

**U.S. Bank
CRA Public File
Written Comments and
Corporate Responses
Unidentified Rating Areas**

Written Comments and Corporate Responses
Received through Facebook
02/17/2019

Sun, Feb 17, 7:15pm

██████████: our us bank closed this is the second time our bank has closed it was st paul federals now its us bank now it closed is this something us bank customers should be worried about?

Mon, Feb 18, 8:42am

[U.S. Bank Representative](#): We apologize that the branch closure caused such an inconvenience, ██████████. I can assure you when branch closures are considered, we try to minimize the impact to our customers. If you would like to discuss this matter further, please respond with your phone number and we'll call you back in 24-48 business hours. Thank you. ██████████

Mon, Feb 18, 8:46am

██████████: o that is okay i was wondering if this is the start of something we should worry about since I don't really an account there it doesn't really affect me but my dad does but thank you for the reply. We are very worried about the state of things with business closing we have a lot of investments and stuff so that is why i text but its okay thank you for the text it's the one with the ATM which has convinent for us I was wondering why doesn't the us bank provide public restrooms? Sometimes youre theyre for a long time

Mon, Feb 18, 9:04am

██████████: okay thank you ██████████ they should get public restrooms

Mon, Feb 18, 9:11am

[U.S. Bank Representative](#): You're welcome ██████████ We appreciate your feedback and suggestion about the restrooms. ██████████

Mon, Feb 18, 9:15am

██████████: thank you

Mon, Feb 18, 9:22am

[U.S. Bank Representative](#): You're welcome. ██████████.

Written Comment and Corporate Response
Received through Facebook
03/24/2019

Sun, Mar 24, 7:14am

██████████: Unfortunately, they're closing many branches. Moving into supermarkets, and internet. No more Customer Service with real live human beings. They're just like every other lousy bank. A dime a dozen, cookie cutter, and cheap.

Sun, Mar 24, 10:06am

U.S. Bank Representative: Hello ██████ We do not want you to feel this way about us. If a recent branch closure is impacting you, and you would like to discuss it with us, we would be happy to hear your feedback. Please send us a PM if there is anything we can do to help. Thank you! ██████