

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Ohio Rating Area

Q3 2020

**CRA Public File – Written Comments  
Q3 2020  
State of Ohio**

**Social Media Comment**

**Facebook Public Comment on August 18, 2020**

Why did they take the US bank out of Kenton?

**U.S. Bank Response on August 18, 2020**

Hello, [REDACTED]. 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 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. Customers have access to their accounts 24 hours a day through online banking at usbank.com, the U.S. Bank mobile banking app, our Customer Service at 888.872.2657, and at the ATM. We look forward to continuing to serve you at our other branch locations. Thank you. [REDACTED]

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**Social Media Comment**

**Facebook Public Comment on August 26, 2020**

Been with Commercial & Savings, Star, and now US Bank. Never have had a problem. Love US Bank was sad when they shut my mini branch down in Spring Valley in Gallipolis. I hate going into town.

**U.S. Bank Response on August 26, 2020**

Good morning [REDACTED]. 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 your account or this closure, please contact our dedicated call center at

[REDACTED]. [REDACTED]

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**Social Media Comment**

**Facebook Public Comment on September 12, 2020**

When is the Spencerville branch gonna open back up I'm a bout ready to pull my business

**U.S. Bank Response on September 12, 2020**

Good morning [REDACTED]. Thanks for reaching out. We've temporarily adjusted our operations to promote safety and don't have an ETA when the branch will reopen. While this branch is temporarily closed, you can find a list of nearby locations using the Branch Locator at [usbank.com](https://www.usbank.com) or on the U.S. Bank mobile app. Customers can also bank digitally using our website and mobile app, or by calling 800.USBANKS.

[REDACTED]