

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Iowa Rating Area

Q2 2020

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

**Social Media Comment**

**Facebook Public Comment on April 22, 2020**

I am very disappointed to see that the Waterloo, IA branch reduced hours are 10am – 4pm...I am working from home but actually working during normal work hours!!! My only option is a Saturday? UGH! Why not work 12 – 6pm when there are more opportunities for working folk to come in to do business?

**U.S. Bank Response on April 22, 2020**

Hello [REDACTED], thanks for reaching out. We understand the disappointment. We understand that the hour reduction 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 do have in-store branches that are open later. If you'd like us to help locate one of these branches in your area, please let us know. [REDACTED]