

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Cincinnati-Middletown OH-KY-IN Rating Area

Q3 2020

**CRA Public File – Written Comments  
Q3 2020  
Cincinnati-Middletown OH-KY-IN**

**Social Media Comment**

**Facebook Private Comment on July 2, 2020**

Us bank closed one of the busiest branches in Cincinnati right down the road from my office. Now the closest branch is drivethru only and refuses to staff more than one person. Currently I am car #9 in line and this is the second attempt to take my businesses end of day deposit.

Its sad. I love the people who work at us bank but this is abysmal customer service.

**U.S. Bank Response on July 2, 2020**

We understand that the closure of our branch is a disruption for our customers and our employees, [REDACTED]. We're working to make the transition as smooth as possible for all involved. As our customers banking preferences and behaviors change, including rapidly migrating to digital and mobile banking platforms, we are consolidating a limited number of branch locations in select markets. At this time, we don't know when the branch will fully open back up. Please continue to check our site at [usbank.com/locations](https://usbank.com/locations) for updates. Keep in mind you are able to complete most banking transactions online, through the app and at the ATM. We appreciate your feedback. [REDACTED]

**Facebook Private Comment on July 2, 2020**

[REDACTED], its been a year since you closed the Woodlawn branch. Furthermore, no I cant do business transactions online. I cant deposit \$2500 cash online.

The local fifth third branch, which has my personal accounts is properly staffed and I am able to go and get things done in ten minutes. Us bank just took 45 minutes to run a simple deposit.

Just voicing a simple comparison. What your company chooses to do with criticism from a fellow business owner is entirely up to your company. But bare in mind, I can take my business to a company that is efficient and respectful of my time.

**U.S. Bank Response on July 2, 2020**

We appreciate the feedback [REDACTED] and will be sharing with the appropriate group. [REDACTED]