

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Louisville KY-IN Rating Area

Q3 2020

**CRA Public File – Written Comments  
Q3 2020  
Louisville KY-IN**

**Social Media Comment**

**Facebook Public Comment on September 2, 2020**

If you are looking for a bank with customer service RUN FROM US Bank...if I didn't some direct pay items I'd have closed the account yesterday. With US Bank you bank at THEIR convenience. Thank God I have have keep a credit union account open for 45 years and within a few months it will probably be my only Banking source. WHY US Bank doesn't have a lobby open with a mask requirement and social distancing (like the credit union) and most other businesses is beyond understanding...Monday I had to wait behind 6 to 7 cars (3 to 4 in each line one teller for all) so I decided to through the drive through at Brownsboro and Lime Kiln Ln near my home... Drive up at 4 56pm and the drive through is CLOSED...so some of us have to actually work...I'll be able to make the deposit next Tuesday or Wednesday...Does any bank give 2 percent of a damn about customer service anymore?? Certainly NOT US Bank...don't worry plenty of "free advertising" coming...and if at possible stick with a credit union.

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

The well-being of our customers, colleagues and communities continues to be our top priority. We've temporarily adjusted our operations to promote safety. You can find a list of nearby locations with open lobbies using the Branch Locator at [usbank.com](https://www.usbank.com) or on the U.S. Bank mobile app. Customers can also bank digitally using our website and mobile app, or by calling 800.USBANKS. [REDACTED]

**Facebook Public Comment on September 2, 2020**

U.S. Bank BULL so the Branch's that ARE open are open...I suppose COVID knows to avoid those locations ?? COVID is real but with masks and social distancing there is NO reason ANY branch would be closed...having some open some not seems to prove safety has zero to do with keeping SOME closed others not...it's ok you've won the battle but I have a lot going on and some direct withdrawals from this account...but in a few months I'll leave the battle...I don't deal with business who have ZERO concern for customer service.