

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Wyoming Rating Area

Q1 2023

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Social Media Comment

Facebook Private Comment on January 30, 2023

I live in Cheyenne, Wyoming. My account is currently overdrawn, just today. I went to both branches in Cheyenne to deposit cash to correct this and both were closed for incimate weather. Both Cheyenne atms are unable to accept cash or down presently. I checked at 11:38am and 4:10pm Mountain Time for the downtown branch, and 12:04pm and 4:23pm for the branch by the mall. I am unable to deposit any cash during business hours to correct my account. As a result, I would kindly ask overdraft fees be removed from my account tomorrow when you reopen.

U.S. Bank Response on January 30, 2023

I'm sorry for the trouble locating a branch. We take the safety of our employees and customers seriously and apologize for any inconvenience as a result of the temporary closure in your area due to severe weather. Many transactions can be done via our mobile app. Our bankers are also available to assist you by calling 800.USBANKS if you have an immediate account need. If you need to speak with someone about the fees, please call our 24-Hour Customer Service at 800.872.2657. All the best.