

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of California Rating Area

2021

U.S. Bank

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Written Comments and Corporate Responses

State of California Rating Area

Q1 2021

From: [REDACTED]
Sent: Sunday, February 21, 2021 11:48:18 AM
To: [REDACTED]
Subject: [EXTERNAL] closing my local branch - a flyfishing guides' perspective

Dear Sir:

I am writing to request that you reconsider the decision to close the U.S. Bank branch in Dunsmuir, California.

I received the closing letter and understand that closing branches is viewed as a necessary business decision for your company.

On the other hand

I am concerned that the decision was made just looking at the "numbers" and did not consider this specific case where you are closing the only bank in town.

please allow me to repeat that in bold:

you are closing the only bank in town

While most banking can be done remotely now-a-days there are still times when a branch visit is necessary or at least the most convenient.

In this case your customers will be facing a 36 mile round trip to go to the next nearest branch in Weed, California.

This will likely be a significant issue for low-income people who rely on public transportation.

Corporate social responsibility and community support alone should be reason enough for you to reconsider closing the only bank in a town, even if the branch does not operate at a profit.

I understand that since the entire town only has about 2,000 residents that we probably do not represent a significant part of your business.

I have been a happy and loyal U.S. Bank customer for 23 years.

I hope that relationship is sufficient for this letter to get thru the filters and come to your attention.

Thank you

[REDACTED]

[REDACTED]

[REDACTED]

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A U.S. Bank Vice President and District Manager contacted [REDACTED] [REDACTED] by phone on February 24, 2021 to discuss his written comment.

CRA Public File – Written Comments
Q1 2021
State of California Rating Area

Social Media Comment

Facebook Private Comment on February 1, 2021

Hi, I need to find out when my local branch will be opening again. Zip code 96097, in Yreka, CA. They have been closed two weeks now.

U.S. Bank Response on February 1, 2021

Hello [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]

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of California Rating Area

Q2 2021

CRA Public File – Written Comments
Q2 2021
State of California Rating Area

Social Media Comment

Facebook Private Comment on May 31, 2021

You closed our bank at SSF Ca. So I have to go two towns away, and they randomly close it so I have to go even further, can't find a US BANK with security boxes. I'm going to have to do something about that.

U.S. Bank Response on June 1, 2021

Good morning [REDACTED]. Thank you for taking the time to share your feedback. We understand the changes in operation are a disruption. We're trying to make the transition as smooth as possible. For your convenience, many transactions can be completed digitally, 24 hours a day. This can be done at any of our ATMs, on our website at usbank.com or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. I hope this helps and that you have a great day. [REDACTED]



April 20, 2021

[REDACTED]
Attorney
U. S. Bank, National Association
800 Nicollet Mall, [REDACTED]
Minneapolis, Minnesota 55402

Subject: Notice by U.S. Bank, National Association, Cincinnati, OH to Close a Branch
OCC Control No. 2021-SO-Branch Closing-320222 OCC Charter No. 24

Dear [REDACTED]:

Enclosed is a copy of a letter dated March 8, 2021, from [REDACTED], Finance Manager, at [REDACTED] located at [REDACTED], responding to the Customer Notice of Branch Closing for the bank's Riverside Branch located at 5225 Canyon Crest Drive, Suite J, Riverside, CA 92507. Please place the comment letter in the bank's public file.

Should you have any questions, please contact me at phyllis.williams@occ.treas.gov or at (214) 720-7052.

Sincerely,

Phyllis A. Williams
Licensing Applications Technician

Enclosure: Public Comment Letter

cc: Ron Pasch, ADC, Large Banks



March 8, 2021

Director for Large Bank Licensing
Office of the Comptroller of Currency
Mail Stop 10E-2
400 7th Street SW
Washington DC 20219

Re: US Bank Branch Closures

Dear Sir/Madam:

I am writing to strenuously object to yet ANOTHER branch closure (see attached notice). I understand that the OCC does not have the authority to prevent branch closures; however, US Bank is absolving itself of any responsibility as a bank and trying to force clients into entirely online processes that are not functional.

