

U.S. Bank
CRA Public File
Written Comments and Corporate Responses

State of Iowa
2024

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Q1 2024

**CRA Public File – Written Comments
Q1 2024
State of Iowa Rating Area**

Social Media Comment

Facebook Private Comment on February 24, 2024

Well it looks like it is time for me to pull 3 checking, 2 savings, and a credit card account from US Bank and find a different financial institution. It seems they are no longer in the customer service business. Went to Burlington this morning on errands and needed a new checkbook cover. Stopped at the branch only to find out that they are now only open from 9am – 5pm Monday-Friday. Really? In a town of 25,000 people we can't be open for 4 hours on Saturday? US Bank changed the hours of the Mount Pleasant branch about a year ago. Now they are telling me the closest branch open on Saturday is 70 miles (one way) away.

U.S. Bank Response on February 26, 2024

Good morning. We appreciate that you took the time to share your feelings about the recent changes at your local branch. We certainly don't want to lose your business. 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'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.

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State of Iowa
Q4 2024

**CRA Public File – Written Comments
Q4 2024
State of Iowa Rating Area**

Social Media Comment

Facebook Public Comment on November 6, 2024

Too bad you couldn't leave an ATM in Tipton, IA after you closed the branch. The nearest bank I can go to is 30 miles away. If you were that concerned about helping customers you would do that.

U.S. Bank Response on November 6, 2024

Good morning, (name redacted). We appreciate the feedback. I wanted to share that you are welcome to use MoneyPass network ATMs. To locate one of these in your area, please visit <http://moneypass.com> and enter your zip code. All the best. (name redacted).