

**U.S. Bank
CRA Public File
Written Comments and Corporate Responses
Cincinnati-Middletown OH-KY-IN Rating Area
Q3 2019**

CRA Public File – Written Comment
Facebook

Source	Date	Comment
Commenter Public	7/9/2019	You have closed the Augusta Kentucky branch on Saturday. Now we can not deposit my husbands pay check on Saturday. When you work Monday through Friday, it is a hard to do business that needs to be done at the bank.
Commenter Public	7/9/2019	U.S. Bank in rural areas it is very inconvenient when you do this. US Bank is so big it does not care if you close a branch bank on Saturday so the people who work Monday through Friday can go to the bank.
U.S. Bank Public	7/9/2019	Good morning [REDACTED], thanks for sharing your feelings about the recent hours change. As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we did reduce some branch hours. Deposits can be made outside the branch using the U.S. Bank mobile app. We are happy to show you how it works if you'd like! We appreciate your business and look forward to the years to come.

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Source	Date	Comment
Commenter Public	7/1/2019	so disappointed U.S. Bank is closing the Milford Meijer branch – a very busy and convenient location.
U.S. Bank Public	7/1/2019	Thank you again for sharing your feedback about this branch, [REDACTED]. The offer to speak with you further is still available. Please let us know if you change your mind. We'd be happy to reach out to you. All the best.