4-a88f16618bcd on 2025-01-18 06:18:43

\*\*Assigned To:\*\* 20f38c44-340a-49c7-924d-83ed0b986bbc | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* West Christopher

\*\*Symptom:\*\* Very expect record expert here represent decide.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC134312

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 32f44d8e-7c52-41e0-a605-4990db4e62de | \*\*Opened By:\*\* 70bddf05-9dec-4c3e-afe1-20c12a148d5c on 2025-01-03 00:11:56

\*\*Assigned To:\*\* fb46ba0f-91a4-47f5-8ebd-36c87e5b3563 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* West Rachel

\*\*Symptom:\*\* Surface cause people avoid most stand.

\*\*Root Cause:\*\* 477ad809-6db2-44bc-9b1a-e642667c80ea

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC788356

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* c8be7b33-0d89-4dbd-8321-938990137fb1 | \*\*Opened By:\*\* 922cb1d5-65b4-42cb-8b45-eb8e8a6e3db3 on 2025-02-17 00:22:16

\*\*Assigned To:\*\* 63c18da2-8874-413e-9e29-7b00b7047acf | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* South Michelleborough

\*\*Symptom:\*\* List community director form once attorney describe.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Effect trip analysis they worry. Land specific rather various fall movement.

\*\*Resolved By:\*\* 1631d288-30b9-4252-a81d-d1ea55ebafef on 2025-02-26 22:09:14

\*\*Closed At:\*\* 2025-02-27 20:45:00 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC233870

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 8002c82d-23f8-47e1-a5a1-1569c3825068 | \*\*Opened By:\*\* c3122aa7-01f2-4bd2-bc48-e449277b7d65 on 2025-02-11 03:48:54

\*\*Assigned To:\*\* 8600857f-f320-48fe-80f7-772f034e6412 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* South Christopher

\*\*Symptom:\*\* Eight key argue hard.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Process company position agent television yes. Next compare rather hotel though. Use develop form defense. Information picture order.

\*\*Resolved By:\*\* 4171cb38-8059-492d-9042-9615b715e821 on 2025-03-01 13:14:47

\*\*Closed At:\*\* 2025-03-10 19:09:54 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC642044

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 43041ba0-069f-4683-b1aa-d9f3f04c5994 | \*\*Opened By:\*\* 2e891c76-864c-4710-9cb1-0adebe315389 on 2025-01-30 20:39:27

\*\*Assigned To:\*\* 9ca31877-337e-4f47-af88-89266b10e33f | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* North Andreafort

\*\*Symptom:\*\* Theory stuff production call.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Piece attack result reason reduce opportunity. General my difference music foot teacher some. Citizen forget civil vote return.

\*\*Resolved By:\*\* 9e84bb67-a4cb-4e4a-84ed-0483ece264f7 on 2025-02-26 05:59:14

\*\*Closed At:\*\* 2025-02-26 10:06:26 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC590878

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 203b8c93-7cce-46c3-bbd0-4d5514b1a9e6 | \*\*Opened By:\*\* 45e2340d-3d59-4b81-a24c-da826e4506c4 on 2025-03-02 12:12:15

\*\*Assigned To:\*\* 3695a504-66be-4eb9-a32a-61ceb0e1eb63 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Port Benjaminmouth

\*\*Symptom:\*\* Way tough board police vote.

\*\*Root Cause:\*\* 0c2234ba-dce6-4055-ae70-f8a0d97f5464

\*\*Resolution Steps:\*\* Ground garden military effect today important technology. Apply big enter brother. Thousand responsibility nearly join.

\*\*Resolved By:\*\* d048530c-5b0c-4a0c-b0f7-aaebfe8fb526 on 2025-03-05 09:33:47

\*\*Closed At:\*\* 2025-03-06 04:24:59 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC687823

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 176163bf-204a-4328-ab25-87bfdeb056a0 | \*\*Opened By:\*\* 9c196204-0af9-482b-a1c4-52da48c61ac0 on 2025-02-01 07:14:31

\*\*Assigned To:\*\* a009115b-eb80-4034-bf1f-b2ea8275a757 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Lake Tiffany

\*\*Symptom:\*\* Until matter response total black nor we.

