

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arizona Rating Area

2022

Executive Office

OCT 31 2022

US Bank
800 Nicollet Mall
Minneapolis, MN 55402 - 7014

RE: Closure of account [REDACTED]

23 October 2022

[REDACTED]

Dear [REDACTED],

I was advised that my local US Bank branch located in my Safeway grocery store (28455 N Vistancia Blvd Peoria, AZ, 85383-2087) is to shut down 1/17/2023.

Unacceptable.

The next closest branch is only a 20-mile round trip, but takes 45-minutes in reality.

Instead, I have opened an account at Chase (right across the parking lot from Safeway. If you lookup my address, there are four accounts with a total deposits of over 1 million dollars.

ALL of those accounts are moving to Chase unless you undo the decision to close our branch.

I live in a community called Vistancia. The area that the Safeway branch serves has 10K+ millionaires. You are "shooting yourself in the head" by closing this branch, and handing your competitor Chase with "easy pickings".

I hope you fire or demote the dumb-ass that thought this was a good decision.

Sincerely,
[REDACTED]

On 11/7/2022, a U.S. Bank District Manager contacted the customer by phone to discuss his written comment.