

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Kansas City MO-KS Rating Area

Q1 2020

**CRA Public File – Written Comments**  
**Q1 2020**  
**Kansas City MO-KS**

**Social Media Comment**

**Twitter Public Message on February 3, 2020**

@usbank I guess your employees fought for the right to party. This location is closed. #SuperBowl2020 #CustomerExperience #Customerfail

**U.S. Bank Response on February 3, 2020**

Hello [REDACTED], is your branch closed during hours they should be open? If so, please let us know the location and we will be glad to look into your concerns further. Thank you. [REDACTED]

**Twitter Public Message on February 3, 2020**

Yes, this was your location inside Price Chopper on 159<sup>th</sup> St in Olathe, KS. It was 10:30am. There was on one in sight this morning. There were several customers standing around.

**U.S. Bank Response on February 3, 2020**

Oh no, [REDACTED]! Thank you for letting us know. It is concerning that there was no one on site during their business hours. I will definitely get this feedback to the branch manager at this location. Please let us know if you would like to speak with us about your experience. [REDACTED]

**Twitter Public Message on February 3, 2020**

Of course! I was there to make a deposit in my husband business account.

**U.S. Bank Response on February 3, 2020**

I hope you were eventually able to complete your transaction, [REDACTED]. Please don't hesitate to reach out to us anytime. [REDACTED]

**Twitter Public Message on February 3, 2020**

No, he has a different amount @UMBBank. I made the deposit there it was about a mile down the road. They were ready and waiting to take my deposit. Thank you!

**U.S. Bank Response on February 3, 2020**

You are very welcome, [REDACTED]. I'm glad you were able to make your deposit. All the best. [REDACTED]