

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of California Rating Area

Q3 2020

From: [REDACTED]

Sent: Tuesday, August 4, 2020 5:57 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: [EXTERNAL] Disappointed in US Bank a complete failure from my experience

[REDACTED]
I am following up and wanted to update you.

Note: **This correspondence is not a reflection on you, [REDACTED] and [REDACTED].** I believe each of you to be extremely professional and helpful.

Please forward or CC to below. If not possible I can send certified mail.

[REDACTED]

[REDACTED]

As a small diverse business owner, I am extremely Disappointed in US Bank, a complete failure from my experience. I have maintained multiple bank accounts for over 3 years. In 2019 I deposited almost \$200,000 into US bank business accounts and did not even receive an approved \$5,000 credit card or any other access to capital options.

Please follow up with [REDACTED] as he has facts of exactly how the relationship has diminished.

Fortunately Chase bank extended a line of credit as well as Navy Federal Credit Union to myself after I was turned down by US Bank, Kudos to them especially as I was not a business client and had no deposits.

Last, [REDACTED] never followed up and was dismissive when we had a conversation. He boasted how strong US bank was financially and referenced because of their underwriting in the lending process. He wasted my time by placating to my concerns as I took time to explain... and absolutely no follow up as he did not give a sh----- and I was a bother to him.

So if there is ever a day when US bank is on Congressional floor in a situation concerning Reinvestment act. I will do everything possible to participate in public comment and will share my correspondence from US Bank, facts and experience and re-iterate the timing during COVID 19 US bank had no options for my business and did not look at my business outside of an Algorithm which reinforces many community advocates that view the process of lending from some major institutions as biased and leads to red-lining.

Facts: My business is based in underserved community Barrio Logan one of the lowest income communities in the county with the Highest rate of unemployment. In fact we do not have one major bank in Logan, Sherman or Shell town communities. I'm curious how many loans US bank has made in mentioned area historically to small businesses compared to central downtown San Diego.

"Failure to help a few is the failure to help all"

Last, perhaps those in charge of US Bank Lending Algorithm's and decisions should read below.

<https://www.americanbanker.com/opinion/bankers-need-to-walk-the-walk-on-equality>

A U.S. Bank employee called [REDACTED] on August 5, 2020 in response to his email. Here is a summary of the conversation:

I spoke with [REDACTED] on Wednesday, August 5 about the concerns raised in his email, sent to me on August 4. I expressed our regret that he felt he had been treated poorly and I let him know that his concerns were shared with the right people within the San Diego market and with bank leadership. I also talked about the bank's response to COVID-19 and recent civil unrest, especially as it relates to issues of diversity, equity and inclusion and support for the minority small business community, and ended by expressing my hope that we can potentially earn his trust and business again in the future. He had specific questions about his loan request that I referred to the San Diego market's business banking team for response, and they will call him directly next week.

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Social Media Comment

Twitter Private Comment on August 11, 2020

Why is my local branch temporarily closed? Was in the Yucca Valley, CA branch yesterday waiting my turn in line, when all of a sudden the teller told everyone they were locking the doors and everyone needed to leave now. Supposed to be just for yesterday, now when I call or check online it says temporarily closed.

U.S. Bank Response on August 11, 2020

Hello [REDACTED], thanks for reaching out. The well-being of our customers, colleagues and communities continues to be our top priority. We've temporarily closed this branch to disinfect and deep clean the site and expect the location to reopen shortly. You can find a list of nearby locations using the Branch Locator at [usbank.com](https://www.usbank.com) or on the U.S. Bank mobile app. Customers can also bank digitally using our website and mobile app, or by calling 800.USBANKS. [REDACTED]