

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Arkansas
Q1 2025

**CRA Public File – Written Comments
Q1 2025
State of Arkansas Rating Area**

Social Media Comment

Facebook Public Comment on January 14, 2025

40 years ago it was a great bank. Now it's not. Closed all branches in Sherwood, Ark. Customer service, they don't know what that means. If you don't bank on line they're really not interested in you.

U.S. Bank Response on January 14, 2025

Hello, (name redacted). To enhance our service capabilities, we have consolidated some locations. Customers can manage their account any time through online banking at <http://usbank.com>, our mobile banking app, our 24-Hour Customer Service at 800-872-2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. All the best, (name redacted).

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State of Arkansas Rating Area**

Social Media Comment

Facebook Public Comment on March 26, 2025

They keep closing neighborhood banks. Hate that. I had used mine since in Sherwood since 1974. None close by anymore!

U.S. Bank Response on January 14, 2025

Hello, (name redacted). Thank you for taking a moment to leave us a comment. To enhance our service capabilities, we have consolidated some locations. Customers can manage their account anytime through online banking at <http://usbank.com>, our mobile banking app, our 24-Hour Customer Service at 800-872-2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. Kind regards, (name redacted).

U.S. Bank
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State of Arkansas
Q3 2025

**CRA Public File – Written Comments
Q3 2025
State of Arkansas Rating Area**

Social Media Comment

Facebook Public Comment on September 1, 2025

Are you all putting the atm back in Malvern Arkansas or do you all expect me to drive my neighbors a 60 mile round trip? Ridiculous that not only closing the branch out here so I got them both debit cards so I could help them navigate the atm, now yall have stole it! And no they cannot download an app on their flp phones nor could either one have the knowledge of working an app if they could download. Seriously, they call me when they hit the wrong button on the tv flipper!

U.S. Bank Response on September 1, 2025

Hello (name redacted). We understand the changes in operation are a disruption. We're trying to make the transition as smooth as possible. If you'd like to discuss the situation in more detail, please feel free to send us a private message with your phone number. An Ambassador will follow up directly. All the best. (Name redacted)