

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Cincinnati, OH-KY-IN MSA Rating Area

2024

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Q1 2024

**CRA Public File – Written Comments  
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Cincinnati Rating Area**

**Social Media Comment**

**Facebook Public Comment on March 9, 2024**

U.S. Bank not every body want to bank online or see a different face every time we go to the bank

**U.S. Bank Response on March 9, 2024**

Thank you for your feedback. We use customer feedback like yours when considering changes that may impact the customer experience. Take care.

**Facebook Public Comment on March 9, 2024**

U.S. Bank your closing the Dillsboro branch in Indiana there is a lot of older people that can't do online banking and unable to drive to Aurora when they need something

**U.S. Bank Response on March 11, 2024**

Hello again. We understand your frustration with the branch closure. If you'd like to discuss the situation in more detail, please feel free to send us a private message with your phone number. All the best.