

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Ohio Rating Area

Q1 2023

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

**Social Media Comment**

**Facebook Private Comment on March 29, 2023**

I work in Dublin, OH. I work at a grocery store that use to have a US Bank in it. When Covid happened, They temporarily closed the store. By the end of the summer that year, they had closed permanently. The problem is you guys can't seem to update your records. Get your act together to indicate the branch that was located at 6175 Sawmill Rd. Dublin Ohio 43017 is no longer in service. I can't tell you the number of customers that come in each week expecting the bank to be available. I feel sorry for the customers.

**U.S. Bank Response on March 29, 2023**

Hello. Thank you for bringing this to our attention. I have shared your message with the appropriate group for review. Take care and stay safe.

**CRA Public File – Written Comments**  
**Q1 2023**  
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**Social Media Comment**

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

Bring a branch back to Trumbull Co. Ohio or I'll be thinking about moving all of my banking elsewhere. The closest is over 30 miles from my driveway.

**U.S. Bank Response on January 4, 2023**

Good morning. Thank you for reaching out. We understand the changes in operation are a disruption and we'd hate to lose your business because of it. 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 [usbank.com](https://www.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**

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Written Comments and Corporate Responses

State of Ohio Rating Area

Q2 2023

**From:** [REDACTED] on behalf of [REDACTED]  
**To:** [REDACTED]  
**Subject:** FW: [EXTERNAL] New Contact Us submission for U.S. Bancorp  
**Date:** Thursday, April 27, 2023 11:58:31 AM

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**From:** U.S. Bancorp [REDACTED]  
**Sent:** Thursday, April 27, 2023 9:11 AM  
**To:** [REDACTED]  
**Subject:** [EXTERNAL] New Contact Us submission for U.S. Bancorp

[WARNING] Use caution when opening attachments or links from unknown senders.

[REDACTED].com sent a message using the contact form at [REDACTED]

**The sender's name**

**The sender's email**

**Subject**

Closer

**Message**

To whom it may concern...

Not that I am a important costumer or have thousands of dollars in your bank but, I have been with you for many years .. I got married last year and now my husband is a costumer also.. I just wanted to know why US Bank is pulling out of drug mart in Brunswick Ohio on Pearl rd.. That branch is so, convenient for ALL the seniors who shop @ drug mart .. They have a bus that goes around and pick them all up to take them to get their meds. and do their banking at the same time ... There is not alot of USBank branches that is convenient for the ... Medina branch and Hinckley branch is NOT close to Brunswick..

Please consider keeping this Branch Open and renewing your lease with Drug Mart...

Thank you

|

[REDACTED]

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**From:** [REDACTED] on behalf of Executive Communications Unit Shared  
**Sent:** Tuesday, May 2, 2023 2:48 PM  
**To:** [REDACTED]  
**Subject:** Your recent inquiry

[REDACTED]

Thank you for your email to the Investor Relations division of U.S. Bancorp, regarding our decision to close the U.S. Bank Brunswick Pearl Road branch in Brunswick, Ohio. We appreciate you taking the time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In this case, the demand for services necessitated a change in our approach. We understand the closure of our branch is a disruption for our customers and our employees; as such, we are working to make the transition as smooth as possible for all involved.

A full list of U.S. Bank branches and ATMs can be found at [usb.com/locations](https://usb.com/locations). In addition to our branches, we offer many ways to bank. Customers can also bank via phone by contacting our 24-hour service center at 800-USBANKS (872-2657), as well as through increased options and functionality with online and mobile banking. For example, our mobile and digital banking platforms feature mobile check deposit and peer-to-peer money transfer through Zelle®. You can also speak with a banker live over video by sharing your screen through our co-browse feature, which allows you to navigate online and mobile banking together.

U.S. Bank customers also have access to the MoneyPass® ATM Network, a surcharge-free ATM network, which allows our customers to transact at thousands of additional ATMs across the country. A full list of locations can be found at [moneypass.com/atm-locator.html](https://moneypass.com/atm-locator.html). We also offer checking account options that provide fee-free access to all ATMs.

We are proud to have served our customers in at the Brunswick branch and hope that we can continue to serve the community at one of our locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Should you have any additional questions regarding your account or this branch closure, we invite you to contact our dedicated call center at 888-713-9299, we are here to help.

Sincerely,

  
Executive Communications  
[ecu@usbank.com](mailto:ecu@usbank.com)

U.S. Bancorp  
U.S. Bank Plaza  
2  [usbank.com](http://usbank.com)

*In order to comply with privacy requirements, any emails from our office containing confidential information will be sent via secure mail, which will require that you follow the instructions received in your mailbox to retrieve the message content.*

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

State of Ohio Rating Area

Q3 2023



**CRA Public File – Written Comments**  
**Q3 2023**  
**State of Ohio Rating Area**

**Social Media Comment**

**Facebook Public Comment on August 24, 2023**

Thanks for closing my branch in Brunswick, Ohio, time to switch banks.

**U.S. Bank Response on August 24, 2023**

Hello. We certainly don't want to lose your business. We understand the changes in operations 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.

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CRA Public File

Written Comments and Corporate Responses

State of Ohio Rating Area

Q4 2023

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

**Social Media Comment**

**Facebook Public Comment on October 14, 2023**

I am very upset about the notice that we received about US bank closing the Aurora Ohio branch we had been patrons of that location for over 23 years

**U.S. Bank Response on October 16, 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>. All the best.