

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Arizona Rating Area

Q1 2020

**CRA Public File – Written Comments**  
**Q1 2020**  
**State of Arizona**

**Social Media Comment**

**Facebook Private Comment on February 21, 2020**

Since you closed down the branch in the Boulders, Prescott Arizona. Banking with your company is no longer convenient.

**CRA Public File – Written Comments  
Q1 2020  
State of Arizona**

**Social Media Comment**

**Facebook Public Comment on January 14, 2020**

US Bank closed ALL the branches on the east side of Tucson. We are supposed to drive 25 miles to do our banking now? For a business that requires customers it is not customer-service oriented.

**U.S. Bank Response on January 14, 2020**

Hello [REDACTED], we understand that the closure of branches is a disruption for our customers and we are working to make the transition as smooth as possible for all involved. If you have questions about your account or the closures, please contact our dedicated call center at [REDACTED]. We appreciate your business and have enjoyed serving you. Thank you. [REDACTED]