

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Iowa Rating Area

Q4 2019

CRA Public File – Written Comments
Q4 2019
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Social Media Comment

Twitter Public Comment on December 5, 2019

I was just at a US Bank in Williamsburg Iowa doing a monthly building inspection and they told me that they are shutting down their drive through at the end of the month because they only have maybe 5 people a day come through an only a handful of people actually come inside.

U.S. Bank Response on December 5, 2019

Hello [REDACTED]. As our customers' banking preferences & behaviors change, including rapidly migrating toward digital & mobile banking platforms, we're consolidating a limited number of branches in select markets. We're committed to making the transition as smooth as possible.

Twitter Public Comment on December 5, 2019

As sad as it is to see happen, it's just inevitable. I'm a real estate agent and it's happening in our industry as well. There is no need for as many brick and mortar locations anymore. I feel bad for the workers who will be out of jobs but we all have to make the shift.