

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

Portland-Vancouver-Beaverton OR-WA Rating Area

Q4 2023

**CRA Public File – Written Comments  
Q4 2023  
Portland Rating Area**

**Social Media Comment**

**Facebook Private Comment on November 21, 2023**

I recently pulled my money out of this bank due to all the branches around me shutting down. Went to Oakgrove Oregon branch and it was awful. The staff was rude and unfriendly, and that was after having to stand in line for 20 minutes. Drive through no longer exist at this branch. Management is the worst I've ever seen at any bank.

**U.S. Bank Response on November 6, 2023**

Hello. To enhance our service capabilities, we have consolidated some locations. Customers can manage their account any time through online banking at <http://usbank.com>, our mobile banking app, our Customer Service at 800.872.2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. It is concerning to learn about your experience at the Oakgrove branch location. We'd be happy to review the situation and offer our assistance. Please send us a PM with more details and we'll help in any way we can. Thank you.