

U.S. Bank
CRA Public File
Written Comments and Corporate Responses
State of Wyoming
2024

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Written comment received on 4/29/2024:

To Whom It May Concern:

Please consider this plea to keep the Riverton, WY US Bank branch office open. Your corporate office has already closed the Lander, WY branch.

I understand your decision is monetarily driven, but I would like to request you consider the human part of it. Try to think about your family and if you would want to have them with this burden. I doubt you would.

If you continue with this closure, it will affect many of your faithful customers. The next closet bank would in Casper, WY, which is a 150 mile drive one way. Do you think this is fair?

Again, do not close the Riverton, WY bank branch.

I look forward to you coming up with a solution for your customers.

Please feel free to contact me at (phone number redacted)

Email: (email address redacted)

Sincerely,
(redacted name)

Corporate response sent 5/14/2024:

Dear (name redacted):

Thank you for your letter regarding our decision to close the Riverton branch in Riverton, Wyoming. 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.

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.

Our 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 Riverton 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