



U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Minnesota

Q1 2021

**CRA Public File – Written Comments**  
**Q1 2021**  
**State of Minnesota Rating Area**

**Social Media Comment**

**Facebook Private Comment on January 3, 2021**

What is going on with US banks. I am in Fergus Falls Mn and our drive thru and night deposit has been closed??????

**U.S. Bank Response on January 3, 2021**

Good morning [REDACTED], thanks for reaching out. We've temporarily adjusted our operations to promote safety. While this branch is temporarily closed, 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.USBANKS. Take care and stay safe. [REDACTED]

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Minnesota Rating Area

Q3 2021

**CRA Public File – Written Comments**  
**Q3 2021**  
**State of Minnesota Rating Area**

**Social Media Comment**

**Facebook Public and Private Comments on September 16, 2021**

First you close the branch in Lamberton MN...now you have removed the ATM. Now the nearest location for me is 40 miles away. Will be closing my account!!!!

**U.S. Bank Response on September 16, 2021**

Thank you for taking the time to share your feedback, [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 or by using a MoneyPass ATM, on our website at [usbank.com](http://usbank.com) or the mobile app, or by calling our 24-Hour Customer Service at 800-872-2657. I hope this helps and that you have a great day. [REDACTED]