

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Lewiston ID-WA Rating Area

Q4 2020

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

**Social Media Comment**

**Facebook Public Comment on October 28, 2020**

Closed the branch in downtown Lewiston, ID but left the branch up the hill open. Lewiston has been trying hard to revitalize the downtown and many living in town do not find the branch up the hill convenient and access is awful. Looking for a new bank.

**U.S. Bank Response on October 28, 2020**

Hello [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). [REDACTED]