

CRA Public File – Written Comments
Q1 2023
State of Kentucky Rating Area

Social Media Comment

Facebook Private Comment on January 10

January 5, 2023

Re: Branch Closing

[usbank.com](https://www.usbank.com)

January 11, 2023



Re: Your recent inquiry

Dear [REDACTED]:

Thank you for your correspondence received by the Office of the Comptroller of Currency, regarding our decision to close the Morehead Pinecrest branch, located in Morehead, KY. We appreciate you taking the time to write and share your thoughts with us.

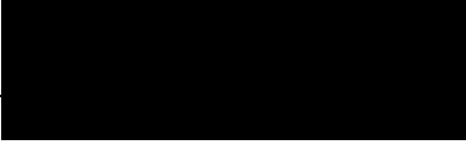
We take the closure of a branch very seriously and consider many factors when making the decision. In this case, the demand for services necessitated a change in our approach. We understand the closure of our branch is a disruption for our customers and our employees; as such, we are working to make the transition as smooth as possible for all involved.

A full list of U.S. Bank branches and ATMs can be found at [usbank.com/branches](#). 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 with more than 70,000 ATM's throughout the United States. For more information, visit [usbank.com/moneypass](#).
Yt

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,



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U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Kentucky Rating Area

Q2 2023

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Kentucky Rating Area

Q3 2023

[REDACTED]

[REDACTED]

[REDACTED]

CRA Public File

Written Comments and Corporate Responses

