

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

**Written Comments and Corporate Responses**  
**Received through Facebook**  
**02/04/2019**

Mon, Feb 4, 4:56pm

[REDACTED]: Very upset with US Bank for closing the branch inside the Publix in Goodlettsville, TN. Lots of customers are very upset over it. I called customer service but the person I spoke with basically didn't care!

Mon, Feb 4, 5:27pm

[U.S. Bank Representative](#): I am so sorry for any inconvenience that our branch closure is causing you, [REDACTED]. I can understand how it would be frustrating having to find a new branch to work with. We take your feedback very seriously, and would be happy to speak with you about this further. If you are interested, please send us a private message with your phone number. One of us will call you within 24-48 business hours. Thank you for reaching out to us. [REDACTED]

**Written Comment and Corporate Response**  
**Received through Twitter**  
**02/15/2019**

Today, 7:28am

[REDACTED]: so sad to see the @usbank branch in the Publix store at 460 Long Hollow Pike in Goodlettsville closing. There were always customers there, and the hours are so convenient--why would you close, so disappointed--#timetofindanewbank

Today, 8:21am

[U.S. Bank Representative](#): We apologize that the branch closure caused such an inconvenience, [REDACTED]. 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. [REDACTED]