

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Minnesota Rating Area

2021

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State of Minnesota

Q1 2021

CRA Public File – Written Comments
Q1 2021
State of Minnesota Rating Area

Social Media Comment

Facebook Private Comment on January 3, 2021

What is going on with US banks. I am in Fergus Falls Mn and our drive thru and night deposit has been closed??????

U.S. Bank Response on January 3, 2021

Good morning [REDACTED], thanks for reaching out. We've temporarily 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. Take care and stay safe. [REDACTED]

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Q3 2021

**CRA Public File – Written Comments
Q3 2021
State of Minnesota Rating Area**

Social Media Comment

Facebook Public and Private Comments on September 16, 2021

First you close the branch in Lambertton MN...now you have removed the ATM. Now the nearest location for me is 40 miles away. Will be closing my account!!!!

U.S. Bank Response on September 16, 2021

Thank you for taking the time to share your feedback, [REDACTED]. We understand the changes in operation are a disruption. We're trying to make the transition as smooth as possible. For your convenience, many transactions can be completed digitally, 24 hours a day. This can be done at any of our ATMs or by using a MoneyPass ATM, on our website at usbank.com or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. I hope this helps and that you have a great day. [REDACTED]