

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

State of Ohio  
Q1 2025

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

**Social Media Comment**

**Facebook Public Comment on January 1, 2025**

Why close the Dayton-Yellow Springs Kroger branch in February? This location is very convenient. Our downtown Fairborn, OH US bank branch is so uninviting. No tellers available, customers stand around in an empty, barely furnished space and wait for the next available employee. It looks like a branch in the process of closing. This location has been part of our community for over 50 years and right next door to one of the biggest Air Force bases in the country. USB needs to revamp & restructure this location and turn it back to a full service banking institution.

**U.S. Bank Response on January 1, 2025**

Hello (name redacted). Thank you for commenting. We appreciate your feedback. We're glad to hear you like the outside ATM! 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 Customer Service at 800.872.2657, and at the ATM. A full list of ATMs can be found at <http://usbank.com/locations>. All the best. (Name redacted).

**CRA Public File – Written Comments  
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**Social Media Comment**

**Facebook Public Comment on January 23, 2025**

Lucasville Ohio branch is CLOSING on April 23 2025.

**U.S. Bank Response on January 23, 2025**

We understand the changes in operations are a disruption. 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 banking app, or by calling our 24-Hour Customer Service at 800-872-2657. (Name redacted).

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**Social Media Comment**

**Facebook Public Comment on February 3, 2025**

Can't depend on them, they just closed the 2 offices here in Delaware, Ohio! Without notice to us depositors!

**U.S. Bank Response on February 3, 2025**

Hello, (name redacted). We understand the changes in operation are a disruption. 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 banking app, or by calling our 24-Hour Customer Service at 800-872-2657. All the best, (name redacted).

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**Social Media Comment**

**X Public Comment on February 27, 2025**

I have been a @usbank customer for 30+ years. In the last 10 years here in Cleveland we've lost a HQ and countless branches. The only ATM near my home has been down for a week now and this isn't the first time. You're a dying bank. I'm not on your board and I could tell you why. #DOA

**U.S. Bank Response on February 27, 2025**

Hello, (name redacted). We understand the changes in operation are a disruption. 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 banking app, or by calling our 24-Hour Customer Service at 800-872-2657. If you ever run into future trouble with a U.S. Bank ATM, please call 800.872.2657 or send us an email to [askusbank@usbank.com](mailto:askusbank@usbank.com) with details of the error and ATM location. We will be happy to ensure the matter is reported to the ATM group and the situation is addressed. If you are in need of an alternative ATM, please visit [usbank.com/locations](http://usbank.com/locations) for in network ATM's. We thank you for taking the time to bring this to our attention.

U.S. Bank  
CRA Public File  
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State of Ohio  
Q2 2025

**CRA Public File – Written Comments  
Q2 2025  
State of Ohio Rating Area**

**Social Media Comment**

**X Public Comment on April 12, 2025**

@usbank The branch in Springfield Ohio recently closed. Will there be at least an ATM placed somewhere in the city so customers don't have to go to another county just to access services?

**U.S. Bank Response on April 12, 2025**

Hello there. Thank you for taking a moment to reach out to U.S. Bank. To enhance our service capabilities, we have consolidated some locations. Customers can manage their account any time through online banking at usbank.com, our mobile banking app, our Customer Service at 800-872-2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at usbank.com/locations. Take care, (name redacted).

**X Non Direct Brand Mentions on April 12, 2025**

@AskUSBank That's the branch that closed back in February. I've been driving one county south just to access the ATM. That's why I asked about an ATM installation.

**U.S. Bank Response on April 12, 2025**

Thank you for clarifying that the Meijer's location is the branch that closed in February. We do have a couple close ATM locations available for use. One in Yellow Springs, OH located at: 266 Xenia Avenue Yellow Springs OH 45387 and then the other located in Fairborn, OH at: 1 West Main Street Fairborn, OH 45324. Best regards, (name redacted).