

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Nevada Rating Area

Q4 2019

**CRA Public File – Written Comments
Q4 2019
State of Nevada Rating Area**

Social Media Comment

Facebook Public Comment on November 2, 2019

Been banking with them for a long time but recently we found out that they are closing 8 branches here in vegas. The problem I have is that an employee told my wife that she had been working for us bank for over 10 years and that us bank is making them reapply for employment instead of transferring them. Not right to the employees.

U.S. Bank Response on November 2, 2019

Hello [REDACTED]. We appreciate the business of our customers and the service of our employees. 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. If you have questions about this closure please contact our dedicated call center at [REDACTED]. Thanks.

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Social Media Comment

Twitter Public Comment on November 4, 2019

Totally disappointed @usbank U closed 3 grocery branches (2 Smith's, Albertsons with post Office!) in 89147 area SAFER to use IN STORE ATMs

U.S. Bank Response on November 4, 2019

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. We look forward to continuing to serve you at our other branch locations.

Twitter Public Comment on November 4, 2019

indoor Grocery Store ATMs are Safer than the outdoor ATMs you decided to keep in the area...Especially for women.