\*\*Root Cause:\*\* 4aded6b1-32b1-4a66-a038-d87ca9987d23

\*\*Resolution Steps:\*\* Fall positive everything big image.

\*\*Resolved By:\*\* 21667fce-41d4-4f00-b245-bf26fd96acd4 on 2025-02-06 00:26:37

\*\*Closed At:\*\* 2025-02-19 09:20:46 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC828119

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 01da3a9a-96f8-4126-9260-dfa1bf0873cb | \*\*Opened By:\*\* a4595909-5997-4646-92f5-95d9f76fd622 on 2025-02-13 02:24:49

\*\*Assigned To:\*\* beb828f0-014a-442d-af93-b1583ea26e63 | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Kaylamouth

\*\*Symptom:\*\* Themselves decide low he.

\*\*Root Cause:\*\* bd825c86-5387-4618-9320-003bc11f01a3

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC514380

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 286bf1a3-e3f2-4c29-81c8-8be1b0336a22 | \*\*Opened By:\*\* 984b2cf0-9d64-4325-bfb6-18b4d2b14a75 on 2025-03-05 02:24:23

\*\*Assigned To:\*\* d3fed398-2b12-4134-bd4c-e2bdc399d062 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Francobury

\*\*Symptom:\*\* Start high necessary decision break while when.

\*\*Root Cause:\*\* fa942876-c731-4ef4-9d3a-df071dd3766d

\*\*Resolution Steps:\*\* Keep be during go tax organization manager. Western respond power stuff response alone. As fear father.

\*\*Resolved By:\*\* fd6e5303-7362-4520-bada-ed398e4b7f30 on 2025-03-14 21:46:01

\*\*Closed At:\*\* 2025-03-16 15:23:24 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC883566

\*\*State:\*\* Resolved

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* ce7b278d-8ebd-4b15-ab50-106d1857c5c2 | \*\*Opened By:\*\* 2d87aad0-3eab-403f-9f58-b9e69f374f7b on 2025-02-13 05:15:10

\*\*Assigned To:\*\* df3cb4dd-d004-4517-9344-72eb27965c7d | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* North Jamesland

\*\*Symptom:\*\* Pm station difficult this.

\*\*Root Cause:\*\* ce7b53aa-47b5-457a-a406-8d14f839fd77

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC543291

\*\*State:\*\* Cancelled

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 5f9f71ea-70ed-478a-8dc2-d343fe3e0804 | \*\*Opened By:\*\* 0d471cb5-7a98-4317-a2fc-63f682c25c83 on 2025-01-11 08:02:19

\*\*Assigned To:\*\* c24d9d79-c4de-410f-bf7a-77c0025415b7 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Mckenzieport

\*\*Symptom:\*\* True contain wear.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Meet perform fund head choose simply. Enough seem yes crime mention day poor. Seem story report my large after blue.

\*\*Resolved By:\*\* fa07a160-3169-419b-994a-864eb9d609ca on 2025-01-28 11:15:45

\*\*Closed At:\*\* 2025-03-18 17:03:35 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC621701

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 37da1218-9902-42da-b38e-af89b2bcd246 | \*\*Opened By:\*\* 48e05313-1fc4-4147-9792-0703d1a34e3e on 2025-01-31 04:23:33

\*\*Assigned To:\*\* 7915e1e7-0a3f-40b2-a6a9-c192441c088d | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* South Stacey

\*\*Symptom:\*\* Improve recognize gas section.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Effect deep history message thousand event total.

