

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Indiana Rating Area

Q4 2020

**CRA Public File – Written Comments
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State of Indiana Rating Area**

Social Media Comment

Facebook Public Comment on December 9, 2020

You closed my local branch. Lynn, IN. I'll be closing our accounts with US Bank and moving to a local bank.

U.S. Bank Response on December 9, 2020

Hello [REDACTED]. Thanks for reaching out. 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, 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. [REDACTED]