

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Chicago-Naperville-Joliet IL Rating Area

Q3 2020

**CRA Public File – Written Comments  
Q3 2020  
Chicago-Naperville-Joliet IL**

**Social Media Comment**

**Facebook Public Comment on August 14, 2020**

The US bank Chicagoland branches have been nothing short of a disaster. The Howard street branch closed their drive thru. How do you not reopen during Covid??? Then I drive to the US Bank at McCormick and Dempster. They have a sign up saying closed due to emergency due to ??? Two weeks later, the same problems. US Bank seems to be cheap, lazy and not to concerned about awful customer service.

**U.S. Bank Response on August 14, 2020**

Thanks for messaging us, [REDACTED]. Please know that the well-being of our customers, colleagues and communities continues to be our top priority. We must strike the right balance between continuing to serve the banking needs of our customers, while supporting public health efforts and ensuring the safety of our employees. To continue providing this essential service while providing a safer service operation for our customers and colleagues, we have temporarily adjusted the operations for our branches across the country. We are doing this by decreasing lobby usage, encouraging drive through use, and consolidating operations. At this time, we don't know when the branch will open back up. Please continue to check our site at [usbank.com/locations](https://www.usbank.com/locations) for updates. Keep in mind you are able to complete most banking transactions online, through the app and at the ATM. We also offer 24/7 Customer Service at 800-872-2657. We appreciate your feedback. [REDACTED]

**Facebook Public Comment on August 24, 2020**

US Bank is the worst bank I've ever had an account with. The branches close without any notice, branches in Chicago constantly have computer issues and many times the branch will just put some unprofessional, hand written posted signs saying they closed early. The Chicago Howard street branch had a 10'x6' sink hole in the middle of the parking lot for a year before they decided to repair it.