

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Portland-Vancouver-Beaverton OR-WA Rating Area
2022

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Portland-Vancouver-Beaverton OR-WA Rating Area
Q2 2022

CRA Public File – Written Comments
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Portland Rating Area

Social Media Comment

Facebook Public Comment on May 25, 2022

How about re-opening the Washington Square branch?

U.S. Bank Response on May 25, 2022

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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Q3 2022

Email received on 8/10/2022:

Please advise soonest.

We have had our account since 1968.

We have lived at this address for 50 years.

We no longer have a branch to go to.

Ours and many others near us have been closed by US Bank.

We also have another concern we need to address separately.

Please advise how best to go about that.

Sincerely,

In response to the email, a representative from U.S. Bank's Customer Communications Unit spoke with the customer by phone on 8/15/2022 to address their concerns regarding the branch closures and the other matter referenced in their email. The customer stated that the two branches nearest them were not as convenient as the branch that closed.

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Q4 2022

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Social Media Comment

Twitter Public Comment on December 1, 2022

Why were all ur branches closed today in Portland its not even a holiday that's pretty unacceptable it's literally the 1st of the month ??

U.S. Bank Response on December 1, 2022

Hello. I apologize for the delay in our response. I understand you tried to visit a location and it was closed. Do you mind providing the location details, such as address? We can look into why they were closed. Best regards.

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Portland Rating Area

Social Media Comment

Twitter Public Comment on December 20, 2022

@SenWarren @WellsFargo Now do @usbank and them shutting down 26 branches in the Portland metro area