US Bank closed the main Riverside Branch on Central Avenue in late 2019. In 2020, they drastically cut other branch hours and NEVER restored them, even when the County began reopening. Now, the ONLY alternative branch in Riverside is being closed (see the map on the back of the notice). The ONLY option remaining for Riverside US Bank clients is the overwhelmed three-teller branch inside the Riverside VONS store, which continues to operate on reduced hours. They have implemented a check scanning system which slows deposit times excessively, resulting in long lines and wait times at the counter. In a pandemic, waiting excessively inside of a crowded grocery store is a legitimate health concern.

For business banking clients, it is not possible to exclusively use online banking options when you receive cash deposits. Furthermore, their online system requires a cell phone number that is not already associated with another bank account. Finally, their remote check scanning systems require a monthly service fee even though they exclusively benefit the bank by reducing the strain on their overworked tellers.

Especially given that US Bank literally REQUIRES us to bank with them as a condition of our commercial property loan (which we cannot refinance away from because of their aggressive and punitive commercial prepayment fees), their lack of service and continuing cost-cutting measures without regard for the needs of their customers angers me and I believe is illustrative of what is wrong with the banking industry in general. Their handling of the PPP application process in 2020 was so abysmal that I am



[REDACTED]

surprised it is not yet subject to a lawsuit. They represented to their clients that they were accepting applications through their online portal but in reality, their portal was not actually generating applications that were submitted to the SBA. The funding was gone before US Bank even reviewed portal submissions and businesses that relied on their relationship with US Bank were left out in the cold.

If there is anything that the OCC is empowered to do to sanction or otherwise admonish US Bank, I strongly hope that you will consider it. I have attempted to complain directly to US Bank multiple times since early 2020 and not only have my comments fallen on deaf ears, they have not even been acknowledged.

Sincerely,

[REDACTED]

Finance Manager

[REDACTED]

[REDACTED]



May 4, 2021

usbank.com

[REDACTED]

Re: Your recent inquiry

Dear [REDACTED]:

Thank you for your letter received through the Office of the Comptroller of Currency (OCC), regarding the decision to close the Riverside CA Ralphs branch in Riverside, California. We appreciate the opportunity to respond to you regarding this matter, as well as other concerns brought to our attention from your correspondence.

Please be assured, U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services necessitated a change in our approach. These changes are to allow for reinvestment in new ways to meet the changing needs of our customers.

We understand that the closure of our branch is a disruption for our customers and our employees. We are working to make the transition as smooth as possible for all involved.

If you are looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at usbank.com/locations. In addition to our branches, U.S. Bank offers many ways to bank:

- **Mobile app:** use your smartphone or mobile device to deposit checks and manage your finances securely. Get more information on mobile at usbank.com/mobile.
- **Online banking:** visiting usbank.com to check your balances, transfer money, pay bills and view statement.
- **Speak with a banker:** contact our 24-Hour Customer Service Department at 800.USBANKS (872.2657) to manage your account or speak to a customer service associate.

We are proud to have served our customers at the Riverside CA Ralphs branch, and hope that we can continue to serve the community at one of our other locations in the area. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship at a new location. Should you have any additional questions regarding your account or this branch closure, we invite you to contact our dedicated call center at 888.713.9299.

Please allow us this time to provide you with details related to the prepayment penalties on commercial loans. Our records reflect that you are an authorized party for account ending in [REDACTED], for the [REDACTED]. We discussed your concerns with Business Banking Portfolio Manager, [REDACTED], and confirmed the amount of the prepayment penalty as of April 22, 2021, was \$62,864.06. While we regret any confusion that may have been caused as a result of the prepayment penalty, [REDACTED] signature is on the enclosed Amendment to Loan Agreement and Note. Please understand, the above-referenced signature represents the acceptance of the terms and conditions of the account, including the prepayment penalty as listed on page one. Should you have any further questions or concerns related to this account or the prepayment penalty, please contact [REDACTED] at [REDACTED].

