

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Illinois
2024

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**CRA Public File – Written Comments
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State of Illinois Rating Area**

Social Media Comment

Facebook Private Comment on July 18, 2024

I've just received a notice that US Bank is closing both its branch and ATM machine in Galena, IL. The next closest US Bank is in Dubuque. That's not that far, but very inconvenient if one wants to withdraw cash through an ATM. I understand the closing of the branch, but it would seem very customer service oriented to at least leave an ATM machine in Galena. I've been a customer for over thirty years, and this makes me want to check out other optional banks.

U.S. Bank Response on July 18, 2024

Hello, (name redacted). Thank you for taking the time to share your feedback. We appreciate that you've allowed us to serve your banking needs for the last 30 years, and certainly don't want to lose your business. 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. If you would like to discuss the situation in more detail, please feel free to send us a private message with your phone number. All the best, (name redacted)