

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of New Mexico Rating Area

2022

**CRA Public File – Written Comments
Q4 2022
New Mexico Rating Area**

Social Media Comment

Facebook Public Comment on December 9, 2022

This bank sucks they just closed our south valley branch with no consideration for there employees there bank manager was amazing always went above and beyond for her customers

U.S. Bank Response on December 12, 2022

We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers' banking preferences and behaviors are changing, influencing how and where we operate. As a result, we are consolidating some of our physical locations. Customers can manage their accounts any time through online banking at [usbank.com](https://www.usbank.com), the U.S. Bank mobile banking app, our Customer Service at 800.872.2657, and at the ATM. If you're looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at [usbank.com/locations](https://www.usbank.com/locations).