In addition to the above information, we researched your inquiry regarding the Small Business Administration (SBA) Paycheck Protection Program (PPP). We regret to learn of your dissatisfaction with the processing of your 2020 SBA PPP application ending in [REDACTED]. As such, you mentioned the SBA PPP funds were exhausted before your application was reviewed.

Our records reflect your SBA PPP application ending in [REDACTED], was received on April 12, 2020. We completed U.S. Bank's portion of the process on April 14, 2020 and your application was submitted to the SBA portal for final review and approval. However, upon review we show your application was rejected by the SBA, indicating a loan had already been funded with your Tax Identification Number (TIN). Your application was submitted to the SBA portal a second time on April 26, 2020; however, was again declined for the same reason. We have enclosed a copy of the May 9 notification letter, stating that [REDACTED], is ineligible for required SBA Guarantee Loan. If you have questions regarding this letter, please contact your local branch or call U.S. Bank 24-Hour Banking at 800.USBANKS (872.2657). We accept relay calls.

We understand the funding of these loans was critical and regret any frustration or confusion you experienced because your application could not be approved and funded. Please know, the SBA PPP funding did not affect the outcome of your application in any way. Our goal is to provide excellent communication and service, and we regret if you feel we did not meet your expectations regarding the service you received.

Thank you taking the time to write and share your thoughts, as customer feedback is a crucial tool, which we use to help improve our products and services. Furthermore, it is our hope that this letter provides you with clarification regarding your inquiries.

Sincerely,

A black rectangular redaction box covering a handwritten signature.

Executive Communications
U.S. Bancorp

Enclosures

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of California Rating Area

Q3 2021

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 15, 2021 7:48 AM
To: [REDACTED]
Subject: FW: [EXTERNAL] Your decision to close the Paseo Padre Parkway, Fremont, CA branch. - [REDACTED]

Thank you,

[REDACTED]
Officer | RCA Professional
[REDACTED]

U.S. Bank
[REDACTED]

From: [REDACTED]
Sent: Thursday, July 15, 2021 7:11 AM
To: [REDACTED]
Subject: Fwd: [EXTERNAL] Your decision to close the Paseo Padre Parkway, Fremont, CA branch.

From: [REDACTED]
Sent: Thursday, July 15, 2021 8:36:52 AM
To: [REDACTED]
Subject: [EXTERNAL] Your decision to close the Paseo Padre Parkway, Fremont, CA branch.

[WARNING] Use caution when opening attachments or links from unknown senders.

Dear [REDACTED]:

The US Bank at 41298 Paseo Padre Parkway, Fremont, CA 94538 is where I've my accounts and a locker box. This location of your bank has been closed since the start of the pandemic. In order to access my locker box, I've to make an online appointment and then call the Fremont-Mission Blvd. branch to confirm. The confirmation call is needed because the Paseo Padre branch is no longer listed on your website for more than a year. Hence, I have to make an appointment as if I was visiting the Fremont Blvd location. As you can see the situation is messy.

In addition to the above, I learnt yesterday that US Bank is going to close the Paseo Padre - Fremont, CA location. I understand that in these hard times you have to consolidate your retail location to save costs. I'm concerned about my safe deposit box. Will you ask us to empty our boxes and then we will have no access to any safe deposit box? I sincerely hope that you continue to offer us safe deposit boxes. It is okay to move them to any of your other locations in Fremont.

Please feel free to contact me for a better explanation.

Sincerely,
[REDACTED]



A U.S. Bank District Manager contacted customer by phone on 7/22/2021 to discuss this comment. The District Manager listened to the customer's concerns. The customer has already closed out his safe deposit box and will reach out if he decides to reopen at another location.

CRA Public File – Written Comments
Q3 2021
State of California Rating Area

Social Media Comment

Instagram Private Comment on August 26, 2021

Thanks for closing our local half Moon Bay California branch again. Now I get to spend an extra hour on the road to get to the next closest branch.

U.S. Bank Response on August 26, 2021

Hello, [REDACTED]. 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]