

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Tennessee Rating Area

Q1 2020

**CRA Public File – Written Comments**  
**Q1 2020**  
**State of Tennessee**

**Social Media Comment**

**Twitter Public Message on February 17, 2020**

@AskUSBank you have now shutdown 2 of the 3 locations in Maryville, Tennessee, including the one closest to my house. Not a good move. Unfortunately that'll cost you my business and probably that of many others.

**U.S. Bank Response on February 17, 2020**

We understand the closure of our branches is a disruption for our customers and employees. We're working to make the transition as smooth as possible. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. [REDACTED]