

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of North Dakota Rating Area

Q4 2019

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

Social Media Comment

Facebook Private Comment on October 17, 2019

I don't understand why you keep cutting the hours of your drive through in Bismarck ND. It seems like you have cut employees too but I'm not sure. Hours are not convenient and it takes forever to go through line because you only have one worker! I feel bad for her. I don't bank here but my the business I work at does. It's very inconvenient for us. I'm trying to talk them into switching because you keep cutting employees and hours it seems like.

U.S. Bank Response on October 17, 2019

Thank you for reaching out to share your experience, [REDACTED]. We understand that reduced hours can cause a disruption in your banking routine, and are committed to making the transition as smooth as possible. U.S. Bank offers many ways to bank besides branch banking, even for our business customers. We'd love to give you a call to hear about your visits, and let you know if we can help you save time. If you would like us to call, please provide us with your phone number, and we will reach out within one business day. Thank you.

Facebook Private Comment on October 17, 2019

There's not really much that can be changed. Some days I need to deposit \$10000+ cash for our business. It would just be helpful to have more employees working or more hours open. The ladies that help me when I do go through are always very helpful and always trying to help people as quickly as possible so this isn't an employee problem. It's a lack of employee problem. Nothing else can really be done as there isn't any other way to deposit cash.

U.S. Bank Response on October 17, 2019

Thank you for the clarification, [REDACTED]. We understand that cash deposits will require a visit to our branch, and want to see your future visits completed in a more efficient way. If you would like to speak with us further, we would be happy to assist in any way we can. We look forward to an opportunity help. Thank you.