

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

Email received on February 6, 2025:

I would like to express my concern about my local US Bank Branch Closing. The Evanston, Wyoming Branch has always been a staple to the community of Evanston. I have had accounts with US bank for many years. I like having the opportunity to go in and see the staff at the bank. I do not like to do all of the banking online and will not. The staff at the Evanston, Wyoming Branch are amazing, they are friendly and not just friendly, they are my friends. I have not been to this branch where they are not busy, but not busy enough to acknowledge that I have entered the bank. This branch is needed in our community.

Please reconsider closing my local branch.

Thank you
(Name redacted)

Email received through the Office of the Comptroller of the Currency on February 10, 2025:

I would like to express my concern about my local US Bank Branch Closing. The Evanston, Wyoming Branch has always been a staple to the community Of Evanston. I have had accounts with US bank for many years. I like having The opportunity to go in and see the staff at the bank. I do not like to do all Of the banking online and will not. The staff at the Evanston, Wyoming Branch Are amazing, they are friendly and not just friendly, they are my friends. I have Not been to this branch where they are not busy, but not busy enough to acknowledge That I have entered the bank. This branch is needed in our community.

Please reconsider closing my local branch.

Thank you
(Name redacted)

Corporate response sent on February 6, 2025:

Dear (name redacted):

Thank you for your email regarding our decision to close the Evanston branch in Evanston, WY. 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 Evanston 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 redacted)

U.S. Bancorp

U.S. Bank Plaza

Written comment received on February 7, 2025

To whom it may concern,

I am upset that I will not be able to interact with the employees for my business account in person. I chose US Bank for my business because of the personal customer service that I received from this branch.

Since this Branch will be closing, I will be moving my business account to another banking institution.

I could understand closing a branch if there were multiple branches in the same city but this is the only branch for over 50+ miles from Evanston, WY.

Thanks,
(Name redacted)

Corporate response sent on February 10, 2025

Dear (name redacted):

Thank you for your email regarding our decision to close the Evanston branch in Evanston, WY. 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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Sincerely,

(Name redacted)

Executive Communications

(Email address redacted)

U.S. Bancorp

U.S. Bank Plaza

Written comment received through the Office of the Comptroller of the Currency on February 26, 2025

My name is (name redacted). We are decades old customers of USBank. We have our home mortgage, checking, and at times Cds with your bank. The closing of our branch is deeply distressing to me. We are close personal friends with your employees at the bank, and in the community. it breaks our heart to see them lose their local employment. The next closest branch is now 85 Miles away. We will now lose the personal excellent service we have loved. If we have a financial problem or concern, we have been able to stop by the branch for a quick resolution. We will lose the close personal attention we have grown used to. We hope you will seriously reconsider your decision to close our branch. If it closes, we will have to pull our account and move to our local credit union. we hope we don't have to!

Thanks for your consideration!

A concerned customer,
(Name redacted)

Corporate response sent on March 5, 2025

Dear (name redacted):

Thank you for your email regarding our decision to close the Evanston branch in Evanston, WY. 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 address redacted)

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CRA Public File
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State of Wyoming
Q2 2025

Written comment received on 4/2/2025:

Dear USB -

My 10 cents since you asked!

Evanston WY is going to see exponential economic growth in the next 5-10 years. This is a fact

You - US Bank - are shutting your branch there to the horror of a lot of people

This is a huge opportunity lost. Do your diligence please. I love your bank and services & I have been loyal for almost 30 years, but, some of your strategic decision making is rather poor to say the least. Take a good hard look at this decision.

Best Regards

(Name redacted)

(Name redacted)

Utah

Corporate response sent on 4/8/2025:

Dear (name redacted):

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

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