

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

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

Social Media Comment

Instagram Private Comment on November 5, 2024

I went to a branch in Hagerstown, IN. Yesterday. The branch was being closed yesterday and they refused to help me with something they should have been able to do.

Yesterday was their last day of business.

I had to drive to another branch for help.

I ended up taking 4 hours of vacation time to do something that took 20 minutes.

U.S. Bank Response on November 5, 2024

Good morning, thank you for sharing your recent experience at the branch. We appreciate your feedback as it is used when changes and updates are being considered. I hope you were able to get all of your banking needs resolved when you visited another branch for help. If you have any questions or concerns we can help with, please don't hesitate to let us know. I wish you the best, (name redacted)

Instagram Private Comment on November 5, 2024

Sadly USBank has cut back on Saturday hours way too much.

U.S. Bank Response on November 5, 2024

We understand that closing a branch or changing hours is a disruption, and we are dedicated to helping our customers during this transition. 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. If you're looking for a branch, a full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. Sincerely, (name redacted).