

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of South Dakota
2024

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Q3 2024

Written comment received on 7/10/2024:

To the Board of Directors of US Bank Corp.

I am writing this letter in response to a notice I received on 9 July 2024 indicating that US Bank Corp will be closing the Mitchell, South Dakota branch as of 17 October 2024. As you have no doubt learned by now, this is very inconvenient for your many customers within a fifty mile radius of Mitchell, South Dakota. However, I consider it a slap in the face to those of us who have been customers with US Bank for many years. The convenience of doing my banking with a bank that has branches almost everywhere I travel is immeasurable. Now that will all come to an end because of the careless and thoughtless considerations of the Board of Directors.

I would urge you to carefully (and I mean very carefully) reconsider your decision to close the Mitchell, South Dakota branch for the decisions you have made will not only affect your profitability but will have a profound effect on your local customers.

While I have heard that this is a cost saving measure, I am calling you out on this because this is nothing more than a way to boost the profits of the shareholders. You may call it whatever you wish but know this, most of your customers are a lot smarter than you have given them credit for.

My only admonition is that you reconsider otherwise you might just find US Bank Corp filing for bankruptcy within the next couple of years.

Sincerely,
(name redacted)

Corporate response sent on 8/6/2024:

Dear (redacted name):

Thank you for your letter addressed to the Board of Directors of U.S. Bancorp, regarding our decision to close the Mitchell branch in Mitchell, South Dakota. We appreciate you taking time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In recent cases, the demand for services necessitated a change in our approach. We understand the closure of a branch is a disruption for our customers and our employees and we assure you we are working to make these transitions as smooth as possible for all involved.

We offer many ways to bank in addition to our branches. Our U.S. Bank Mobile App or online at usbank.com allow for customer to access their accounts anytime, anywhere, including the ability to check balances, transfer money, pay bills, view statements and much more. Additionally, customers can also connect with a banker via the phone by contacting 800-USBANKS (872-2657) 24 hours a day, or by scheduling a phone or virtual appointment on usbank.com or through the U.S. Bank mobile app. Virtual appointments allow for two-way video streaming for face-to-face conversations about a variety of needs, including existing accounts or other products and services. While on the phone or at a virtual or in-person appointment customers can also securely share their screen with a banker using the cobrowse feature so they can view and navigate online and mobile banking together.

A full list of U.S. Bank branches and ATMs can be found at usbank.com/locations. U.S. Bank customers also have access to the MoneyPass® ATM Network, a surcharge-free ATM network, which allows our customers to transact at thousands of additional ATMs across the country. A full list of locations can be found at moneypass.com/atm-locator.html. We also offer checking account options that provide fee-free access to all ATMs.

We are proud to have served our customers at the Mitchell branch. It is our hope that we can continue to serve the community at one of our locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Thank you again for taking the time to share your comments with us. 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, we are here to help.

Sincerely,

(redacted name)

Executive Communications

U.S. Bancorp

Written comment received on 7/15/2024:

Dear (name redacted) and top management of US Bank,

We have been the clients of US bank for 19 years and for so many years have been very satisfied with your services and manager (name redacted) and her team.

Recently we have been notified that you are planning to close Pierre branch. This is the reason why we are writing a letter to you. On behalf of the clients of Pierre branch we are asking to take into consideration our plea not to close it. Pierre is a small community, and we will be heavily affected by this change. This has not been just a bank for us. (Name redacted) and her team have been almost our family members for some many years. They are highly qualified professionals who offered excellent services to their customers. That's why we kept our accounts with US bank for so many years. If you close your branch in Pierre, we will consider moving our assets to different banks which will also negatively affect your reputation and financial stability. So please, keep this branch in Pierre, SD.

Thanks for consideration,
(Name redacted)

Corporate response sent on 8/1/2024:

Dear (name redacted) :

Thank you for your email regarding our decision to close the Pierre Branch in Pierre, South Dakota. We appreciate you taking time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In recent cases, the demand for services necessitated a change in our approach. We understand the closure of a branch is a disruption for our customers and our employees and we assure you we are working to make these transitions as smooth as possible for all involved.

We offer many ways to bank in addition to our branches. Our U.S. Bank Mobile App or online at usbank.com allow for customer to access their accounts anytime, anywhere, including the ability to check balances, transfer money, pay bills, view statements and much more. Additionally, customers can also connect with a banker via the phone by contacting 800-USBANKS (872-2657) 24 hours a day, or by scheduling a phone or virtual appointment on usbank.com or through the U.S. Bank mobile app. Virtual appointments allow for two-way video streaming for face-to-face conversations about a variety of needs, including existing accounts or other products and services. While on the phone or at a virtual or in-person appointment customers can also securely share their screen with a banker using the cobrowse feature so they can view and navigate online and mobile banking together.

