

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Kentucky Rating Area

Q4 2020

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

**Social Media Comment**

**Facebook Public Comment on October 13, 2020**

VERY disappointed that US Bank is closing their branch in our town (Auburn Ky). They aren't even leaving an ATM machine for deposits and withdrawals. We've been with them for over 20 years but since there are two other banks in our town we will eventually close our accounts with US. There are many other customers here that are planning on doing the same. USBank you will soon be losing many customers here in the coming months.

**U.S. Bank Response on October 13, 2020**

██████████ 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). ██████████

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**Social Media Comment**

**Facebook Public Comment on November 25, 2020**

The US bank is closing its office in Hawesville, Ky. Now I have to find another bank. How about working on keeping current bank locations OPEN!!

**U.S. Bank Response on November 25, 2020**

Hello [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://www.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://www.usbank.com/locations). [REDACTED]

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**Social Media Comment**

**Facebook Public Comment on November 23, 2020**

They closed the convenience of our drive thru branch and the Walmart branch is closing in January! The Mayfield branch that is left can only accommodate 4 people at a time inside! Instead of advertising open a drive thru with this covid!

**U.S. Bank Response on November 23, 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://www.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://www.usbank.com/locations). [REDACTED]