

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Tennessee Rating Area

Q2 2020

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

**Social Media Comment**

**Facebook Public Comment on May 23, 2020**

Why is Shelbyville tenn. branch closed even drive up window?

**U.S. Bank Response on May 23, 2020**

Hello [REDACTED], thank you for reaching out. Some of our branches are closed or open with limited hours. Is there another branch we could look in to for you? [REDACTED]

**Facebook Public Comment on May 23, 2020**

U.S. Bank What is wrong in Shelbyville, tenn

**Facebook Public Comment on May 23, 2020**

I am ready to change banks

**U.S. Bank Response on May 23, 2020**

I'm sorry for the inconvenience, [REDACTED]. Some of our branches have temporarily closed for the safety and protection of our customers and employees. All the best. [REDACTED]