

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Colorado Rating Area

Q2 2020

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

Social Media Comment

Facebook Public Comment on April 13, 2020

Why are some of your banks shutting down in Greeley Colorado or have no help at them and it takes forever to get through the drive thru I don't have all day

U.S. Bank Response on April 13, 2020

Hello [REDACTED]. To help protect the health of our customers and employees, we have temporarily reduced operating hours at all branches or closed lobbies. As of March 19, we decreased lobby services in many areas and are encouraging our customers to use our drive-up instead. If you have questions about local branch hours, please visit [usbank.com/locations](https://www.usbank.com/locations). Thank you for your understanding. [REDACTED]

Facebook Public Comment on April 13, 2020

You were closing places and had short staff before all this so I understand the part with the virus but you were short handed and closing certain place before this is there something going on beside the virus.