

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of North Dakota Rating Area

Q2 2020

**CRA Public File – Written Comments  
Q2 2020  
State of North Dakota**

**Social Media Comment**

**Twitter Public Comment on April 30, 2020**

@usbank What's going on with the bank at Langdon ND??? Been closed for 2 days and I can't get business done with you!!! An explanation is warranted!!!

**U.S. Bank Response on April 30, 2020**

Hello [REDACTED]. Some Branches are working on reduced hours or have been temporarily closed due to the Covid-19 Pandemic. Please refer to [usbank.com/locations](https://usbank.com/locations) for information on branch availability in your area. Thank you. [REDACTED]



April 27, 2020

██████████  
Project Manager  
U.S. Bank National Association  
Community Development Risk Management  
777 East Wisconsin Avenue (MK-WI-J4N)  
Milwaukee, WI 53202

Dear ██████████:

Please find enclosed a copy of our response and letter submitted to our office in regard to the closure of branch located at 220 Fourth Street, Valley City, North Dakota 58072 and known as the First Bank Valley City branch effective on April 16, 2020. If we may be of further assistance, please contact me at [HQ.Licensing@occ.treas.gov](mailto:HQ.Licensing@occ.treas.gov).

Sincerely,

David Reilly  
Director for Large Bank Licensing

Cc: ██████████, U.S. Bank National Association  
Official File



April 27, 2020

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]:

We acknowledge receipt of your letter dated March 21, 2020 regarding U.S. Bank National Association's closure of its branch office located at 220 Fourth Street, Valley City, North Dakota 58072 and known as the First Bank Valley City branch effective on April 16, 2020. The bank's decision to close the branch office is a business decision that does not require the approval of the OCC. However, we will consider your comments in connection with our next Community Reinvestment Act (CRA) evaluation of the bank when we will review the effect of the bank's record of opening and closing offices. In addition, we will take the bank's record of performance under the CRA into account when we review applications by the bank to establish or relocate branches or to merge with other banks.

I have sent a copy of your letter to the bank contact listed below. If you wish to pursue this issue further with the bank, the contact person at U.S. Bank National Association is [REDACTED], Project Manager, U.S. Bank National Association, Community Development Risk Management, 777 East Wisconsin Avenue (MK-WI-J4N), Milwaukee, WI 53202. Please indicate the name of the branch and its present location to the bank contact.

We have forwarded your comment letter to the OCC's Community Affairs Department in Washington, D.C. Community Affairs will advise you if we intend to convene a meeting with community representatives to explore the feasibility of obtaining alternative financial service facilities. If you have any questions, please contact Karen Bellesi, Director, Community Development, at [Karen.Bellesi@occ.treas.gov](mailto:Karen.Bellesi@occ.treas.gov).

Sincerely,

David Reilly  
Director for Large Bank Licensing

Cc: [REDACTED], U.S. Bank National Association  
Official File

3/31/2020

To Whom It May Concern:

I am forwarding this letter re:  
the US Bank closure of my local  
branch office to your OCC office for  
your information. If you would like  
any further information or comments from  
me, please contact me at [REDACTED] or  
at email [REDACTED]. Thank you.

**CRA Public File – Written Comments  
Q2 2020  
State of North Dakota**

**Retyped from handwritten text**

3/31/2020

To Whom It May Concern:

I am forwarding this letter re: the US Bank closure of my local branch office to your OCC office for your information. If you would like any further information or comments from me, please contact me at [REDACTED] or at email [REDACTED]. Thank you.

[REDACTED]  
[REDACTED]  
Undisclosed US Bank Office location  
Fargo, ND

March 21, 2020

I am writing regarding the US Bank decision to close my family's local branch office at 220 4<sup>th</sup> St NE in Valley City permanently. To be clear, I have no complaint about temporary closures or reductions in services implemented to curb the spread of the Covid-19 virus. I am supportive of all reasonable measures to protect our community, especially our elderly, vulnerable, and healthcare providers, from Covid-19.

My father helped me to start my first bank account with Metropolitan Bank at the 220 4<sup>th</sup> St NE location in my hometown of Valley City around 1983, when I was 8 or 9 years old. When I returned to the Valley City community many years later as a middle-aged adult in 2014, I was happy to be able to do my banking, now with US Bank, at the same location I had always known growing up. Although lobby hours were subsequently reduced, I didn't mind, because the tellers were courteous and helpful, and I felt very comfortable doing business there. I assisted my son to start his first bank account, a Super Star Savings, with US Bank in 2015, and in 2019, my husband decided to start his own account at US Bank so that our entire family would have accounts at the same, convenient location.

I am terribly disappointed to learn of the bank's decision to permanently close the Valley City branch office to cut costs, and I am surprised to see your corporation has devalued face-to-face transactions to such an extent. Although I do use online banking options offered by US Bank, it's quite important to me also to be able to conduct banking business in person, and I doubt I am the only US Bank customer who still values that direct access to a living, breathing banker or teller.

On December 23, 2019, the day one of our local tellers informed us that the Valley City US Bank branch office would be closing (not in the interest of public health related to Covid-19 but due to a corporate business decision), my husband and I withdrew roughly \$20,000 out of a shared CD account that had matured, and we deposited that money with a different bank having a Valley City branch office that is not going anywhere. As soon as is practicable, we anticipate moving all other monies held with US Bank, roughly \$37,000, to another local bank that will continue to maintain a branch office in Valley City. We are not wealthy people, so the loss of my family's accounts may seem negligible to your corporation, but I imagine we are not the only US Bank customers in Valley City who will not want to keep accounts with a bank that has no local branch office.

I would like to know if US Bank will allow us to transfer our home mortgage loan to a different lender without penalty under these circumstances, as we took out that loan with a reasonable expectation that any follow up business could be conducted in-person with a local banker, without involving a 40 or 60 mile one-way commute. Please let me know. You can reach me at [REDACTED]. Thank you.

Sincerely  
[REDACTED]