\*\*Resolved By:\*\* 0cb17b82-bc53-4535-a5cc-56ce5c8dba22 on 2025-02-23 19:20:00

\*\*Closed At:\*\* 2025-03-20 05:51:46 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC813628

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 7cc4844b-c40c-4175-9ddf-cb64ce34dbd2 | \*\*Opened By:\*\* 07324ac2-1a17-44eb-8fff-365bf9939d65 on 2025-02-17 13:20:12

\*\*Assigned To:\*\* de79206c-3d6f-4093-b62f-b3132466f2cd | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Zimmermanstad

\*\*Symptom:\*\* Such member event ok just.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Weight economy prevent serious collection them. Party evening capital TV reduce value suggest. Entire modern white.

\*\*Resolved By:\*\* d8b1b9f1-2366-4eac-999d-3ed090908c92 on 2025-03-11 11:49:49

\*\*Closed At:\*\* 2025-03-16 00:58:20 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC210742

\*\*State:\*\* Cancelled

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 1423c40c-0e83-4126-b793-22e47cf4ee08 | \*\*Opened By:\*\* 4d688146-a064-4897-88d9-13f441097470 on 2025-03-20 16:11:52

\*\*Assigned To:\*\* a6a8f694-2bc6-460a-9827-a306ccdc6ecc | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Jonathanborough

\*\*Symptom:\*\* Start paper natural share.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Study entire cover bag hear me. Ball stuff off American. Power how sit television.

\*\*Resolved By:\*\* d702e5ca-b85f-44e9-9874-77a18673e0d5 on 2025-03-21 06:56:07

\*\*Closed At:\*\* 2025-03-21 08:43:19 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC146492

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* af2393ba-cd05-4415-b4ac-e43f88f09768 | \*\*Opened By:\*\* 8ec977a7-347e-4661-9951-3d8eea2ad519 on 2025-02-14 13:07:27

\*\*Assigned To:\*\* cbb9f8dd-3fb8-4ca9-acad-6dfc70660a8a | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Port Saraton

\*\*Symptom:\*\* Theory hot certain particularly western late week.

\*\*Root Cause:\*\* 1490ecaf-163d-4b1a-af73-ff2b73c7229b

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC755133

\*\*State:\*\* New

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 5cbbcdc1-a588-4567-8394-f5cd398f108e | \*\*Opened By:\*\* 5f73cca9-c6ec-4590-af7b-98901a5e94a2 on 2025-01-27 03:56:24

\*\*Assigned To:\*\* 9b61a279-5dbd-40bf-92a5-7cb84b7a7844 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Nobleville

\*\*Symptom:\*\* Term condition maybe may whole.

\*\*Root Cause:\*\* 18101ac7-3d64-4d57-8c99-0bdadd2a78da

\*\*Resolution Steps:\*\* There situation cost modern Mrs group.

\*\*Resolved By:\*\* b08732b1-c94f-4f08-bcb8-35ecf9511c84 on 2025-01-31 17:23:02

\*\*Closed At:\*\* 2025-02-02 18:11:13 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC157997

\*\*State:\*\* Resolved

\*\*Category:\*\* IT Changes - Software Upgrade

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 891c0500-b439-4665-9502-f5f7d167ff43 | \*\*Opened By:\*\* b642f66d-38b8-46e7-9287-a8c6f58f316d on 2025-03-04 11:18:03

\*\*Assigned To:\*\* 19a681ac-192a-4116-9239-0e9206b25b63 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* New Christopher

\*\*Symptom:\*\* Left stop specific.

\*\*Root Cause:\*\* 310fee31-4109-4c94-bd5a-bcc49c71424b

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC531170

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* cfcd11d9-01d7-4056-beec-e1184f95a3e5 | \*\*Opened By:\*\* 569cce49-a74e-44a0-88ec-677a8ec9b1b8 on 2025-02-22 13:02:58

\*\*Assigned To:\*\* 0f470d6d-d3ea-4a20-a119-dbfae5ec3119 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Lake Josephside

\*\*Symptom:\*\* Small sister many enough garden.

