# U.S. Bank

CRA Public File Written Comments and Corporate Responses

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

#### **Social Media Comment**

## Facebook Public Comment on October 3, 2020

I hope our US Bank will be able to be opened back up by Nov. here in Hazelton, ID. You have no idea what a problem it became when y'all closed it down.

### U.S. Bank Response on October 3, 2020

Good morning . 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.

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#### **Social Media Comment**

## Facebook Public Comment on October 1, 2020

I have been a US Bank customer for many, many years. My branch is St. Maries ID 83861. The lobby has been closed for many months, leaving only the drive-thru or ATM to conduct business. Now, the drive thru hours have been reduced to noon to 4:00PM, with only one lane open. Today, the line went through the parking lot and out into the street. I was in line for 23 minutes. None of this is acceptable. The next nearest branch is over 60 miles away. In order to make a decision whether to change banks, I would like to know what the plans for this branch are and when or if this situation will change.

# U.S. Bank Response on October 1, 2020

Hello thanks for sharing your experience. I am sorry for the long wait time. I don't have information about plans for this location. We'd hate to lose your business, but certainly understand the importance of having a location convenient. Thanks again for reaching out.