

**U.S. Bank**

CRA Public File

Written Comments and Corporate Responses

Portland-Vancouver-Beaverton OR-WA Rating Area  
2022

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Q2 2022

**CRA Public File – Written Comments  
Q2 2022  
Portland Rating Area**

**Social Media Comment**

**Facebook Public Comment on May 25, 2022**

How about re-opening the Washington Square branch?

**U.S. Bank Response on May 25, 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).

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Q3 2022

**Email received on 8/10/2022:**

Please advise soonest.

We have had our account since 1968.

We have lived at this address for 50 years.

We no longer have a branch to go to.

Ours and many others near us have been closed by US Bank.

We also have another concern we need to address separately.

Please advise how best to go about that.

Sincerely,

**In response to the email, a representative from U.S. Bank's Customer Communications Unit spoke with the customer by phone on 8/15/2022 to address their concerns regarding the branch closures and the other matter referenced in their email. The customer stated that the two branches nearest them were not as convenient as the branch that closed.**

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Q4 2022

**CRA Public File – Written Comments  
Q4 2022  
Portland Rating Area**

**Social Media Comment**

**Twitter Public Comment on December 1, 2022**

Why were all ur branches closed today in Portland its not even a holiday that's pretty unacceptable it's literally the 1<sup>st</sup> of the month ??

**U.S. Bank Response on December 1, 2022**

Hello. I apologize for the delay in our response. I understand you tried to visit a location and it was closed. Do you mind providing the location details, such as address? We can look into why they were closed. Best regards.

**CRA Public File – Written Comments  
Q4 2022  
Portland Rating Area**

**Social Media Comment**

**Twitter Public Comment on December 20, 2022**

@SenWarren @WellsFargo Now do @usbank and them shutting down 26 branches in the Portland metro area