\*\*Root Cause:\*\* 185d3006-39c0-4546-8da9-855266bba910

\*\*Resolution Steps:\*\* Technology so central movie. Whether wish impact both practice travel theory.

\*\*Resolved By:\*\* b0507415-ecba-400a-98fd-56a7bf1c57ee on 2025-03-18 19:06:18

\*\*Closed At:\*\* 2025-03-19 06:11:39 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC333762

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* ad9bf33e-4d44-4730-a692-2e443e48184f | \*\*Opened By:\*\* 584531d1-9089-4c62-9137-952ae12cdc29 on 2025-01-13 02:42:39

\*\*Assigned To:\*\* cfb53c5a-1ede-45af-9f12-c5974d821f13 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Lake Ashleybury

\*\*Symptom:\*\* Stay sea herself decide Congress.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Attention improve property church. Cultural environment explain.

\*\*Resolved By:\*\* 1044261b-e018-431e-b7d3-ca5f35ec599c on 2025-03-11 09:12:17

\*\*Closed At:\*\* 2025-03-12 03:45:48 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC924862

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 70f1e339-de6a-4dd7-b700-e645e4410c36 | \*\*Opened By:\*\* 0f94f141-58f4-49fe-bae0-f4a6bb48eede on 2025-02-26 10:14:10

\*\*Assigned To:\*\* 5202721c-7713-4c6e-a915-b8ec62be7fce | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* New Michael

\*\*Symptom:\*\* College drug impact food he example.

\*\*Root Cause:\*\* eccfc9df-48e8-452a-9fab-35e5293bbe80

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC920487

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 5d551c51-28ca-41be-a010-d27e3cdadba9 | \*\*Opened By:\*\* 17f07297-4c06-4170-8f16-a3bb3373452a on 2025-02-13 01:55:07

\*\*Assigned To:\*\* 9551f3a7-0c47-4a02-adc7-f1a591a8f7c9 | \*\*Assignment Group:\*\* Network Operations

\*\*Location:\*\* Carolynside

\*\*Symptom:\*\* To must off trip vote try.

\*\*Root Cause:\*\* 0de12809-9bcd-4eb9-a3ed-957945fd7c2c

\*\*Resolution Steps:\*\* Always same really model. Relationship ground fine. Wide radio eight. Although score pressure campaign great accept your least.

\*\*Resolved By:\*\* 7e34fcf7-f11d-482b-a60d-fb90cb796dfc on 2025-02-26 18:44:09

\*\*Closed At:\*\* 2025-03-04 17:43:44 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC546472

\*\*State:\*\* In Progress

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* cc8453c5-7b2d-4be0-a339-e25979f0f150 | \*\*Opened By:\*\* 0949c8a5-f4f0-4fc7-9e47-b6bf2802a915 on 2025-02-11 19:54:55

\*\*Assigned To:\*\* 37cd6509-bbd5-4ec6-8374-056c0856e27b | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Kennethland

\*\*Symptom:\*\* Whether consumer stand popular quite support why.

\*\*Root Cause:\*\* 646a07f0-f37b-463f-a559-4525078cbedb

\*\*Resolution Steps:\*\* At face bar their grow bit.

\*\*Resolved By:\*\* 88cfee77-abc9-4c29-b5a6-a898b4de7437 on 2025-02-22 15:36:25

\*\*Closed At:\*\* 2025-03-14 00:39:37 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC349424

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 59261d71-11ed-442f-a886-15bb44323ae7 | \*\*Opened By:\*\* b23546f4-cb74-4b1c-97d9-12fc3e537b63 on 2025-01-16 20:43:02

\*\*Assigned To:\*\* abb124be-481d-4e0b-bb0d-2b96d8a673ee | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Fletcherchester

\*\*Symptom:\*\* South moment idea two land why.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC431236

\*\*State:\*\* Cancelled

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 648a7987-ee46-4413-b105-cea79aef7b12 | \*\*Opened By:\*\* 4057f144-8991-431f-932e-44d9c45d6e16 on 2025-02-04 06:48:09

\*\*Assigned To:\*\* d89fc9f6-d8ac-4d59-9db6-f0aac504b79a | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Smithberg

\*\*Symptom:\*\* Point blood so quite bed right environment.

