

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Illinois Rating Area

Q4 2019

**CRA Public File – Written Comments  
Q4 2019  
State of Illinois Rating Area**

**Social Media Comment**

**Facebook Public Comment on December 26, 2019**

Flora Illinois...Been a loyal customer for years, actually cried with the tellers and others over the closing. It is hard to lose people you trust with everything. Now the closest bank is 1 hour away in Centralia. I myself and others will have no choice but change banks, but the service and friendships cannot be replaced...ever.

**U.S. Bank Response on December 26, 2019**

Hello [REDACTED]. As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we are consolidating a limited number of branch locations in select markets. We appreciate the business of our customers and the service of our employees. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED].

**Facebook Public Comment on December 26, 2019**

This is the same reply you give everyone. ..Then when I call I get the same reply again. That is not right by any means. When I contact you with a situation I expect to be addressed as an individual not a number. Can't you see what direction your decisions are heading? People will lose faith in your bank due to no personal contacts. You have failed in your job to provide the service you promise.