

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Idaho Rating Area

Q4 2020

**CRA Public File – Written Comments  
Q4 2020  
State of Idaho Rating Area**

**Social Media Comment**

**Facebook Public Comment on October 3, 2020**

I hope our US Bank will be able to be opened back up by Nov. here in Hazelton, ID. You have no idea what a problem it became when y'all closed it down.

**U.S. Bank Response on October 3, 2020**

Good morning [REDACTED]. We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers' banking preferences and behaviors are changing, influencing how and where we operate. As a result, we are consolidating some of our physical locations. Customers can manage their accounts any time through online banking at [usbank.com](https://usbank.com), the U.S. Bank mobile banking app, our Customer Service at 800.872.2657, and at the ATM. If you're looking for a branch, a full list of U.S. Bank branches and ATMs, can be found at [usbank.com/locations](https://usbank.com/locations). [REDACTED]

**CRA Public File – Written Comments  
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**Social Media Comment**

**Facebook Public Comment on October 1, 2020**

I have been a US Bank customer for many, many years. My branch is St. Maries ID 83861. The lobby has been closed for many months, leaving only the drive-thru or ATM to conduct business. Now, the drive thru hours have been reduced to noon to 4:00PM, with only one lane open. Today, the line went through the parking lot and out into the street. I was in line for 23 minutes. None of this is acceptable. The next nearest branch is over 60 miles away. In order to make a decision whether to change banks, I would like to know what the plans for this branch are and when or if this situation will change.

**U.S. Bank Response on October 1, 2020**

Hello [REDACTED], thanks for sharing your experience. I am sorry for the long wait time. I don't have information about plans for this location. We'd hate to lose your business, but certainly understand the importance of having a location convenient. Thanks again for reaching out. [REDACTED]