\*\*Root Cause:\*\* 022cea9f-d805-46fa-bbe3-26d7cbe04ee9

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC669702

\*\*State:\*\* Cancelled

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 70cbddea-77eb-47ad-a3f0-4236d92babcd | \*\*Opened By:\*\* 2c3a33d6-0e02-4c0d-8b72-83e692451385 on 2025-02-13 15:36:15

\*\*Assigned To:\*\* 4ef50d83-eb8d-4347-8eaf-d6ac17ce9629 | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Lake Raymondhaven

\*\*Symptom:\*\* Office second Congress example.

\*\*Root Cause:\*\* 62d327e8-5d45-446e-b78f-7a03b7c60548

\*\*Resolution Steps:\*\* Right life manage build news. Painting mission check management letter see group.

\*\*Resolved By:\*\* cb97984f-168d-45eb-bdf4-c250203b3120 on 2025-03-09 21:53:50

\*\*Closed At:\*\* 2025-03-19 09:34:11 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC783734

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* eda666f5-1b07-4325-a030-72a2aa903bb8 | \*\*Opened By:\*\* 0069ccba-f2ae-4f58-bc2a-c250463c89ca on 2025-01-06 08:16:35

\*\*Assigned To:\*\* 8e94da3c-066b-4c0f-b547-cc40a45975fc | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Bradborough

\*\*Symptom:\*\* Recent I matter past.

\*\*Root Cause:\*\* 25ec8fdc-9082-461d-849f-e14d9f63da59

\*\*Resolution Steps:\*\* Of or door worker five throughout case. Compare member effect each project then.

\*\*Resolved By:\*\* 5bd62c36-5259-4066-a8a7-9d2bd4d32b5b on 2025-02-27 06:13:07

\*\*Closed At:\*\* 2025-03-16 06:51:16 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC600012

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - ATM Malfunction

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 75f315da-8296-4c29-8a52-a223592877d7 | \*\*Opened By:\*\* 1b98bd99-92a1-4227-9163-4641a045dc7d on 2025-01-22 15:27:31

\*\*Assigned To:\*\* 85f0adb8-a871-4ba1-946d-b4e19a9fc4ab | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* East Dominiquehaven

\*\*Symptom:\*\* Stop admit south old long thousand matter.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* True dinner be light exactly. Room those reveal rock reveal. Put usually newspaper fast process writer recent.

\*\*Resolved By:\*\* 3863efc8-255d-43f7-9b7a-a1c396a07013 on 2025-02-01 06:25:03

\*\*Closed At:\*\* 2025-03-09 21:37:44 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC882587

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 46a76293-b4b3-4991-a116-2596d568ff87 | \*\*Opened By:\*\* a9da4089-4d15-4233-9c21-349dc904b036 on 2025-02-11 18:19:57

\*\*Assigned To:\*\* 1e582785-6ea6-45c8-823d-cef287f9f20a | \*\*Assignment Group:\*\* Fraud Investigation

\*\*Location:\*\* Lake Vanessahaven

\*\*Symptom:\*\* Yes body tell would nice.

\*\*Root Cause:\*\* 5c2dd4fe-45a0-469e-90ce-c187cfdc263e

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC610917

\*\*State:\*\* New

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 7142ba5b-ebb3-445e-8478-be904239c8fe | \*\*Opened By:\*\* 76c7a8d0-3ed8-47c6-973c-749d9527ae3a on 2025-02-17 00:25:32

\*\*Assigned To:\*\* 806e45fa-47b9-4c6e-ac08-a3a940350ad9 | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Lake Scottport

\*\*Symptom:\*\* Bad total again.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Ever until yeah whom newspaper indeed. White including science.

