

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Wyoming Rating Area

Q2 2020

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

Social Media Comment

Facebook Public Comment on April 28, 2020

Why are you closing our local branch? The nearest branch if it stays open will be 40 miles away. Afraid we will be finding a new bank after all this...Lander WY

U.S. Bank Response on April 28, 2020

Hello [REDACTED]. We are committed to understanding our customers' changing behaviors and banking preferences, and evaluating how and where we operate. As a result, we are readjusting some of our physical locations. We understand that the closure of our branch is a disruption for our customers and our employees and we are working to make the transition as smooth as possible for all involved. U.S. Bank offers many ways to bank besides branch banking. Customers have access to their accounts 24 hours a day through online banking at usbank.com, the U.S. Bank mobile banking app and our customer support center at 800-US-BANKS (800.872.2657). If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. Thank you. [REDACTED]