

**U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Arizona Rating Area
Q3 2019**

CRA Public File – Written Comment

Twitter

09/26/2019

Source	Date	Comment
Commenter Public	09/26/2019	@AskUSBank Hello US Bank, how come you are closing the branch at my Safeway store. 1767 E. Prince Rd. They say they don't have the business which is ridiculous. The place is always crowded. Now there are only two branches left, way across town.
U.S. Bank Public	09/26/2019	Great question, [REDACTED]. As our customers' banking preferences & behaviors change, including rapidly migrating toward digital & mobile banking platforms, we are consolidating a limited number of branches in select markets. Please feel free to DM us if you have any questions. TY.
Commenter Public	09/26/2019	@AskUSBank That doesn't make one bit of sense to me. Why are you closing my branch office? Every time I went there, there was always quite a few customers there. That branch is very important to customers because it's the only branch on the north side of town.
Commenter Public	09/26/2019	@AskUSBank US Bank hasn't opened an office in my town in 20 years. In my state, U.S. Bank is not growing, it's shrinking, and that is just bad business practice. I do 95 percent of my banking at the ATM. Can you keep an ATM there. I wish there were ore ATMs. Help!
Commenter Public	09/27/2019	@AskUSBank US Bank is closing a branch office in my town, at 1767 E. Prince Rd. US Bank in my state is shrinking not growing. Can't you at least put in some ATMs? US Bank is suffering from bad management. In Phoenix, BofA has 34 ATMs. There are five US Bank ATMs in my town?
U.S Bank Public	09/27/2019	We understand that the closure of our branch is a disruption for our customers, and we're working to make the transition as smooth as possible for all involved. If you have questions about your account or the closure, please contact our dedicated call center at 888.713.9299.
Commenter Public	09/27/2019	@AskUSBank I'm mostly asking US bank, if they can at least leave the ATM inside the Safeway store? Seriously, my town could use about 10 more US Bank ATMs, with about 5 of them desperately needed on the north side.
U.S. Bank Public	09/27/2019	Thank you for providing that clarification. We ask that you please reach out to that dedicated line. Individuals are ready via that number specifically to discuss this situation. All the best.

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Commenter Public	7/31/2019	So living in the mesa area. should I just find a new bank since most locations are closing?
U.S. Bank Public	7/31/2019	Hello I know changes to the branches may be disruptive & I'm sorry for any frustration this causes. Many services can be completed through online banking 24 hours a day. If you have any Qs about ur account or the closure, pls call our dedicated line at 888.713.9299. Thx