

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Colorado Rating Area

Q4 2019

**CRA Public File – Written Comments
Q4 2019
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Social Media Comment

Facebook Private Comment on December 4, 2019

This is a public post I posted about your bank my bank I live in Colorado and in sorry about the profanity but I don't understand The economy is fucked!!!! I just spent about an hr at the bank because they only have one teller and a line out the door I asked if they were just short staffed and the answer I got from the manager made me angry!!! He said we will only have one teller from now on and we might be shutting down the drive through also. I looked around the bank at the desks where there was bankers helping people last month at the desks to the manager jumping from desk to desk helping people that didn't need to have a cash transaction 2 fucken people running the hole bank what the fuck!! Raising minimum wage hurts the economy now people don't have jobs and the people that do are going to be worked to death fuck this !!!! what they shud do is make rent control soon the Big Mac will cost 20 bucks come on people pull your heads out of your ass!!!!

U.S. Bank Response on December 4, 2019

Our objective is to serve our customers when and where they prefer, to make it easy to do business with us and become central in their financial lives. U.S. Bank offers many ways to bank besides branch banking. As a U.S. Bank customer, you can use any U.S. Bank branch or ATM across the country. Visit usbank.com/locations for all branch and ATM locations. The mobile banking app has many convenient features. You can view account transactions, transfer funds, pay bills and make deposits. You can also issue person-to-person payments through Zelle. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED].

Facebook Private Comment on December 4, 2019

Thanks for not listening I get it

Facebook Private Comment on December 4, 2019

I am required to go to the bank as I deal with cash thanks for your support and your cut and copy response I find it super personal and very understanding

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Social Media Comment

Twitter Public Comment on December 23, 2019

@ubank seriously. Can you stay open to 5:30. Other banks have figured this out. Maybe I should change.

U.S. Bank Response on December 23, 2019

Hello [REDACTED]. I understand the importance of having a branch with convenient hours available. We can help you find other branches nearby that may have extended hours. If you would like us to take a closer look, please DM your zip code and we'll get back to you. Thank you.

Twitter Private Comment on December 23, 2019

The bank I was referencing is off Carr/Colfax in Lakewood, CO.

Twitter Private Comment on December 23, 2019

The drive thru was closed early due to understaffing. We luckily made it inside but barely. I'll never understand how banking hours are exactly the same as business hours.

U.S. Bank Response on December 23, 2019

Thank you for the additional feedback, [REDACTED]. There is a branch location near you that is open until 7pm on weekdays. It is the Wadsworth & Jewell King Soopers Branch. I've included a link below for you to reference in the future. All the best.

Twitter Private Comment on December 23, 2019

Thank you. I am aware. But since my business is at Colfax and Raleigh, driving all the way down to Jewell and Wadsworth is completely out of my way.

U.S. Bank Response on December 23, 2019

Thank you for letting us know, [REDACTED]. I will forward your feedback regarding hours to the branch manager at the Carr/Colfax branch location. I hope you have a great night.