

U.S. Bank
CRA Public File
Written Comments and Corporate Responses

Logan, UT-ID MSA
Q1 2025

Written comment received on February 8, 2025:

To whom it may concern,

We are customers of the Preston, Idaho US Bank Branch. We are deeply upset about this branch closing. I am an in-person banking type person and to have my favorite bank, (I have accounts in all the banks in town) leave our town has upset me greatly. I love the banking website, the convenience of the location of this branch, and very much love the employees there. My experience with US Bank has been amazing!

Now, we have to move our funds to a different bank with their clunky websites because I need an in-bank type of interaction.

Please reconsider this move and allow so many of us to stay at this branch in Preston, Idaho.
Thank you,

(Name redacted)

Corporate response sent on February 14, 2025:

Dear (name redacted):

Thank you for your email regarding our decision to close the Preston branch in Preston, ID. We appreciate you taking time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In recent cases, the demand for services necessitated a change in our approach. We understand the closure of a branch is a disruption for our customers and our employees and we assure you we are working to make these transitions as smooth as possible for all involved.

A full list of U.S. Bank branches and ATMs can be found at [usbank.com/locations](https://www.usbank.com/locations). In addition to our branches, we offer many ways to bank. Customers can also bank via phone by contacting our 24-hour service center at 800-USBANKS (872-2657), as well as through increased options and functionality with online and mobile banking. For example, our mobile and digital banking platforms feature mobile check deposit and peer-to-peer money transfer through Zelle®. You can also speak with a banker live over video by sharing your screen through our co-browse feature, which allows you to navigate online and mobile banking together.

U.S. Bank customers also have access to the MoneyPass® ATM Network, a surcharge-free ATM network, which allows our customers to transact at thousands of additional ATMs across the country. A full list of locations can be found at [moneypass.com/atm-locator.html](https://www.moneypass.com/atm-locator.html). We also offer checking account options that provide fee-free access to all ATMs.

We are proud to have served our customers at the Preston branch. It is our hope that we can continue to serve the community at one of our other locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Thank you again for taking the time to share your comments with us. Should you have any additional questions regarding your account or this branch closure, we invite you to contact our dedicated call center at 888-713-9299, we are here to help.

Sincerely,

(Name redacted)

Executive Communications

(Email address redacted)

U.S. Bancorp

U.S. Bank Plaza

Written comment received on February 28, 2025:

(Name redacted)

(Email address redacted)

Feb, 28, 2025

U.S. Bank Corporate Office 800 Nicollet Mall
Minneapolis, MN 55402
Subject: Disgust Over Preston Branch Closure
To Whom It May Concern,

I am writing to express my profound disappointment and frustration over the decision to close the U.S. Bank branch in Preston, Idaho. This decision is not only a disservice to the loyal customers who rely on this branch for their banking needs but also a blatant disregard for the dedicated employees who have faithfully served this community.

By choosing to close this location, U.S. Bank has made it clear that neither its employees nor its customers are valued enough to warrant continued service in our town. The Preston branch has provided essential banking services to individuals, families, and businesses alike, and its closure will create unnecessary hardship for many who depend on in-person banking, particularly those who may not have easy access to online alternatives.

This decision demonstrates a prioritization of corporate convenience over community needs. As a long-time customer, I find it unacceptable that U.S. Bank is willing to turn its back on our community in this way. Therefore, once this branch is closed, I will be moving my accounts elsewhere, and U.S. Bank will be losing my business.

I urge you to reconsider this decision and recognize the importance of maintaining a physical presence in smaller communities like Preston. Customers deserve better, and so do the employees who have worked hard to represent your company with professionalism and dedication.

Sincerely,

(Name redacted)

Corporate response sent on March 5, 2025:

Dear (name redacted):

Thank you for your email to our executive office regarding our decision to close the Preston branch in Preston, ID. We appreciate you taking time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In recent cases, the demand for services necessitated a change in our approach. We understand the closure of a branch is a disruption for our customers and our employees and we assure you we are working to make these transitions as smooth as possible for all involved.

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Thank you again for taking the time to share your comments with us. Should you have any additional questions regarding your account or this branch closure, we invite you to contact our dedicated call center at 888-713-9299, we are here to help.

Sincerely,

(Name redacted)

Executive Communications

(Email redacted)

U.S. Bancorp

U.S. Bank Plaza

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Logan, UT-ID MSA
Q2 2025

Written comment received 4/4/2025:

I am writing to tell you how disappointed I am in the decision to close the Preston Idaho branch. When I moved here in 2021, I chose US Bank because there was a branch in town. Although I do a lot of online banking, I still go into the branch quite often and use the drive through.

Although I have an account at a local credit union, my major banking goes through US Bank. It's supposed to be easy to link external accounts, but these do not play well together even though I've physically gone into both branches to complete the process.

We are a small town without many options and you are making it harder for us. Your staff at the local branch have been a tremendous help many times!

(Name redacted)

Corporate response sent 4/15/2025:

Dear (name redacted):

Thank you for your email to our executive office regarding our decision to close the Preston branch in Preston, ID. We appreciate you taking time to write and share your thoughts with us.

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Sincerely,
(Name redacted)
Executive Communications
(Email redacted)
U.S. Bancorp
(Address redacted)