

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Arkansas Rating Area

Q4 2020

**CRA Public File – Written Comments
Q4 2020
State of Arkansas Rating Area**

Social Media Comment

Facebook Public Comment on December 12, 2020

Not to Happy with US Bank. They closed our bank in Quitman that had remained open right through the depression and Nation wide bank failures.

U.S. Bank Response on December 12, 2020

Good morning [REDACTED]. 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, 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. [REDACTED]

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Social Media Comment

Facebook Public Comment on October 7, 2020

What about your rural banks. ???our branch here at quitman ark is closing our closeness branch will be 20 miles. We have a large number of older people in our area. So we need our local bank to stay in this area.

U.S. Bank Response on October 7, 2020

Good morning [REDACTED], thanks for reaching out. 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). Take care and stay safe. [REDACTED]

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Social Media Comment

Facebook and Twitter Comments on December 20, 2020

Branch in Alma and Vanburen closed said do to COVID Get on line said 40 Usbank's will close

U.S. Bank Response on December 20, 2020

Good morning [REDACTED]. Thanks for reaching out. The well-being of our customers, colleagues and communities continues to be our top priority. We've temporarily closed this branch to disinfect and deep clean the site and expect the location to reopen shortly. 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]