

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Cincinnati, OH-KY-IN MSA Rating Area

Q1 2023

**CRA Public File – Written Comments
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Cincinnati Rating Area**

Social Media Comment

Facebook Private Comment on March 9, 2023

I am writing again about my frustration over you shutting down branches left and right making it far to get to the nearest location for me and no stand alone atms to even get anything done! I live in 45053 zip code and you shut down Harrison Remke location so closest to me now is Miamitown, OH (about 25 minutes from my house!). I have been banking with USBank since 1994 while working at P&G. We have always had USBanks in our P&G office buildings and now you are closing all of them in Cincinnati come June!!! I am so close to banking elsewhere as this with many others errors you have caused over the years – how do you expect people who still need to deposit cash, see a teller!!!!

U.S. Bank Response on March 9, 2023

Hello. I want to start by saying that we appreciate your business and are thankful you've allowed us to serve your banking needs since 1994. We certainly don't want to lose your business. We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers can manage their accounts any time through online banking at <http://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 <http://usbank.com/locations>.

Facebook Private Comment on March 9, 2023

I am not looking for a branch I know where they all are. You are making them further away with no stand alone atms even! Do you honor any other banks tellers or at least other banks stand alone atms to deposit/withdraw from without any fees from their side or usbank side?

U.S. Bank Response on March 9, 2023

Thank you for the reply. You are welcome to use a MoneyPass ATM to withdraw funds. The ATM surcharges are waived with this network. To locate a MoneyPass ATM in your area, please visit <http://moneypass.com>. In regard to deposits, they can only be done at U.S. Bank ATMs. All the best.