

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arkansas Rating Area

Q3 2020

**CRA Public File – Written Comments
Q3 2020
State of Arkansas**

Social Media Comment

Facebook Public Comment on September 17, 2020

They closed the one in Bismarck. I now have to go to another town just to bank! Thinking more about moving to the other one in town!

U.S. Bank Response on September 17, 2020

Good morning [REDACTED]. As our customers' banking preferences and behaviors change, including rapidly migrating toward digital and mobile banking platforms, we are consolidating a limited number of branch locations in select markets. We understand that the closure of our branch is a disruption for our customers and employees and we are working to make the transition as smooth as possible for all involved. If you have questions about your account or this closure, please contact our dedicated call center at [REDACTED]. [REDACTED]

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Social Media Comment

Facebook Private Comment on July 8, 2020

Why are my two branch locations closed. Very disturbing and aggravating. Sherwood AR and Indian Hills, NLR.

U.S. Bank Response on July 8, 2020

Good morning [REDACTED], thanks for reaching out. I found that the Sherwood location is offering drive thru services, but the Indian Hills location is temporarily closed.

We understand that changing the hours for our branches is a disruption for our customers. We are committed to making the transition as smooth as possible. If we can assist with anything, please let us know. [REDACTED]