

U.S. Bank

Cincinnati-Middletown OH



CRA Public File Written Comments  
Q1 2021  
Cincinnati Rating Area

#### Social Media Comment

Facebook Private Comment on February 1, 2021

I have concerns with U.S. Bank branches closing in the Florence, KY area. The Bank in Rempke Market recently closed along with the Bank in Meijer also closed, both in Florence. The nearest Bank is in Erlanger, KY which is in a horrible location. It seems convenient customer banking was not considered when making these decisions. It's even more difficult to find a drive thru ATM nearby. I've been with U.S. Bank for over 20 years but may need to reconsider due to these decisions. R [REDACTED]

Facebook Private Comment on March 18, 2021

Over a month and no response. Poor customer service so maybe it is time to start looking for a new bank after 20 years.

U.S. Bank Response on March 20, 2021

Good morning [REDACTED]. I apologize that your previous message was not responded to. 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](https://www.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](https://www.usbank.com/locations). Take care and stay safe. [REDACTED]

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Facebook Private Comment on February 4, 2021

Thanks for closing the Monroe, OH location. Not like you was ever going to open up normally again.

The drive thru is slow and wastes a lot of my day.

I guess it is time to pull my accounts and go where they are not afraid to open their doors and do business.

Great job US Bank

U.S. Bank Response on February 4, 2021

Good morning [REDACTED], thanks for reaching out. The well-being of our customers, colleagues and communities continues to be our top priority. We've temporarily closed this branch to disinfect and deep clean the site and expect the location to be open 02/22. You can find a list of nearby locations using the Branch Locator at [usbank.com](https://www.usbank.com) or on the U.S. Bank mobile app. Customers can also bank digitally using our website and mobile app, or by calling 800.US.BANK. Take care and stay safe [REDACTED].



From: [REDACTED]  
To:  
Subject: Your recent inquiry  
Date: Thursday, February 18, 2021 8:56:14 AM

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Dear [REDACTED]:

First and foremost, we apologize for the delay in responding to your comments regarding our Taylors Landing branch, in Newport, Kentucky. Thank you for taking the time to share your thoughts with us and allowing us to respond to your concerns.

Please be assured, U.S. Bank takes the closure of a branch very seriously. We take many factors into consideration when making the decision, including how the branch is used and the location of other branches. In this case, the demand for services necessitated a change in our approach. These changes are to allow for reinvestment in new ways to meet the changing needs of our customers.

We understand that the closure of our branch is a disruption for our customers and our employees. We are working to make the transition as smooth as possible for all involved.

If you are looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at [usbank.com/locations](http://usbank.com/locations). In addition to our branches, U.S. Bank offers many ways to bank:

Mobile app: use your smartphone or mobile device to deposit checks and manage your finances securely. Get more information on mobile at [usbank.com/mobile](http://usbank.com/mobile).

Online banking: visiting [usbank.com](http://usbank.com) to check your balances, transfer money, pay bills and view statement.

Speak with a banker: contact our 24-Hour Customer Service Department at 800.USBANKS (872.2657) to manage your account or speak to a customer service associate.

We are proud to have served our customers at the Taylors Landing branch, and hope that we can continue to serve the community at one of our other locations in the area. We appreciate and value you as our customer, we hope that you will give us the opportunity to maintain our relationship at a new location.

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]  
Executive Communications  
[REDACTED]

U.S. Bank

U.S. Bank Plaza