

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Minneapolis-St. Paul-Bloomington MN-WI

Rating Area

Q4 2019

**CRA Public File – Written Comments
Q4 2019
Minneapolis-St. Paul-Bloomington MN-WI Rating Area**

Email to Bank

From: [REDACTED]
Sent: Wednesday, November 06, 2019
To: Accessibility Banking Shared accessibilitybanking@usbank.com
Subject: CLOSED ATM?

What happened to the ATM at 850 Grand Avenue, St. Paul? Many US bank customers have been inconvenienced and are upset by the removal of this cash machine. Please advise WHY it was taken away and WHETHER it is going to be RETURNED. You could lose customers over this one; we are the “downtown” of St. Paul and the machine was used by many US customers in this upscale area.

Thank you,
[REDACTED]
St. Paul Minnesota

U.S. Bank responded by phone to the email writer.

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Social Media Comment

Facebook Private Comment on December 4, 2019

You closed my local branch!!!!

Facebook Private Comment on December 4, 2019

I went today, carrying a VERY large jar of coins, only to find the doors locked and a sign stating that I can bank online. True, I do most of my banking online, but how can I count coin online?!?! Where do I go – what branches have coin counting machines in the lobby? My brain in Saint Paul at the corner of University and Raymond did, but as of yesterday, it is closed!!!!

Facebook Public Comment on December 4, 2019

Where do I go to count coin? My branch closed yesterday – at the corner of University & Raymond in Saint Paul. True, I do most of my banking online, but where do I go to count coin in the lobby?

U.S. Bank Response on December 4, 2019

As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we are consolidating a limited number of branches in select markets. We understand that the closure of our branch is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved. As a U.S. Bank customer, you can use any U.S. Bank branch or ATM across the country. Visit [usbank.com/locations](https://www.usbank.com/locations) for all branch and ATM locations. We look forward to continuing to serve you at our other branch locations.

Facebook Public Comment on December 4, 2019

U.S. Bank But this was my closest branch a few blocks away. Now I have to search far and wide to find a branch. What branches have coin counters in their lobbies?

Facebook Public Comment on December 4, 2019

U.S. Bank when I do a search for branches that count coins, the location at University and Raymond is still on the website