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We are proud to have served our customers at the Pierre branch. It is our hope that we can continue to serve the community at one of our other locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Thank you again for taking the time to share your comments with us. 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, we are here to help

Sincerely,
(name redacted)
Executive Communications
U.S. Bancorp

Written comment received on 8/12/2024:

To the Leaders of US Bank:

This letter is to let you know of our disappointment in the closing of the Hartford branch of US Bank. We have been loyal to US Bank for our entire lives. We previously used the Colton branch, until its closing. And now we have appreciated the Hartford branch. The employees there are extremely helpful and they know us by name when we walk into the building. We live in a rural area, and liked the fact that we could do our banking nearby. The fact that our local banks keep getting taken away is a concern.

We know many people appreciate doing all their banking on line. Many people our age do not do things that way, nor do we want to. We like working with our bankers person to person, and knowing that our deposits and other bank business has been safely taken care of. We would hope that you might reconsider closing the Hartford Branch of US Bank to help your rural, agricultural customers!

Sincerely,
(Names redacted)

Corporate response sent on 8/19/2024:

Dear (names redacted):

Thank you for your letter intended for the Board of Directors of U.S. Bancorp, regarding our decision to close the Hartford branch in Hartford, South Dakota. We appreciate you taking time to write and share your thoughts with us.

We take the closure of a branch very seriously and consider many factors when making the decision. In recent cases, the demand for services necessitated a change in our approach. We understand the closure of a branch is a disruption for our customers and our employees and we assure you we are working to make these transitions as smooth as possible for all involved.

A full list of U.S. Bank branches and ATMs can be found at usbank.com/locations. In addition to our branches, we offer many ways to bank. Customers can also bank via phone by contacting our 24-hour service center at 800-USBANKS (872-2657), as well as through increased options and functionality with online and mobile banking. For example, our mobile and digital banking platforms feature mobile check deposit and peer-to-peer money transfer through Zelle®. You can also speak with a banker live over video by sharing your screen through our co-browse feature, which allows you to navigate online and mobile banking together.

U.S. Bank customers also have access to the MoneyPass® ATM Network, a surcharge-free ATM network, which allows our customers to transact at thousands of additional ATMs across the country. A full list of locations can be found at moneypass.com/atm-locator.html. We also offer checking account options that provide fee-free access to all ATMs.

We are proud to have served our customers at the Hartford branch. It is our hope that we can continue to serve the community at one of our other locations and through our convenient digital and voice offerings. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship.

Thank you again for taking the time to share your comments with us. 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, we are here to help.

Sincerely,
(Name redacted)
Executive Communications
U.S. Bancorp

Written comment received on 8/7/2024:

Dear (name redacted),

I recently received your letter that US Bank will be closing the Pierre branch. I wanted to write to let you know that it is very disappointing to me as a US Bank customer and as (redacted information).

The staff at US Bank in Pierre are like family to their customers and my wife and me. We have had car loans, house loans, CD's and other normal bank operations for many years. The staff has been above "outstanding". My family has known (redacted name) and her family for generations! It is very difficult to switch banks. We have automatic payments withdrawn for many utilities (home and shop), our social security direct deposits, military direct deposits, as well as others and use the cash ATM weekly if not more often. My wife and I carry considerable cash in US Bank in savings and checking accounts. We do not want to switch banks, however, will be forced to do so.

As (redacted information), the loss of the US bank branch is also disappointing. The loss of jobs, community support and service negatively impacts our community and the entire county.

I would respectfully ask that US bank please reconsider closing the Pierre branch. Please contact me if you have questions. Thank you for your consideration.

(Name redacted)

(Information redacted)

(Phone redacted)

Verbal response made on 8/22/2024:

A U.S. Bank vice president reached out to (name redacted) and his wife (name redacted) to discuss the written comment and answer their questions.

**CRA Public File – Written Comments
Q3 2024
State of South Dakota Rating Area**

Social Media Comment

Facebook Public Comment on September 29, 2024

Yeah too bad they r closing next month in Mitchell S.D.! I WILL MISS THEM ALL

U.S. Bank Response on September 29, 2024

Good morning. 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 <http://usbank.com> or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. All the best.

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Social Media Comment

Facebook Public Comment on October 17, 2024

To bad they closed small town branch in hartford

U.S. Bank Response on October 17, 2024

Good morning, (name redacted). 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 <http://usbank.com> or the mobile app, or by calling our 24-Hour Customer Service at 800.872.2657. All the best. (name redacted).

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Social Media Comment

Facebook Private Comment on October 23, 2024

Good morning, could you give me some information, has the Mitchell bank in SD 57301 been closed?

U.S. Bank Response on October 17, 2024

Hello, (name redacted), thank you for reaching out to us with your inquiry. The branch in Mitchell, SD has closed. We understand that 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 <http://usbank.com> or the mobile app, or by calling our 24-Hour Customer Service at 800.872.2657. If you're looking for a branch, a full list of branches and ATMs can be found at <http://usbank.com/locations>. I hope this helps and that you have a great day. Kindly, (name redacted).

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Social Media Comment

Facebook Private Comment on November 1, 2024

I live in MN but go to Pierre, South Dakota a lot and just heard that it closed permanently. May I ask why and where is there a close US Bank in Pierre, SD.

U.S. Bank Response on November 1, 2024

Hello, (name redacted). 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, (name redacted).