

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arkansas Rating Area

Q2 2023

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Social Media Comment

Facebook Private Comment on June 9, 2023

I received an email to review my latest ATM experience. I did. And then I tried to email the below comments but it was returned to me undeliverable. So... my next point of access was the bank website. No luck sending an email there either, so here we are. Please see below...

Hello

USBank has closed all of the branch locations in Hot Springs with one exception, the mall branch. Since they have all closed I am forced to use either the downtown location (security issues) or the mall branch, which are both miles out of my way. A suggestion since USBank has closed the local branches. How about installing some remote ATMs at Walmart locations or somewhere similar so that everyone isn't forced to use locations so far out of the way.

Thanks

U.S. Bank Response on June 9, 2023

Hello. Thanks for sharing. We appreciate the honest feedback and will use it when considerations are being made. I wanted to also let you know that you can use the MoneyPass network ATMs. These ATMs don't charge the ATM owner surcharge, but please note that non-U.S. Bank ATM transaction fee may apply depending on the type of account. To locate on of these ATMs in your area, please visit <http://www.moneypass.com> and enter your zip code. All the best.