

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

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

**Social Media Comment**

**Facebook Public Comment on February 10, 2025**

TRUIST ALL THE WAY US HAS BEEN DISAPPEARING LEFT AND RIGHT. THEY'VE CLOSED AT LEAST TEN BRANCHES HERE IN NASHVILLE. TERRIBLE BANK.

**U.S. Bank Response on February 10, 2025**

We understand the changes in operation are a disruption, (name redacted). 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 one 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'd like to discuss the situation in more detail, please feel free to send us a DM with your phone number. All the best, (name redacted).

U.S. Bank  
CRA Public File  
Written Comments and Corporate Responses  
State of Tennessee  
Q2 2025

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

**Social Media Comment**

**Facebook Private Comment on April 21, 2025**

I've been a customer for decades. Now you are closing down the safe deposit boxes at not only the only branch in Sevierville TN but also in Seymour. You are cutting services although I was paying about \$90 per year for a little box. Now I will have to drive 30 minutes to an hour each time I want to access my safe deposit boxes because you aren't making enough money. It doesn't matter if I'm put out because you apparently don't care about me the customer. I'd love to hear your rationale and don't apologize. I don't want your hollow apology if you aren't willing to do something to fix the problem.

**U.S. Bank Response on April 21, 2025**

Thank you for taking the time to share your feedback, (name redacted). We understand that changes in operation are a disruption and appreciate you making us aware of how this change is impacting you. If you would like to review a list of alternative locations in your area, please visit <https://www.usbank.com/locations/search/>. If we can be of any additional assistance, please let us know. We will be happy to follow up with you and assist you in any way we can. All the best. (Name redacted)

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

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

**Social Media Comment**

**Facebook Public Comment on November 4, 2025**  
You shouldn't be closing college grove branch!