

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Kansas City MO-KS Rating Area

Q4 2020

**CRA Public File – Written Comments
Q4 2020
Kansas City MO-KS Rating Area**

Social Media Comment

Facebook Public Comment on December 20, 2020

I am saddened to learn you are closing the Sunfresh branch located in 64155 in 2021. Do you plan to extend walk in hours at your other branches or move to handle all issues through the drive through? I have had negative experiences at the Barry rd branch. Furthermore your covid exposure is limited. Why are hours still shortened at your branches. Can you not afford sneeze shields?

U.S. Bank Response on December 20, 2020

Good morning [REDACTED]. Thank you for sharing your feedback. 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]