

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

Office of the Comptroller of the Currency

Central District
One Financial Place
440 S. LaSalle St., Suite 2700
Chicago, IL 60605

February 28, 2019

████████████████████
Project Manager
U.S. Bank
Community Development Risk Management
777 East Wisconsin Avenue (MK-WI-J4N)
Milwaukee, WI 53202

Dear ██████████

Please find an enclosed copy of our response and letter submitted to our office in regards to the closing of the branch located at 2718 Beaver Avenue, Des Moines, Iowa 50310 and known as the First Bank Des Moines - Beavertdale Branch effective on May 1, 2019. If we may be of further assistance, please contact me at (202) 649-6260. You may also contact us through e-mail at HO.Licensing@occ.treas.gov.

Sincerely

Sandra Hart

Sandra Hart
Secretary to the Deputy Comptroller
For Licensing

Office of the Comptroller of the Currency

Central District
One Financial Place
440 S. LaSalle St., Suite 2700
Chicago, IL 60605

February 28, 2019



Dear [REDACTED]

We acknowledge receipt of your letter dated February 21, 2019 regarding U.S. Bank's plan to close a branch office located at 2718 Beaver Avenue, Des Moines, Iowa 50310 and known as the First Bank Des Moines - Beavertdale Branch effective on May 1, 2019. The bank's decision to close the branch office is a business decision that does not require our approval. However, we will consider your comments in connection with our next Community Reinvestment Act (CRA) evaluation of the bank when we will review the effect of the bank's record of opening and closing offices. In addition, we will take the bank's record of performance under the CRA into account when we review applications by the bank to establish or relocate branches or to merge with other banks.

I have sent a copy of your letter to the bank contact listed below. If you wish to pursue this issue further with the bank, the contact person at U.S. Bank is • - - - - ■. Project Manager, Community Development Risk Management, 777 East Wisconsin Avenue (MK-WI-J4N), Milwaukee, WI 53202. Please indicate the name of the branch and its present location to the bank contact.

Sincerely

Sandra Hart

Sandra Hart
Secretary to the Deputy Comptroller
For Licensing

February 21, 2019

RECEIVED OGC CED
FEB 27 '19 AM 8:25

Director for District Licensing
U.S. Bank Central District
Office of the Comptroller of the
Currency
One Financial Plaza, #2700
440 S. LaSalle Street
Chicago, IL. 60605-1073

Dear Sir:

I am writing to you about the closing of the U.S. Bank Des Moines - Beaverville Branch located at 2718 Beaver Avenue in Des Moines, Iowa.

My husband and I felt very sad when we read the U.S. Bank letter dated January 31, 2019 that the Beaverville Branch is closing as of May 1, 2019. We have a safe deposit box at the Merle Hay location. However, we are in the Beaverville area quite frequently. It is very convenient to either withdraw funds or make deposits there. As a matter of fact, I was just there yesterday. I have found the staff at the Beaverville branch to be efficient and friendly. They do an excellent job. Yesterday I asked __, the Teller, if she would be moving to another branch after the closing. She said, "No-not unless another position opens up at the bank before May 1st." I felt sorry for her. She is young, efficient, friendly, doing an excellent job and very customer oriented.

I wish whoever made the decision to close the Beaverville branch would change it. At the very least, consideration should be given to the employees there to help them find other jobs.

Sincerely,



520 Walnut St
Des Moines, IA 50309

usbank.com

March 25, 2019



Dear 

We have received your letter sent to the Office of the Comptroller of the Currency (OCC) regarding our closure of the Beaverville branch.

U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services at the Beaverville branch necessitated a change in our approach. We remain very committed to the Des Moines market and supporting the services you have come to depend upon.

We appreciate the kind words about the Beaverville staff and will be working to support them through the transition, including priority consideration for similar roles that may become available at other branches in the area.

Thanks again for taking the time to share your concerns.



