

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

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

Social Media Comment

Facebook Private Comment on January 6, 2025

Are you all not open today

U.S. Bank Response on January 6, 2025

Hello, (name redacted). Are you looking for a local branch? How can we help? (Name redacted)

Facebook Private Comment on January 6, 2025

Hi I'm in Richmond and I'm trying

I have went to the main bank and

U.S. Bank Response on January 6, 2025

Is this Richmond, Minnesota, (name redacted)? You can find a branch location at <http://usbank.com/locations>. Let us know how we can help. (Name redacted)

Facebook Private Comment on January 6, 2025

Richmond ky

It says open online but no one is here

U.S. Bank Response on January 6, 2025

Thank you, (name redacted). Let me check with the manager and get back to you. In the meantime, you can always call 24/7 customer Service at 800-872-2657. Kind regards, (name redacted)

Hello again, (name redacted). We take the safety of our employees and customers seriously and apologize for any inconvenience due to the temporary closure in your area because of today's severe weather. Many transactions can be done via our online or mobile app. Our bankers are also available to assist you by calling 800 USBANKS if you have an immediate account need. We appreciate your understanding. Take care and stay safe. (Name redacted)

Also, they plan to be open tomorrow, (name redacted). We hope you're able to resolve your inquiry soon. (Name redacted)

Facebook Private Comment on January 6, 2025

Hello I completely understand that but however. Communication is a top priority there is no closed sign nothing online. It says they are open. I have drove 30 minutes in bad roads to deposit

U.S. Bank Response on January 6, 2025

Thank you for your feedback, (name redacted). We appreciate you letting us know how we could have improved this experience. (Name redacted)

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Kentucky
Q3 2025

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

Social Media Comment

Facebook Private Comment on August 23, 2025

I think it is sad that you are abandoning your customers and closing the South Williamson Kentucky branch bank.

I have used this branch for 25 years.

Your customers in this area are angry and disgusted.

Some of us can't travel hours to conduct our banking business.

Sad, sad, sad.

Shame on you.

Leave our branch open.

U.S. Bank Response on August 23, 2025

Hello, (name redacted), thank you for taking the time to share your feedback. We understand the changes in operation are a disruption, and we're trying to make the transition as smooth as possible. For your convenience, many transactions can be completed digitally, 24 hours a day. This can be done at any of our ATMs, on our website at <http://usbank.com> or the mobile app, or by calling our 24-Hour Customer Service at 800.872.2657. I hope this helps and that you have a great day. (Name redacted)

Facebook Private Comment on August 23, 2025

The closest U.S. Bank is an hour drive from South Williamson KY.

So is the nearest U.S. Bank ATM.

We have been here for you, you need and should be here for us.

We want our South Williamson Branch!

Sad, sad, sad.

I and most of your customers here are sick over this decision. I've had a safety deposit box at this branch for more than twenty years. I and many of your customers depend on our banking services at this branch. We have been very patient with the "temporary closing" due to flooding. Now this is the reward we get for being patient and loyal.