

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

CRA Public File – Written Comment
Facebook

Source	Date	Comment
Commenter Public	8/16/2019	Maybe not the thread to post this on but why are you all closing the branch on E. Sunshine in Springfield? Makes me super mad. Close the crazy one on Battlefield that has paper over the drive through windows! Never seen such a thing!! It's so weird I refuse to do business there!
U.S. Bank Public	8/16/2019	Hello [REDACTED], we appreciate you taking the time to share your feedback with us. I definitely understand the frustration you have with your local branch closing. If you'd like to discuss your options, as well as your concern with the Battlefield office, please feel free to send us a private message. Thank you.

CRA Public File – Written Comment
Twitter

Source	Date	Comment
Commenter Public	9/27/2019	@usbank if you're going to close down my local branch, you may want to make sure the other one is run with more than one teller on a Friday.
U.S. Bank Public	9/27/2019	Good afternoon [REDACTED]. WE understand the need to complete your banking promptly. We'd like to ensure your feedback is shared with the appropriate management. Please DM your number and we'll give you a call within one business day. Hope to talk to you soon.
Commenter Private Message	9/27/2019	The branch I went to today was very helpful and apologetic for the wait. I blame US Bank for not allowing enough hours to properly service the branch. I was at Webb City Madison branch and this kid was there by himself. He had 3 cars in the drive-thru and three in the lobby at lunchtime. You requested my number. [REDACTED].
U.S. Bank Private Message	9/27/2019	Thanks for your response, [REDACTED]. We've received your number and will give you a call no later than end of business tomorrow. We look forward to speaking with you soon.
U.S. Bank Private Message	09/28/2019	Good morning [REDACTED], sorry I missed you when I tried calling. Please feel free to give me a call at [REDACTED]. My normal business hours are 8:00 AM-3:00PM PT, Monday-Friday. I hope to hear form you soon!

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Facebook

Source	Date	Comment
Commenter Public	9/21/2019	I can't believe U.S. Bank in webb city is closing but what is a real slap in the face to their employees is doing it right before thanksgiving and Christmas with no chance of transfer. Everyone is just fired.

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Twitter

Source	Date	Comment
Commenter Public	8/12/2019	Always cool when both banks that you use send you letters that they are closing both branches you use. But at least, for my convenience, I can drive across town and use one of the other branches...Shout out @CommerceBank and @usbank for all the convenience.
U.S. Bank Public	8/13/2019	We really appreciate your feedback, [REDACTED]. We're committed to making the transition as smooth as possible. We offer many ways to bank besides branch banking. If you'd like to discuss this further, please DM your # & we'd be happy to call u within 24 business hours. Thanks.
Commenter Public	8/13/2019	Commerce closing the branch on s. Main and us bank closing the branch on maiden by sonic.