

**U.S. Bank  
CRA Public File  
Written Comments and Corporate Responses  
State of Arkansas Rating Area  
Q2 2019**

**Written Comment and Corporate Response  
Received through Facebook**

May 16, 2019

██████████: I still use US Bank but have a hard time when I run out of cash and have to drive to Quitman or Heber. Can't afford to do it unless I have other things to do. Why the heck did they close Greers Ferry bank down!!!!

May 17, 2019

[U.S. Bank Representative](#): Good morning ██████████. We apologize that the branch closure caused such an inconvenience. I can assure you when branch closures are considered, we try to minimize the impact to our customers as much as we can. Thank you for giving us feedback about this. We do take customer feedback into consideration. If you would like to discuss this matter further, please send me a private message with your phone number and we'll call you within 24-48 business hours or sooner. ██████████