

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Missouri Rating Area

Q1 2023

**CRA Public File – Written Comments**  
**Q1 2023**  
**State of Missouri Rating Area**

**Social Media Comment**

**Facebook Public Comment on January 26, 2023**

Let's chat about US Bank's changing their hours AGAIN. Are you planning on closing doors? Does US Bank not care about losing customers. CAN'T get in the lobby. CAN'T get anyone on the phone. CAN'T get there in time after work, now I CAN'T get there on Saturday's. WTF???! I waited in line for 20 min this afternoon only to be told, "Our system isn't coming up. Would you like to wait?" What? No! I'm not waiting another 20 min. I HAVE A JOB! Guess I'll try again tomorrow on my ½ hour lunch break 'cause I damn sure can't get there after work or on Saturday! BTW, I, along with millions of other people with brains, don't answer unknown phone numbers. You can answer my concerns here.

I just typed myself into searching for a new bank. BTW, my home bank is in Eldon MO. The branch bank I try to use during the day is located in Osage Beach MO.

**U.S. Bank Response on January 26, 2023**

Hello. Thank you for sharing your experience. We certainly don't want to lose your business. We understand the changes in operation are a disruption. We're trying to make the transition as smooth as possible. For your convenience, many transactions can be completed digitally, 24 hours a day. This can be done at any of our ATMs, on our website at <http://usbank.com> or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. I hope this helps and that you have a great day.

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Missouri Rating Area

Q4 2023

**CRA Public File – Written Comments  
Q4 2023  
State of Missouri Rating Area**

**Social Media Comment**

**Facebook Public Comment on November 4, 2023**

Again this bank sucks then they closed Memphis branch down BOOOOOOOOOOOOO

**U.S. Bank researched this comment and determined that the branch in Memphis, Missouri did not close permanently.**