

**U.S. Bank
CRA Public File
Written Comments and Corporate Responses
Cincinnati-Middletown OH-KY-IN Rating Area
Q2 2019**

**Written Comments and Corporate Responses
Received through Facebook**

June 11, 2019

██████████: You have to close the branch in Harrison, Ohio where it serves thousands of people! Why??? Other banks in that city including a credit union will appreciate my business no doubt even though you do not. I should not have to drive 30 minutes to get to a branch. Its not worth it!

June 11, 2019

U.S. Bank Representative: 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. Thank you for giving us your feedback about this. We do take customer feedback into consideration. If you would like to discuss this matter further, please send a private message with your phone number and we'll call you back in 24 business hours. Thank you. ██████████

June 12, 2019

██████████: U.S. Bank if I thought it would change anything I would. I'll just take my business to the credit union.

June 12, 2019

U.S. Bank Representative: I'm really sorry to hear that, ██████████. If you ever change your mind, our offer to call you will still be available. Thank you for reaching out. ██████████

**Written Comments and Corporate Responses
Received through Twitter**

June 12, 2019

██████████: Hey @usbank why close a branch and leave people without a bank for miles?
#feelingunwanted

June 12, 2019

U.S. Bank Representative: We apologize the branch closure caused such an inconvenience, ██████. When branch closures are considered, we do our best to minimize the impact to our customers. If u would like to discuss this matter further, pls send a DM with your # & we'll call u within 24 business hrs. ██████

June 12, 2019

██████████: An inconvenience would be like calling a stomach pump after a Saturday night out with @DougStanhope a mild discomfort. DM inbound.

June 12, 2019

U.S. Bank Representative: Thank you for providing your phone number, ██████. Our current call back time frame is 24 business hours, but we will call you as soon as we can.

June 13, 2019

U.S. Bank Representative: Thank you for taking my call ██████. It was a pleasure speaking with you today and I really appreciate the feedback you've provided regarding the branch. I hope you have a fantastic week. Respectfully ██████.

June 13, 2019

██████████: Reason 174, why you need a local bank branch..... When you need to get cashier's checks and you can't do that online. @usbank needs to take note

June 14, 2019

██████████: So I only have 82 days left with my local @usbank branch and it bums me out. Had to shop other banks to find a local option for my business. @AskUSBank #dontcloseharrisonusbank

June 14, 2019

██████████: Making plans for the day and realized how nice it is to be able to go to the bank on a Saturday afternoon. But since @AskUSBank hates Harrison OH, in 81 days you won't be able to do that. Thanks @usbank !

June 15, 2019

U.S. Bank Representative: Hello ██████, I'm sorry to hear you're moving your business account. Thank you for taking the time to let us know how the branch closure is affecting you. If you would like our help locating another branch near you, please DM your number and we'll call you with 24 business hours. ██████

**Written Comments and Corporate Responses
Received through Twitter**

March 1, 2019

██████████: My bank is gone. This is really inconvenient now unless I am on campus. @usbank @kroger what's up? Remodel? Or closing?

March 1, 2019

U.S. Bank Representative: Hello ██████████, can you please DM us the address to this location? That way we can determine if the branch is being remodeled or closing. Thank you. ██████████

March 1, 2019

██████████: A Kroger worker confirmed to me that it was closing due to another one being too close down the road. Hebron KY 41005. (I've never seen the other one, it must be the bank with a parking lot going right to the highway)

March 1, 2019

U.S. Bank Representative: 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. Thank you for giving us ur feedback about this. If you would like to discuss this further DM us ur phone #. ██████████

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

June 24, 2019

██████████: If US Bank is “here to help,” then why are they closing the Milford Meijer branch?

June 24, 2019

U.S. Bank Representative: Hello ██████, we sincerely apologize that the branch closure caused such an inconvenience for you. I can assure you that when branch closures are considered, we try to minimize the impact to our customers. Thank you for giving us your feedback about this. We do take customer feedback into consideration. If you would like to discuss this matter further, please send a private message with your phone number and we’ll call you within 24 business hours. Thanks again. ██████