

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Washington Rating Area

Q1 2023

From: [REDACTED]
Sent: Tuesday, February 28, 2023 10:12 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] Mountlake Terrace Branch Closing

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

[REDACTED]

I am very saddened and dismayed at your decision to close the local branch of US Bank in Mountlake Terrace.

We have been using US Bank for our banking services since 1978.

Having a branch within our city limits has been very convenient and we have a wonderful relationship with your staff.

In addition I personally have checking, savings, auto loan, credit card and home mortgage accounts all with US Bank.

Several years ago our [REDACTED] requested banking service proposals from several of your competitors and we weighted those responses heavily for a local presence.

We are now scheduled to go through this same process in hopes of receiving the best pricing and services.

Please reconsider your decision to close the Mountlake Terrace branch of US Bank.

Thank you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Washington Rating Area

A U.S. Bank District Manager contacted the customer by phone to discuss their written comment on 3/13/2023.

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State of Washington Rating Area

Social Media Comment

Facebook Private Comment on March 24, 2023

Why is it that the lobby of US Bank is never open in Selah Washington? We are about ready to remove our checking and savings to another bank. Very frustrating.

U.S. Bank Response on March 27, 2023

Good morning. Thanks for sharing your experience. This location had to close their lobby twice last week due to staffing issues. The drive up did remain open. Branch management apologized for any inconvenience this caused for you. They are typically open Monday – Friday 9:30am – 5:00pm. All the best.

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Q2 2023

CRA Public File – Written Comments
Q2 2023
State of Washington Rating Area

Social Media Comment

Facebook Public Comment on May 2, 2023

Don't know how USBank can close the Mtlk. Ter branch – the ONLY bank in our town, and LOTS of multi-unit homes going up!! DUMB!!

U.S. Bank Response on May 2 2023

Hello. 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 <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>.

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Q4 2023

CRA Public File – Written Comments
Q4 2023
State of Washington Rating Area

Social Media Comment

Facebook Public Comment on December 9, 2023

Why is us bank selling this bank in mount lake terrace I used this bank for over 40 years

U.S. Bank Response on December 21, 2023

Good morning. Thank you for sharing your concern. To enhance our service capabilities, we have consolidated some locations. Customers can manage their account any time through online banking at <http://usbank.com>, our mobile banking app, our Customer Service at 800.872.2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. All the best.

CRA Public File – Written Comments
Q4 2023
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Social Media Comment

Facebook Private Comment on December 29, 2023

I don't know why you guys took out the branches from the Safeways...one was on 130th & Meridian in Puyallup, Wa and the other on 176th & Canyon Rd., because the only branch is on 174th and Pacific and all they do is have problems with their ATMs and it's so frustrating because you can't get your money out of the bank ATM. I don't know why you guys did this but it's very very hard for us elderly people to get money.

U.S. Bank Response on December 29, 2023

Thank you for reaching out. To enhance our service capabilities, we have consolidated some locations. Customers can manage their account any time through online banking at <http://usbank.com>, our mobile banking app, our Customer Service at 800.872.2657, and at the ATM. A full list of U.S. Bank branches and ATMs can be found at <http://usbank.com/locations>. All the best.