

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arkansas Rating Area

Q2 2020

**CRA Public File – Written Comments  
Q2 2020  
State of Arkansas**

**Social Media Comment**

**Twitter Private Comment on June 25, 2020**

Can you please explain why all of the branches in Little Rock, AR were closed WITHOUT any warning or notification? I need to make a deposit and I've tried the ATM deposit on two different days this week and I got an error message both times. I'm beyond pissed at this point. WHAT IS GOING ON? And why are you not saying anything? This HAS to be a violation of all kinds of banking laws.

@usbank @usbank This is a problem for me. No bank locations in 50 miles now...So I'm switching banks. That's #poorcustomerservice times 1000!!!!

The ATM I tried to use was at 17200 Chenal Pkwy, Little Rock AR 72223. WHERE MY BRANCH IS SUPPOSED TO BE!!!

There is a hand-written poster in the window that says to go to another location...guess what, that location is closed too!

Also listed on the poster is the phone number for the branch and it says they will "answer the phone!" Guess what? It's a recording that drops the call.

This is just about on the verge of fraud.

██████████ @usbank I've been messaging them all day and the best answer @usbank can come up with is "sorry this has inconvenienced you"... Seriously? You've closed all bank branches in multiple cities nation wide...WITHOUT NOTICE. Absolutely irresponsible. #changingbanks #canhandlebadservice

**U.S. Bank Response on June 25, 2020**

Hi ██████████, I have responded to your Twitter message. Thanks. ██████████

**U.S. Bank Response on June 25, 2020**

My apologies. I meant to say that I responded to your Facebook message. ██████████

**Facebook Private Comment on June 25, 2020**

I don't want to be charged one cent of interest since you aren't accepting deposits anywhere near me!!!

I tried searching using your link but guess what? No branches open in 50 miles of my zip code.

The ATM isn't accepting deposits, there are signs in the windows that say to go to a different branch that is ALSO closed. So what am I supposed to do? You need to tell me where my nearest branch is!!!

Guess what? You're wrong!

**U.S. Bank Response on June 25, 2020**

I appreciate you providing the ATM address, [REDACTED]. I have reported the issue to our ATM support team so that they can look into it. In the meantime, I would recommend using the nearby ATM at 11402 West Markham Street Little Rock AR 72311. Thank you. [REDACTED]

**Facebook Private Comment on June 25, 2020**

When will my bank be opened? I'm going to have to switch banks to a bank that is staying open through all of this!!

**U.S. Bank Response on June 25, 2020**

Hello [REDACTED], thanks for messaging us. Please know that the well-being of our customers, colleagues and communities continues to be our top priority. We must strike the right balance between continuing to serve the banking needs of our customers while supporting public health efforts and ensuring the safety of our employees. To continue providing this essential service while providing a safer service operation for our customers and colleagues, we have temporarily adjusted the operations for our branches across the country. We are doing this by decreasing lobby usage, encouraging drive through use, and consolidating operations. At this time, we don't know when the branch will open back up. We appreciate your feedback. Best regards, [REDACTED].

**Facebook Private Comment on June 25, 2020**

Wrong! You've closed all the branches in a 50 mile radius of my zip code. I checked Tulsa, OK and Fayetteville, AR as well – all branches closed. How am I supposed to make payments in cash on my line of credit if the ATMs aren't working either!!!!

**U.S. Bank Response on June 25, 2020**

Hello, [REDACTED]. I'm sorry for how this has inconvenienced you. I recommend using the ATM location we previously mentioned. All the best. [REDACTED]

**Facebook Private Comment on June 25, 2020**

Seriously, are you reading the posts? Denver now also included..this bank sucks. Especially for lack of communication. I used to think you guys were great at letting us know what's going on, but this is beyond acceptable.

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State of Arkansas**

**Social Media Comment**

**Twitter Public Comment on June 19, 2020**

What's happening now US Bank in Morrilton area has close their doors without any notice 2 the people they do Bank2 me it's kind of crappy no letter no phone call just a note on the door saying this area US Bank is now closed u can visit us at Perryville R Conway Office

**U.S. Bank Response on June 19, 2020**

We understand the closure of our branch is a disruption for customers and we are working to make the transition as smooth as possible. For questions please contact our call center at [REDACTED]. We appreciate your business and have enjoyed serving you. RF