

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Missouri Rating Area

2022

U.S. Bank

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State of Missouri Rating Area

Q1 2022

**CRA Public File – Written Comments
Q1 2022
Missouri Rating Area**

Social Media Comment

Facebook Public Comment on February 23, 2022

You closed BOTH branches of our bank in Laurie and Versailles MO. Thanks a lot!

U.S. Bank Response on February 23, 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](https://www.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](https://www.usbank.com/locations).

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CRA Public File

Written Comments and Corporate Responses

State of Missouri Rating Area

Q2 2022

**CRA Public File – Written Comments
Q2 2022
Missouri Rating Area**

Social Media Comment

Facebook Public Comment on April 1, 2022

Buffalo, MO. US Bank closed, just shortly after I put my trust in them with my money. I have not been happy since... Having to travel 20+ miles to do my business. I went to this bank due to the availability of the bank. So much for an accessible bank. Looking at a change...

U.S. Bank Response on April 1, 2022

Good morning. 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](https://www.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.

CRA Public File – Written Comments
Q2 2022
Missouri Rating Area

Social Media Comment

Facebook Public and Private Comment on April 6, 2022

I would like to know how many customers you all have lost since you're closing down branches and the ones you have aren't open when they should be. What is your Eldon Missouri Branch during the middle of the day middle of the week and they are closed a bunch of crap. I WILL BE CLOSING THIS ACCOUNT. I'll find somewhere that appreciates my business.