

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Missouri Rating Area

Q1 2020

CRA Public File – Written Comments
Q1 2020
State of Missouri

Social Media Comment

Twitter Public Message on February 19, 2020

The struggle is real here in the forgotten world of Bollinger County. @usbank sent letters out to locals they are closing our branch. Here's to another empty building in our town. right @ [REDACTED]?

U.S. Bank Response on February 19, 2020

Our objective is to serve our customers when and where they prefer, to make it easy to do business with us and become central in their financial lives. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. [REDACTED]

**CRA Public File – Written Comments
Q1 2020
State of Missouri**

Social Media Comment

Facebook Public Message on March 9, 2020

Your bank branch on 32nd street in Joplin Missouri is terrible. The ATM never works or is always out of money. The people that work there are very nice but there are not enough of them to handle the traffic.

U.S. Bank Response on March 9, 2020

Thanks for sharing your experiences [REDACTED]. We'd like to make sure the issues get addressed. Please send us a private message with your phone number. We can give you a call within one business day. Hope to talk to you soon. [REDACTED].

Facebook Private Message on March 9, 2020

This is for [REDACTED]. My phone number is xxxxxxxxxx. I was complaining about the Joplin branch on 32nd street

U.S. Bank Response on March 9, 2020

Hello [REDACTED]. I really appreciate you following up with us. We will be reaching out to you as soon as we can within the next business day, so that we can have these issues looked into. Until then, I hope you have a wonderful afternoon. Thank you! [REDACTED]

Facebook Private Message on March 9, 2020

Thank you. I have complained to the branch and the main bank here. They recently closed another branch so the branch in question has gotten very busy. They just can't keep up. They also took out the atm at that branch. The lobby is also busy and 2 tellers can't do it all.

U.S. Bank Response on March 10, 2020

Hello [REDACTED], sorry I missed you when I tried calling. I am still here to chat about your experience. Please feel free to give me a call at xxx-xxx-xxxx. I am in the office today until 1:00pm PT, and the rest of the week from 6:00am – 1:00pm. [REDACTED].

CRA Public File – Written Comments
Q1 2020
State of Missouri

Social Media Comment

Facebook Public Message on February 19, 2020
Marble Hill branch US bank is closing!!!