

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Montana
Q4 2025

Written Comment Received by Email 10/3/2025

Hi (name redacted),

Per our conversation, I think it is very unreasonable that a bank would give customers one month to close out their Safety Deposit Box. I understand your branch is taking orders from corporate and your own notice was short, however from a customer perspective, I lease that box on an annual basis. Banks are expected to be trustworthy, reliable, and safety deposit boxes more or less permanent features of such a bank as US Bank. My grandmother and I visited her safety deposit box in this branch 40 years ago, which is why I felt comfortable using US bank for my own needs. One month's notice to "get out or we're moving your stuff and will mail it to another location" is absolutely ridiculous. I understand this isn't your language or personal policy, however it is someone's policy and initiative at corporate.

I travel a lot and am out of town. I will have to make a trip back from out of state to remove the contents because I don't feel comfortable with the box being shipped to storage or mailed, which is why I got a Safety Deposit Box in the first place. This really makes me reconsider being a customer of US Bank.

Regards,
(Name redacted)

Corporate Response Dated 10/16/2025

Re: Your recent concerns

Dear (name redacted),

We received your request for assistance. We appreciate the opportunity to respond to your concerns.

Our goal is to provide efficient, accurate and courteous service, and we share your disappointment if we have not lived up to these expectations. Whenever a customer feels we have not delivered the level of service they expected to receive, we appreciate being made aware of the circumstance, so it can be immediately reviewed and appropriately addressed. We sincerely regret any frustration or inconvenience this matter may have caused.

Please be assured, all matters referred to in your request are under internal review and have been addressed with the appropriate levels of management. Furthermore, our additional review confirms that a customer must be given a 30 days' notice of the closure of a safe deposit box.

Thank you for taking the time to make us aware of your concerns, sharing your feedback, and for allowing us to respond. It is our sincere hope that the information detailed within this response is helpful. If you have further questions, please contact U.S. Bank 24-Hour Banking at 800-USBANKS (872-2657), where representatives are available to assist you 24 hours a day, seven days a week (we accept relay calls).

Regards,

Enterprise Complaints and Customer Assurance
U.S. Bank