

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Omaha-Council Bluffs NE-IA Rating Area

Q4 2019

**CRA Public File – Written Comments  
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Omaha-Council Bluffs NE-IA Rating Area**

**Social Media Comment**

**Facebook Public Comment on November 17, 2019**

Us bank just closed at least 5 branches in west Iowa! Our small town has a huge Usbank building sitting empty Avoca Iowa

**U.S. Bank Response on November 17, 2019**

We appreciate you for advocating for the Iowa area, [REDACTED]. We understand that the closure of our branches is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved. 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. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. Thank you.