

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Ohio Rating Area

2022

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Q3 2022

CRA Public File – Written Comments
Q3 2022
State of Ohio Rating Area

Social Media Comment

Facebook Public Comment on July 2, 2022

Thanks for abandoning southern Ohio. Just a convenient 38 mile round trip to the nearest branch, soon to be 55 miles.

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Q4 2022

CRA Public File – Written Comments
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Social Media Comment

Facebook Public Comment on December 9, 2022

Just curious what's going on with the US Bank Balkans Branch seems they're never open actually closed today Friday no notice on the door or drive through window says they're supposed to be open till 5:00 is this branch potentially closing

Whoops Botkins branch

U.S. Bank Response on December 9, 2022

Hello. Thanks for reaching out. We've adjusted our operations to promote safety. While this branch is temporarily closed, you can find a list of nearby locations using the Branch Locator at [usbank.com](https://www.usbank.com) or on the U.S. Bank mobile app. Customers can also bank digitally using our website and mobile app, or by calling 800.USBANKS. All the best.

CRA Public File – Written Comments
Q4 2022
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Social Media Comment

Twitter Direct Message on December 23, 2022

Your branch at Kettering, Ohio Meijer is deserted yet the store is full (about 100 people). Website says the branch is open and there's nothing on the voicemail to suggest otherwise. I'm having a banking crisis and I need help. I spent 45 minutes on the phone with CSRs and all I got was "if no one is there, then no one is there." Apparently I cannot rely on USBank for my financial needs.

U.S. Bank Response on December 23, 2022

Hello. We take the safety of our employees and customers seriously and apologize for any inconvenience as a result of the temporary closure in your area due to today's severe weather. I understand you're having a crisis and need immediate assistance. If there is something we might be able to help with, please let us know. We're happy to help.