

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Wisconsin Rating Area

Q3 2020

**CRA Public File – Written Comments  
Q3 2020  
State of Wisconsin**

**Social Media Comment**

**Facebook Private Comment on August 23, 2020**

Why did you close branches in Wausau WI except for two? Worse places in town for a bank.

Actually only one now in Wausau one across town on Weston.

**U.S. Bank Response on August 23, 2020**

Good morning [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. Customers have access to their accounts 24 hours a day through online banking at usbank.com, the U.S. Bank mobile banking app and our customer support center at 800-US BANKS (800.872,2657). [REDACTED]