

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Minnesota

2024

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Q1 2024

2-16-24

This is information about the closing of the US Bank branch office in Blooming Prairie, Mn. I can see why you are doing this. So much of the banking is done online. That's fine. What I'm inquiring about is if you could please have an ATM machine set up somewhere, in Blooming Prairie, for people that can't make it out of town to get some cash, especially, the older people in town. We shouldn't have to use a different ATM machine and have to pay to get our own money out of the bank. Or, we shouldn't have to drive 18 to 20 miles to get our money. Think about what you are doing to your customers, that have supported you all these years and continue to support you. Seems like big corporations think about themselves and the bottom line of the all mighty dollar. When it comes down to it, they don't care about their customers, just make it look good.

HomeTown Credit Union out of Faribault, Mn and Owatonna, Mn have an ATM machine at Casey's, in Blooming Prairie. They don't even have a branch office in our town, but they do it for the convenience for their customers.

I can't see why US Bank can't have one there, also. Or keep the ATM machine where it is now, and sell and close off the rest of the building for another business to use.

Please let me know what you decide to do in the future about installing a US Bank ATM machine in Blooming Prairie, Mn.

Thank you.

(Name redacted)

February 29, 2024

(Name redacted)
(Address redacted)
(Address redacted)

Re: Your recent inquiry to U.S. Bancorp

Dear (Name redacted):

Thank you for your letter to chairman, president and CEO of U.S. Bancorp, (name redacted), regarding our decision to close the Blooming Prairie branch in Blooming Prairie, MN. 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 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 and we regret to learn of any inconvenience this change may cause for you and others. We assure you 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/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.

We believe customer feedback is essential and is a resource we use when considering future enhancements. As such, we continuously evaluate the needs and suggestions of our customers. Please be assured, we have shared your comments regarding the ATM with the proper levels of leadership for review and consideration.

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 Blooming Prairie 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.

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

U.S. Bank
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Written Comments and Corporate Responses
State of Minnesota
Q3 2024

Written comment received on 7/26/2024:

To: (Name redacted)
District Manager
U.S. Bank Corporation

From: (Name redacted)
Loyal U.S. Bank Customer in 3 states

Dear (name redacted),

I am writing to voice my sincere disappointment concerning the closure of 2 US Bank branch offices that my family has frequented for many years.

First we learned that you will be closing the Tipton Iowa branch in early October. We hated to see the convenience of the drive through facility close 2 years ago, but had high hopes that the downtown bank would remain open. While we do much of our banking online, we still love the being able to walk into a physical location and interact with the very friendly and helpful people that work there. And there are many of our friends and family that feel the same way. Some have never even attempted to bank online and only do their banking in person. This will likely result in many of them going to other institutions for their banking needs.

Today we learned that the Pine River Minnesota branch will also be closing this fall. Since we spend our summers in the lake area, we have been frequent customers at the Pine River office, where we also enjoy the friendly and helpful employees that work there. In fact, one of your managers there saved us from what could have been a several thousand dollar scam. We are so thankful she helped us re-examine the purchase we were able to make. Could your online chatbot have done that?

I understand that you are a large corporation and your bottom line is making a profit, but I want you to know that closing these small town locations will be detrimental to the economies of those small towns. These offices also do a lot to support their communities. I know I'm just one small voice, but I've talked with many more who feel the same way. I hope you will consider the effects that these closings have on their communities in the future.

Thank you for your time,

(Name redacted)

Corporate response sent on 8/15/2024:

Dear (name redacted):

Thank you for your letter addressed to District Manager, (name redacted), regarding our decision to close the Pine River branch in Pine River, MN, as well as the Tipton branch, in Tipton, IA. 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. Please be assured, we value your loyalty and your decision to bank with us, and we appreciate that you have continued to choose us as your banking partner. We believe customer feedback is essential and is a resource we use when considering future enhancements. As such, we continuously evaluate the needs and suggestions of our customers.

