

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Chicago-Naperville-Elgin, IL-IN-WI MSA Rating Area
2022

U.S. Bank

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Email received on 5/11/2022:

Dear USB Leadership,

Email received on 5/8/2022:

One week later from my original issue below and THIS ATM IS STILL NOT WORKING PROPERLY !!!!! WHY??????

WHAT DONT YOU PEOPLE UNDERSTAND????

Absolutely zero regard for customers time.

(The customer also attached a video of the ATM.)

U.S.Bank Response on 5/9/2022:

A U.S. Bank employee contacted the customer on 5/19/2022. She informed him that a technician

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ChicagoNapervilleElgin, ILIN-WI MSARating Area
Q4 2022

From: [REDACTED]
Sent: Sunday, November 6, 2022 3:49:06 PM
To: [REDACTED]
Subject: [EXTERNAL] branch closing

Dear [REDACTED]:

I have been a US Bank customer for almost 30 years. My first branch was in the Andersonville neighborhood of Chicago and for the last 16 years, I have patronized the branch at 225 N. Michigan Avenue in Chicago (the Chicago River branch). The employees at this branch, [REDACTED] and [REDACTED], are fantastic. They pay attention to what the customer wants and offer 5-star service. I have witnessed them helping people who aren't even customers with the same

On 11/7/2022, a U.S. Bank employee contacted the customer by phone to discuss their written comment.

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Social Media Comment

Twitter Public Comment on November 23, 2022

Don't believe everything @usbank says. Closed 11/23 (shows photo of unidentified U.S. Bank branch)

U.S. Bank Response on November 23, 2022

Good morning. Thanks for bringing this to our attention. Do you mind providing the branch details, so we can check why they are closed today? Look forward to your response.

Twitter Public Comment on November 23, 2022

225 N Michigan Ave. Chicago. Closing permanently in Jan.

U.S. Bank Response on November 23, 2022

I spoke with the branch manager and found the location is closed today due to being short staffed. I apologize for the inconvenience this caused for you. To locate a different branch in your area, please visit <https://t.co/mO07sWm1cS> & enter your zip code. Hope that helps!

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Social Media Comment

Facebook Public Comment on December, 2022

Forget about driver up banking at US BANK ROSEMONT IL drive up window never open management at this bank does not even care.

U.S. Bank Response on December, 2022

Hello. Thanks for sharing. I assure you we do care about serving our customers. This branch is working