Market President - Des Moines

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Beaverdale Branch Consolidation
Date: Sunday, March 24, 2019 9:40:39 AM

Dear [REDACTED],

Thank you for taking the time to share your thoughts and feedback.

U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services at the Beaverdale branch has decreased to the point of necessitating a change in our approach. We remain very committed to the Des Moines market and supporting the services you have come to depend upon.

We appreciate the kind words about the Beaverdale staff, and will be working to support them through the transition, including opportunities at other branches in the area.

While we regret to hear that you have closed your account due to the closure, we respect your decision and thank you for the opportunity to do business with you and your family. Please do not hesitate to contact me directly if there is anything we can do to be of help now or in the future.

Thanks again for taking the time to share your concerns. [REDACTED]

Sincerely,

[REDACTED]
Market President
Community Banking - Des Moines

U.S. Bank
520 Walnut, Des Moines, IA 50309 | OM-IA-0515 | www.usbank.com

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, March 5, 2019 12:28 PM
To: [REDACTED]
Subject: [EXTERNAL] Closing of Beaverdale branch of U.S. Bank

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

I requested your email this morning while closing our account at the Beaverdale branch of your bank. My husband and I would not have closed this account if you were not closing our branch! We have had this account for years. Just wanted you to know you lost us as customers by closing the Beaverdale branch. We hope you keep the employees at this branch - they are friendly and helpful.

[REDACTED]

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: FW: Closing of the Beavertdale Branch
Date: Friday, February 15, 2019 10:35:53 AM

Dear [REDACTED],

First off, thank you for taking the time to share your thoughts and feedback.

U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services at the Beavertdale branch has decreased to the point of necessitating a change in our approach. We remain very committed to the Des Moines market and supporting the services you have come to depend upon.

We continuously seek ways to improve the experience for our customers, and we will give additional thought to how we may be able to address some of your observations and concerns regarding the other nearby locations. We value you as a customer and hope to have the opportunity to continue serving your business and personal financial needs into the future.

While the decision to close the Beavertdale branch is final, we are committed to making the transition to another nearby branch as smooth as possible for all of our customers. Please do not hesitate to contact me directly if there is anything we can do to be of help with the transition.

Thanks again for taking the time to share your concerns.

[REDACTED]
Market President
Community Banking - Des Moines
[REDACTED]

U.S. Bank
520 Walnut, Des Moines, IA 50309 | OM-IA-0515 | www.usbank.com

From: [REDACTED]
Sent: Monday, February 11, 2019 8:26 PM
To: [REDACTED]
Subject: [EXTERNAL] Closing of the Beavertdale Branch

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

I would like to express my extreme disappointment that it has been decided the Beavertdale branch be closed. We use that branch for our business and personal transactions because they know how to treat a customer. The appearance of the office is professional and friendly, the staff is top notch especially [REDACTED], [REDACTED] and [REDACTED]. The parking and drive-up is very easy to negotiate.

It is obvious that the customer's point of view was not considered. If the customer had been considered the Merle Hay branch would be the branch closing. It is difficult to get in and out of the driveway. The driveway is shared with another business and only one car at a time from the bank can be at the exit otherwise you block all incoming traffic to both businesses. It is very difficult to turn left when exiting on to Merle Hay Rd since the street is a divided four lane. The drive-up is very

awkward, you have to look behind you to see the tellers. The staff does not realize the customer is important. The office at Merle Hay has a very "cold" feeling and not friendly. I stopped going to Merle Hay since the staff is not customer friendly except [REDACTED] (if she is still there). The lines are very long which is not good for the customer.

Highland Park staff are great but have too many customers and we have to wait in line for a very long time which is not good customer service. Beaverville staff are fast and professional they keep moving so the line does not get out of control.

The branch on 86th always has very short lines. If volume is a deciding factor, why isn't that branch closing? What about the branch on E. Euclid? There is very little parking and the parking is a direct route to Hy-Vee which makes it dangerous.

Feel free to contact me if you would like to have a conversation.