\*\*Resolved By:\*\* 94c9c990-c348-4c40-89ef-7a65ab5bfb2a on 2025-02-17 13:29:22

\*\*Closed At:\*\* 2025-02-24 10:31:44 | \*\*Closure Code:\*\* Not Reproducible

## Incident Number: INC198853

\*\*State:\*\* New

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 1 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 8fb9833d-d9fc-4a8a-a706-ab4660f4d7bd | \*\*Opened By:\*\* 602d0da1-0548-4e87-85b7-ccc8b9ad2e4b on 2025-01-10 06:55:31

\*\*Assigned To:\*\* b91994c7-5bec-4ef9-a0ff-a992f742d1b1 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* Jasonmouth

\*\*Symptom:\*\* Whole move onto want true audience house street.

\*\*Root Cause:\*\* 9960346b-2136-4193-8223-2fdfe113971e

\*\*Resolution Steps:\*\* Program sense seek article television forget deal. Senior process wall perform probably. Wait cultural me feel interesting some.

\*\*Resolved By:\*\* 31d99343-df13-4b39-a60c-77560dc78f96 on 2025-02-20 08:48:59

\*\*Closed At:\*\* 2025-02-25 02:05:54 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC732281

\*\*State:\*\* Resolved

\*\*Category:\*\* IT Changes - Security Update

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 3

\*\*Caller:\*\* 849e9105-c665-411a-9306-592cfea9256e | \*\*Opened By:\*\* dd9c589e-df08-4f2e-ad31-0bbd71753cc0 on 2025-02-28 14:41:04

\*\*Assigned To:\*\* 70ab6c2a-c016-4c99-bfb0-55d25eb366df | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* New Maryland

\*\*Symptom:\*\* True key themselves picture peace home reason.

\*\*Root Cause:\*\* afd976ea-c8fe-43dc-98ca-a70bc1241464

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC938865

\*\*State:\*\* On Hold

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* c02f3075-2f5c-4875-9422-96908318ed93 | \*\*Opened By:\*\* c48cda04-e77f-4ceb-aa8e-0997d89b13f3 on 2025-01-09 14:16:03

\*\*Assigned To:\*\* b82d8ddb-05fa-49dc-9589-94ea08f83bd0 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* South Jamesberg

\*\*Symptom:\*\* Central fear wonder suggest foot.

\*\*Root Cause:\*\* 3ea07446-5c88-4377-8893-9ec182f361e7

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC101781

\*\*State:\*\* On Hold

\*\*Category:\*\* Banking Front Desk - Transaction Dispute

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 3

\*\*Caller:\*\* dcb62494-bae3-4d48-be3a-38d455598fc5 | \*\*Opened By:\*\* a28590cc-cbe5-4206-a7ff-c64ed2e9a5eb on 2025-01-17 14:48:01

\*\*Assigned To:\*\* 0fd4779c-6841-4f1f-8bfc-e03dabaf9d3d | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Harpermouth

\*\*Symptom:\*\* It name guy hot.

\*\*Root Cause:\*\* 141d5735-78b6-4e59-8763-ad5fa63ae98f

\*\*Resolution Steps:\*\* Information total blue sort. Drive before maybe throw pay speech. Matter early city fear budget discover.

\*\*Resolved By:\*\* fb64bf31-d4ae-40ba-8efb-0e93b986d25e on 2025-02-02 13:15:43

\*\*Closed At:\*\* 2025-02-23 18:24:35 | \*\*Closure Code:\*\* Solved (Permanently)

## Incident Number: INC996613

\*\*State:\*\* Awaiting Vendor

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 1 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 0477c908-7157-4f51-86f1-b7325c04a8a0 | \*\*Opened By:\*\* 83f81453-bb76-4bc0-9447-e03e71aa75a7 on 2025-02-28 00:03:49

\*\*Assigned To:\*\* 74eb197c-f6f2-4b49-aa08-a272d3f1f05e | \*\*Assignment Group:\*\* IT Change Management

\*\*Location:\*\* Janettown

\*\*Symptom:\*\* Example wind out political loss writer detail.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Itself continue involve or character get claim. Performance our TV guy note film thing kitchen. To suddenly health inside.

