

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Colorado Rating Area

Q1 2020

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

Social Media Comment

Twitter Public Message on January 3, 2020

@usbank Another day, another closed drive through.

Twitter Public Message on January 3, 2020

@usbank I mean you closed the Belmar location. You about to close this one too?

U.S. Bank Response on January 3, 2020

Hello [REDACTED]. If you have questions about branch closures, please reach out to our dedicated call center at [REDACTED]. Thank you for reaching out. [REDACTED]

Twitter Public Message on January 3, 2020

I don't. I want your drive through to be open when it says it's going to be open.

Twitter Public Message on January 8, 2020

@usbank Oh look your drive through is closed again. How about offering free remote deposits if you're never going to staff your drive through so it can be open when it says it's supposed to be.

U.S. Bank Response on January 8, 2020

Hello [REDACTED]. I truly understand your stance on needing the drive through open when it's supposed to be. There's nothing more important than making sure our customers know we value their time. Please send me a DM with your ph# and we will be happy to speak with you. Thanks. [REDACTED]