Thank you

[REDACTED]
[REDACTED]
[REDACTED]

--

[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Beaverdale branch consolidation
Date: Friday, March 1, 2019 1:28:39 PM

Dear [REDACTED],

Thank you for taking the time to share your thoughts and feedback regarding our Beaverdale branch consolidation.

U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services at the Beaverdale branch has decreased to the point of necessitating a change in our approach. We remain very committed to the Des Moines market and supporting the services you have come to depend upon.

We appreciate the kind words about the Beaverdale staff, and will be working to support them through the transition, including opportunities at other branches in the area.

While the decision to close the Beaverdale branch is final, we are committed to making the transition to another nearby branch as smooth as possible for all of our customers. Please do not hesitate to contact me directly if there is anything we can do to be of help with the transition.

Thanks again for taking the time to share your concerns. [REDACTED]

Sincerely,

[REDACTED]
Market President
Community Banking - Des Moines
[REDACTED]

U.S. Bank
520 Walnut, Des Moines, IA 50309 | OM-IA-0515 | www.usbank.com

From: [REDACTED]
Sent: Wednesday, February 27, 2019 1:42 AM
To: [REDACTED]
Subject: [EXTERNAL] beaverdale branch closing

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

[REDACTED],

I would like to see USBank reconsider closing the beaverdale branch location.

This bank has been a cornerstone for business in my neighborhood for as long as I can remember. I would think the local businesses would seriously want this location to stay open.

I think you should advertise a bit that this location is there...and see if you can't pull some of the accounts from the other banks in the area...that are lightly staffed...

Anyway...I find the bank location convenient...other locations...not so much...I enjoy having the bank location in my neighborhood...the staff has always been friendly and helpful.

Please reconsider closing the branch...

[REDACTED]

--

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: [EXTERNAL] Re: Beaverdale office closing
Date: Wednesday, February 6, 2019 1:48:47 PM

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

Yes he did. Thank you for contacting him regarding my concerns. He was polite and listened to my concerns. Hopefully all this change will bring about something exciting and unexpected. It's in the waiting and I believe it will all turn out exactly as it is supposed to. Amen

Sent from my iPhone

On Feb 6, 2019, at 3:37 PM, [REDACTED] > wrote:

Hello [REDACTED],

Thank you again for your email note. I am following up with you to confirm that [REDACTED], U.S. Bank's Market President in Des Moines, contacted you earlier today to discuss your concerns about the closure of the Beaverdale office.

Thank you,

[REDACTED]
[REDACTED]
Vice President | CRA Compliance Manager
[REDACTED]

U.S. Bank
usbank.com

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, February 6, 2019 11:21 AM
To: [REDACTED]
Subject: [EXTERNAL] Re: Beaverdale office closing

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

Thank you. I am very concerned about the closing of this branch. I will look forward to hearing from you.

Sent from my iPhone

On Feb 5, 2019, at 5:16 PM, [REDACTED] wrote:

Hi [REDACTED],

Thank you for contacting me. I am sorry you haven't been able to contact [REDACTED]. I will find someone who can contact you to discuss the closure of the Beaverdale branch. I will follow up with you to make sure that you are contacted.

Thank you,
[REDACTED]

[REDACTED]
Vice President | CRA Compliance Manager
[REDACTED]

U.S. Bank
usbank.com

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, February 5, 2019 3:05 PM
To: [REDACTED]
Subject: [EXTERNAL] Beaverdale office losing

EXTERNAL email. Use caution when opening attachments or links from unknown senders.

My name is [REDACTED] and I have been a long time customer at US Bank. I live in the Beaverdale area and have enjoyed the friendly, efficient, convenience of this office. Recently I received a form letter from a [REDACTED], Regional Leader and a phone number to call with any concerns. I have tried to contact him, however have been unsuccessful. I received your email address from the branch manager in Beaverdale. I have several concerns and would appreciate your reply as to who I could share them with, if not yourself. Thank you for your consideration in regard to this matter.

[REDACTED]
Sent from my iPad