U.S. Bank

CRA Public File
Written Comments and Corporate Responses

State of Kentucky Rating Area
2022

U.S. Bank

CRA Public File
Written Comments and Corporate Responses

State of Kentucky Rating Area
Q1 2022

CRA Public File – Written Comments
Q1 2022
State of Kentucky Rating Area

Social Media Comment

Facebook Public Comment on January 4, 2022
Don't do it. I think they are on the brink of going out of business, the local branches were both closed Flemingsburg ky and Maysville ky couldn't get money out at atm and no way to get in to get change to run my business so I switched banks and went with savings bank of Kentucky and they have been great.. US bank is soon to be a failed bank

U.S. Bank

CRA Public File
Written Comments and Corporate Responses

State of Kentucky Rating Area
Q2 2022

CRA Public File – Written Comments
Q2 2022
Kentucky Rating Area

Social Media Comment

Facebook Public Comment on May 2, 2022
I would love to use U.S. Bank but they shut the office in Hawesville and it's inconvenient to go to Owensboro ever time I need to do banking!

U.S. Bank Response on May 2, 2022
We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers' banking preferences and behaviors are changing, influencing how and where we operate. As a result, we are consolidating some of our physical locations. Customers can manage their accounts any time through online banking at usbank.com, the U.S. Bank mobile banking app, our Customer Service at 800.872.2657, and at the ATM. If you're looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at usbank.com/locations.

U.S. Bank

CRA Public File
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State of Kentucky Rating Area
Q4 2022

CRA Public File – Written Comments
Q4 2022
State of Kentucky Rating Area

Social Media Comment

Facebook Private Comment on November 3, 2022
I am writing about your bank IN IRVINE KY IT IS A MESS THE atm MACHINE NEEDS TO BE MOVED IT BLOCKS EVERYONE FROM GETTING IN TO DO BUSINESS AND WHY IS IT NOT OPEN TO THE PUBLIC

U.S. Bank Response on November 3, 2022
Good morning. Thanks for reaching out. We appreciate your feedback about the ATM at this location. The information I have says this branch is open to the public. If you're experiencing different, please let us know. Thank you.

CRA Public File – Written Comments
Q4 2022
State of Kentucky Rating Area

Social Media Comment

Facebook Public Comment on October 14, 2022
So sad the office at 333 Broadway, Paducah, KY, is closing January 24, 2023.

U.S. Bank Response on October 14, 2022
Thank you for taking the time to share your feedback. We understand the changes in operation are a disruption. We're trying to make the transition as smooth as possible. For your convenience, many transactions can be completed digitally, 24 hours a day. This can be done at any of our ATMs, on our website at usbank.com or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. I hope this helps and that you have a great day.