

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Washington Rating Area

2022

Email received on 6/1/2022:

I am emailing to confirm that there is still a US Bank branch operating at SeaTac airport.

I know it has been close to 10 years since the opening, and I am hoping that despite Covid and economic events, this branch is still open and operating, I think M-F 9-5?

Respectfully,

[REDACTED]

From: [REDACTED] on behalf of Executive Communications Unit Shared
Sent: Friday, June 3, 2022 5:11 PM
To: [REDACTED]
Subject: Your recent inquiry

Dear [REDACTED]:

We have received your email addressed to vice president, Public Affairs and Communications, [REDACTED] regarding the status of Seattle Tacoma (SeaTac) Airport branch. I have been asked to respond to you on behalf of [REDACTED] and appreciate the opportunity to do so.

As of May 2021, the decision to close the above-referenced branch was completed. U.S. Bank takes the closure of branch very seriously and we take many factors into consideration when making the decision. In this case, the demand for services necessitated a change in our approach.

We can confirm that there are 18 U.S. Bank ATMs available for customer use at the SeaTac airport. A full list of U.S. Bank branches and ATMs can be found at usbank.com/locations. In addition to our branches, U.S. Bank offers many ways to bank. Customers can also bank via phone by contacting our 24-hour service center at 800.USBANKS (872.2657) as well as through increased options and functionality with online and mobile banking. For example, our mobile and digital banking platforms feature mobile check deposit and peer-to-peer money transfer through Zelle®. You can also speak with a banker live over video by sharing your screen through cobrowse, which allows you to navigate online and mobile banking together.

U.S. Bank customers also have access to the MoneyPass® ATM Network, a surcharge-free ATM network, which allows our customers to transact at thousands of additional ATMs across the country. A full list of locations can be found at moneypass.com/atm-locator.html. U.S. Bank also offers checking account options that provide fee-free access to all ATMs.

We are proud to have served our customers at the SeaTac branch and hope that we can continue to serve the community at one of our other locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Should you have any additional questions regarding your account or this branch closure, we invite you to contact our dedicated call center at 888.713.9299, we are here to help.

Sincerely,

[REDACTED]
Executive Communications
[REDACTED]

U.S. Bancorp

U.S. Bank Plaza

  www.usbank.com

In order to comply with privacy requirements, any emails from our office containing confidential information will be sent via secure mail, which will require that you follow the instructions received in your mailbox to retrieve the message content.