

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

**CRA Public File – Written Comments  
Q4 2025  
State of Oregon Rating Area**

**Social Media Comment**

**Facebook Public Comment on October 16, 2025**

Why are you closing your Drain, Oregon branch? What are we supposed to do? And then you have the nerve to advertise!!!!

**U.S. Bank Response on October 16, 2025**

Thank you for sharing your feedback, (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 app, or by calling our 24-Hour Customer Service at 800-872-2657. Take care and enjoy your day. (Name redacted)

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

**Facebook Private Comment on December 7, 2025**

I'm in Prineville Oregon and the branch in town has been closed for a week and not taking deposits. We drove 40 minutes to the next closest branch and it is also not accepting deposits. What is going on?

**U.S. Bank Response on December 7, 2025**

Hello, (name redacted), thank you for reaching out to us with your inquiry. We would be glad to look into this matter for you further. Branches are closed on Sunday, so we will need to call tomorrow to get more information. Would you like us to give you a call? If so, please respond with your phone number and we will reach out to you tomorrow regarding your inquiry. We look forward to hearing from you. Kind regards, (name redacted)