

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Cincinnati-Middletown OH-KY-IN Rating Area

Q4 2019

**CRA Public File – Written Comments
Q4 2019
Cincinnati-Middletown OH-KY-IN Rating Area**

Social Media Comment

Facebook Public Comment on December 13, 2019

They suck, closed Harrison bank

U.S. Bank Response on December 13, 2019

Hello [REDACTED]. We understand that the closure of our branch is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved. Customers have access to their accounts 24 hours a day through online banking at usbank.com, the U.S. Bank mobile banking app and our customer support center at 800-US BANKS (800.872.2657). If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. Thank you.

Facebook Public Comment on December 13, 2019

US Bank sucks, moved out our city without leaving a ATM ANYWHERE AROUND HARRISON OHIO

U.S. Bank Response on December 13, 2019

We appreciate your feedback about needing an ATM in Harrison, [REDACTED]. We will pass this information along to our ATM group. Thank you for reaching out.

U.S. Bank Response on December 13, 2019

Hello [REDACTED]. In the meantime we wanted to let you know that we partner with the MoneyPass ATM Network. There are a number of MoneyPass ATM's in the Harrison, OH area. Please visit the link below for more information. Thank you. <http://bit.ly/34CaleU>

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Social Media Comment

Facebook Public Comment on October 30, 2019

wish they had closed the branch inside Milford Meijer

Facebook Public Comment on October 30, 2019

Just wish this bank didn't close the Milford Meijer branch.

Facebook Public Comment on December 4, 2019

really wish U.S. Bank had not closed the branch at Milford's Meijer store.

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Social Media Comment

Instagram Public Comment on October 22, 2019

This is great for Charlotte for sure. But I'm still blown away by how much you've reduced your presence in Cincinnati. A number of branches closed, including mine, and removing your name from our hockey and concert arena. How about showing us some love?

U.S. Bank Response on October 22, 2019

██████████ We understand that the closure of our branch is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved.