

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
St. Louis MO-IL Rating Area
Q3 2019

CRA Public File – Written Comment
Twitter

Source	Date	Comment
Commenter Private Message	7/6/2019	Just curious why US bank closed 1 location in Washington, MO 63090, the downtown location isn't open on Saturdays, and the only other location only has 1 banker working today with a lobby full of people who have been waiting over an hour?
U.S. Bank Private Message	7/6/2019	Hello [REDACTED]. We are sorry to see that your branch was closed. We are here to listen to your feedback and can share the impact this decision has caused with management. If you would like to discuss the situation further with us, please send us your phone number. One of us will be happy to give you a call to discuss it further. We look forward to speaking with you.
Commenter Private Message	7/6/2019	Thanks for the response. We ended up leaving. Was going to open up an account for my mother but she didn't like that there was only 1 banker worker on a Saturday, and there was a location recently closed that didnt sit well with her. She plans to stay with her current bank. Thank you though.
U.S. Bank Private Message	7/6/2019	Oh no! We're so sorry to hear that your mother decided against opening an account with us. I can understand her hesitation under the circumstances. If she changes her mind or would like to discuss her experience, please provide her name and number and we'll be glad to give her a phone call within the next 24 business hours. Thank you for taking the time to share your experience.