

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Wisconsin

2022

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Written Comments and Corporate Responses

State of Wisconsin Rating Area

Q1 2022

**CRA Public File – Written Comments
Q1 2022
Wisconsin Rating Area**

Social Media Comment

Twitter Public Comment on February 1, 2022

@AskUSBank 10330 W Silver Spring Dr, Milwaukee WI 53225

This branch isn't regularly open. I tried to call but no answer even though Google says they are open – it's not always accurate. I have a disabled mom so I'm just needing to double check for an easy trip tomorrow or all this week.

U.S. Bank Response on February 1, 2022

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 <https://t.co/J0Q3HO7IE6> or on the U.S. Bank mobile app. All the best.

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State of Wisconsin Rating Area

Q4 2022

**CRA Public File – Written Comments
Q4 2022
State of Wisconsin Rating Area**

Social Media Comment

Twitter Public Comment on October 25, 2022

What's the deal with your branch lobbies in Oshkosh, WI being closed? Sometimes ATM, mobile banking, or drive through isn't an option!

U.S. Bank Response on October 25, 2022

We understand closing a branch disruption. We're dedicated to helping during this transition. Banking preferences & behaviors are changing, influencing how & where we operate. As a result, we're consolidating. To find a branch, please visit <https://t.co/fd5e6Bo4yx>

**CRA Public File – Written Comments
Q4 2022
State of Wisconsin Rating Area**

Social Media Comment

Facebook Private Comment on December 23, 2022

Just wondering why the US Bank in Waunakee Wisconsin is closed today since they are already closed on Monday for the Christmas holiday. They said that they are open until 5pm today, and open tomorrow (December 24th) until noon. Other banks are open so they can't use the excuse that it's because of the weather. So frustrating.

U.S. Bank Response on December 23, 2022

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. Many transactions can be done via our mobile app. Our bankers are also available to assist you by calling 800.USBANKS, if you have an immediate account need. We appreciate your understanding. Take care and stay safe!