

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arkansas Rating Area

Q1 2020

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

Social Media Comment

Facebook Public Comment on March 24, 2020

I attempted to make a deposit at your Main Street Arkadelphia location this morning at 9:03am before work. The drive thru opens at 9am. After attempting to call the branch to see why no tubes were out, I only received an automated system telling me I could leave a message and someone would return my call in 24 hours. This is not the first time I have experienced this. Now I have to go back again! Poor service, US Bank!!!

U.S. Bank Response on March 24, 2020

Hello [REDACTED], I'm sorry for the frustration this has caused. We are constantly updating our online locator to reflect any changes made with our branches. Please review this at usbank.com/locations. In the meantime, check deposits can be made by mobile deposit on the U.S. Bank mobile app, and both cash and check deposits can be made via ATM. I hope this helps. [REDACTED]

Facebook Public Comment on March 24, 2020

U.S. Bank [REDACTED], thank you for your prompt reply however, this has been an ongoing issue before Covid-19. I am not a US Bank customer, but I have relatives that are. Since the branch in my hometown was closed, we have to make our transactions here in Arkadelphia. This branch is most convenient for me as it is one street over. My frustration comes from this branch not being prompt with their drive thru opening.

U.S. Bank Response on March 24, 2020

Thank you for this clarification, [REDACTED]. It's concerning to hear that this is a recurring situation. We'd really like to speak with you about what happened. Please send us a private message with your phone number and we'll give you a call within 24-48 business hours. Thanks in advance. [REDACTED]

Facebook Private Message March 24, 2020

XXX-XXX-XXXX is the number where I can be reached. Thank you for your replies and prompt assistance.

U.S. Bank Private Message on March 24, 2020

Thank you for providing your number, [REDACTED]. We'll give you a call within 24-48 business hours. We look forward to speaking with you soon. [REDACTED]

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Social Media Comment

Facebook Public Comment on March 16, 2020

Listen up USBANK...you are closing the ONLY bank branch of us bank we have! The closest one then will be 25 MILES AWAY. If I have To drive that far I'll Change my account to the only bank left in Bismarck. You need to Take into Account how far you will make us drive to keep our business with you.

U.S. Bank Response on March 16, 2020

Hello [REDACTED]. We understand that the closure of our branch is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved. 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). The mobile banking app has many convenient features. You can view account transactions, transfer funds, pay bills, and make deposits. You can also issue person-to-person payments through Zelle. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. Thank you.
[REDACTED]