A full list of U.S. Bank branches and ATMs can be found at [usbank.com/locations](https://www.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](https://www.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 Pine River branch and Tipton 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 7/29/2024:

Dear (name redacted):

We have been customers of US Bank for over 40 years. I am so disappointed to hear about the Bank Closure in Pine River, MN. I do not believe in on line banking or shopping. I want to have the connection and human touch when dealing with issues about money. I think it is a huge mistake to remove the human relationship from banking.

Please consider keeping this branch open to the public.

Sincerely,
(Names redacted)

Corporate response sent on 8/6/2024:

Dear (name redacted):

Thank you for your letter regarding our decision to close the Pine River branch in Pine River, Minnesota. 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. Customers can 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. Our U.S. Bank Mobile App or online at usbank.com allows for customer to access their accounts anytime, anywhere, including the ability to check balances, transfer money, pay bills, view statements and much more.

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 Pine River 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,
(Name redacted)
Executive Communications
U.S. Bancorp

Written comment received 9/3/2024

Dear (name redacted)

I am writing this letter as a customer of the Pine River branch office of US Bank.

Recently you sent a letter saying that you would be closing this branch office in October.

I do not understand why you no longer feel it is important to provide local banking services to people in outlying communities. I have been banking at US Bank since I moved to this area in 1996. I opened my account at that time because you had a local office and because I had access to branches in Minnesota and other states where I travel periodically.

Now you are telling me that I no longer will have local access and that if I want to do "in person" banking with US Bank I will have to drive a minimum of 40 miles one way. That is hardly a practical reason for me to continue banking with you.

When I asked at the local bank where other banks were located, they said the closest were Fargo, ND, and Grand Rapids, MN. Does this mean that you feel the people of northern Minnesota are not important to your bank? It sure seems like that to me.

When I was recently in another banking facility in Backus, I mentioned the closing of your Pine River branch and wondered if that would increase their business. They said, "Oh yes, many people have already changed accounts to their bank."

I know that in comparison to what many people have for money, what I currently have at US Bank is not a huge amount, but I will be changing much of it over to another bank, in the near future, if your plans to close the Pine River branch do go through. Unfortunately, I just purchased new checks, so will be keeping my checking account open until those checks have been all used.

On another note, I need to recognize (redacted name) and (redacted name) for the service they have always provided me whether at the drive through or in person. They have been helpful, informative, and knowledgeable about the services the bank provides. When I talked to them about the closing, they were under the impression that this branch is one of the better performing branches and that it was being closed for economic reasons. I would think that would be contradictory to what a business would normally do with a successful business.

Figuring I better get information on how to deposit checks over the internet, I went in and asked them to walk me through the steps. They were very helpful. So, I figured, ok, at least I can make deposits without driving 40 miles. But then I had to deal with a lot of cash money and realized I had no way of depositing that. Now that creates a problem. How do you plan to provide a service for your outlying customers to handle those deposits? Again, I guess some of your customers just don't matter.

Also, in this day and age, to not recognize your workers' service by offering transition to the closest open branch seems like a company who doesn't care about their employees. In a business that cares about their personnel, the person with longer service should be able to transition into a position over someone with lesser service at the next closest facility. Did you offer this opportunity to the Pine River personnel?

I used to think that US Bank was a good bank. I would tell people how happy I was with my local branch and ease of using branches in my travels. I can no longer do that. I feel like you have thrown your local area customers away because we have no value to you.

I would appreciate some first hand reasoning from a decision-maker for US Bank about my concerns. If you are not that person would you be considerate enough to reply with the name of the person with whom I should be discussing my concerns.

Sincerely,

(Name redacted)

Corporate response sent on 9/18/2024:

Dear (name redacted):

Thank you for your letter addressed to District Manager, (name redacted), regarding our decision to close the Pine River branch in Pine River, MN. 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.

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We are proud to have served our customers at the Pine River 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