

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Illinois Rating Area

Q2 2020

**CRA Public File – Written Comments
Q2 2020
State of Illinois**

Social Media Comment

Facebook Public Comment on April 26, 2020

Why are you closing so many branches in southern Illinois?

U.S. Bank Response on April 26, 2020

Good morning [REDACTED]. As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we are consolidating a limited number of branch locations in select markets. 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 any questions about your account, or this closure, please contact our dedicated call center at [REDACTED]. [REDACTED]

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Social Media Comment

Facebook Public Comment on May 15, 2020

Why are so many drive thru branches “temporarily closed” in west suburban IL? I was extremely frustrated today. I drove to three different branches with drive throughs, in three different towns. All closed. It’s already hard enough to go out, without driving aimlessly looking for what’s open. Would be nice if signs directed customers to one that is open. Also when the branches might reopen. I phoned customer service, who could tell me absolutely nothing.

U.S. Bank Response on May 15, 2020

I’m sorry you weren’t able to make it to a branch today, Iris. We have reduced hours and temporarily closed some locations for the safety of our employees and customers. I recommend visiting our branch locator periodically <https://locations.usbank.com/search.html> for branch location updates in your area. I hope this helps. Michael

Facebook Public Comment on May 15, 2020

Yes. It will help me find another, more convenient financial institute. I was a US Bank customer in 3 different states, for over 10 years. Well all good things come to an end. Thanks for trying.

U.S. Bank Response on May 15, 2020

We are sorry to see that this was your experience, Iris. We appreciate your tenure with us, and never want to see a customer leave. Please feel free to PM us if we can be of further assistance. We are happy to help in any way we can. Thank you. Ryan