

**U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Kentucky Rating Area
Q3 2019**

CRA Public File – Written Comment
Facebook

Source	Date	Comment
Commenter Public	9/14/2019	They closed the branch bank in Scottsville, Kentucky, now have to drive to the other side of town to do any banking or use an ATM. This was a really stupid mistake !!
U.S. Bank Public	9/15/2019	Hello [REDACTED]. As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we are consolidating a limited number of branch locations in select markets. Customers have access to their accounts 24 hours a day through online banking at usbank.com, the U.S. Bank mobile banking app and our customer support center at 800-US BANKS (800.872.2657). If you have any other questions or concerns please don't hesitate to let us know.
Commenter Public	9/15/2019	Still don't like it