

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Omaha-Council Bluffs NE-IA Rating Area

Q2 2020

**CRA Public File – Written Comments  
Q2 2020  
Omaha-Council Bluffs NE-IA**

**Social Media Comment**

**Facebook Public Comment on April 25, 2020**

I am not a fan of U.S. Bank right now. They closed the branch that was in our town. We were given a letter that basically said “Come clean out your safety deposit box or we will send your stuff to God knows where and you can hunt it down later.” They could have at least left the ATM behind, but it was removed too. So, this morning I drive 22 miles to Council Bluffs to use an ATM. We are on the verge of taking our 9 accounts and going to another bank.

**U.S. Bank Response on April 25, 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. We appreciate the business of our customers and don't want to lose it. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. [REDACTED]