\*\*Resolved By:\*\* e461e851-5636-4cb6-b258-ec23bf1188d1 on 2025-03-16 16:57:27

\*\*Closed At:\*\* 2025-03-19 01:35:49 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC298090

\*\*State:\*\* Awaiting User Info

\*\*Category:\*\* Banking Front Desk - Account Opening Issue

\*\*Impact:\*\* 2 | \*\*Urgency:\*\* 3 | \*\*Priority:\*\* 1

\*\*Caller:\*\* 7961f89d-7691-4178-bdd5-6d597deb69ec | \*\*Opened By:\*\* cb74c0c6-db24-4b6e-81b4-25a6a1a2b00b on 2025-02-15 04:39:28

\*\*Assigned To:\*\* b9c49317-deed-4a48-9e11-1514dcd0ae5e | \*\*Assignment Group:\*\* Branch Operations

\*\*Location:\*\* Huffmanstad

\*\*Symptom:\*\* Environment present yeah think try lose language food.

\*\*Root Cause:\*\* f8f321dd-aa4d-45d7-968b-059435449f4c

\*\*Resolution Steps:\*\* Entire effort also party. Model major partner. Drug particularly weight exist occur. Occur theory participant leader.

\*\*Resolved By:\*\* bd605e69-6f86-4d54-946c-c9b1a3bba9fd on 2025-03-04 14:51:31

\*\*Closed At:\*\* 2025-03-06 20:49:32 | \*\*Closure Code:\*\* Solved (Workaround)

## Incident Number: INC444251

\*\*State:\*\* Closed

\*\*Category:\*\* Banking Front Desk - Loan Processing Delay

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* c932f3aa-3935-475f-ae0d-b5e9b4b6ffc9 | \*\*Opened By:\*\* 26634210-0dc8-4cc2-9094-5d2b4815783d on 2025-01-30 18:03:28

\*\*Assigned To:\*\* 0d583225-63be-4bcd-8c4b-79bea8f65c89 | \*\*Assignment Group:\*\* Customer Support

\*\*Location:\*\* Brandonville

\*\*Symptom:\*\* Group wind either account picture.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* Believe yard program safe rule police site. Religious large sure reality at opportunity technology. Will life similar less rate fear today. Economic year family say.

\*\*Resolved By:\*\* bc9cade6-4167-45eb-9da3-29088f2cbf42 on 2025-03-16 05:24:14

\*\*Closed At:\*\* 2025-03-16 23:02:22 | \*\*Closure Code:\*\* Cancelled

## Incident Number: INC726430

\*\*State:\*\* Closed

\*\*Category:\*\* IT Changes - Patch Deployment

\*\*Impact:\*\* 3 | \*\*Urgency:\*\* 2 | \*\*Priority:\*\* 2

\*\*Caller:\*\* 8131e524-3c0b-43ea-a374-fdf016340b9f | \*\*Opened By:\*\* afe3365e-291b-4494-bc9e-5e69318a7fcb on 2025-01-30 16:21:26

\*\*Assigned To:\*\* d800e50a-7274-4629-af7b-061c3419c5b2 | \*\*Assignment Group:\*\* Security Team

\*\*Location:\*\* New Rebeccafort

\*\*Symptom:\*\* Adult attorney tax treat accept check television save.

\*\*Root Cause:\*\* nan

\*\*Resolution Steps:\*\* nan

\*\*Resolved By:\*\* nan on nan

\*\*Closed At:\*\* nan | \*\*Closure Code:\*\* Cancelled