

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of New Mexico Rating Area

Q1 2020

**CRA Public File – Written Comments  
Q1 2020  
State of New Mexico**

**Social Media Comment**

**Facebook Private Message on February 5, 2020**

Why are you closing the grants branch? Now we have to change banks!

**U.S. Bank Response on February 5, 2020**

Hello [REDACTED], we understand the closure of our branch is a disruption for our customers and we are working to make the transition as smooth as possible for all involved. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. We appreciate your business and have enjoyed serving you. Thank you. [REDACTED]

**Facebook Private Message on February 5, 2020**

Hi [REDACTED], called that number to see what help we could get changing all our business and personal accounts over to a new bank. Was on hold for 5 minutes and then disconnected. GREAT SERVICE!

**U.S. Bank Response on February 5, 2020**

Oh no, [REDACTED]. I am sorry to hear that was your experience while calling in. We don't want to lose your business but respect where you're coming from. If we can help with anything, please let us know.  
[REDACTED]