

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Minneapolis-St. Paul MN-WI Rating Area

Q1 2021

**CRA Public File – Written Comments
Q1 2021
Minneapolis Rating Area**

Social Media Comment

Facebook Public Comment on March 7, 2021

Very unhappy about the New Brighton branch closing. Wells Fargo gained some business because of convenience.

U.S. Bank Response on March 7, 2021

Good morning [REDACTED]. We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers' banking preferences and behaviors are changing, influencing how and where we operate. As a result, we are consolidating some of our physical locations. Customers can manage their accounts any time through online banking at [usbank.com](https://www.usbank.com), the U.S. Bank mobile banking app, our Customer Service at 800.872.2657, and at the ATM. If you're looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at [usbank.com/locations](https://www.usbank.com/locations) Take care and stay safe. [REDACTED]