

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Oregon Rating Area

Q4 2019

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

Social Media Comment

Facebook Private Comment on November 22, 2019

Photo posted of a line at a U.S. Bank branch along with the comment “Bank lines in Grants Pass”

U.S. Bank Response on November 22, 2019

Welcome to Friday payday, [REDACTED]. We apologize you have a less than desirable wait time today. Please know its not our intention to take up more of your time then necessary. We appreciate your patience. If there is anything else we can address, feel free to reach back out. Thank you and have a great weekend.

Facebook Private Comment on November 22, 2019

Maybe you should consider reopening the drive up

U.S. Bank Response on November 22, 2019

Hello [REDACTED]. Our objective is to serve our customers when and where they prefer, to make it easy to do business with us and become central in their financial lives. We are committed to making the transition as smooth as possible. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. Thank you.

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Social Media Comment

Facebook Private Comment on December 27, 2019

I would love to get a message to whoever decides to close branches and drive up teller windows. Grants Pass OR has had a US Bank in the same location as long as I can remember. My husband's grandmother and both of our parents banked here long before he was even a thought. In a fast growing town with over 40,000 people they shut down our drive up windows. For those of us that refuse to use the ATM surrounded by stoned street people, and for those of us tired of standing in line for 25 min waiting for one of 2 tellers with 8 people in front of us... what were they thinking? Reopen our drive up window. For the love of everything decent just do it. My husband's Aunt pooped in the US Bank spittoon in this very building at the age of 3 years old back in 1940-something. Right this second I am very proud of that historical, fun fact.

U.S. Bank Response on December 27, 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 branch locations 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. U.S. Bank offers many ways to bank besides branch banking. Deposits can be made outside the branch using the U.S. Bank mobile app. We are happy to show you how it works!