

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

Chicago-Naperville-Elgin, IL-IN-WI MSA Rating Area
2021

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

Q2 2021

CRA Public File – Written Comments
Q2 2021
Chicago-Naperville-Elgin, IL-IN-WI MSA Area

Social Media Comment

Facebook Private Comment on June 10, 2021

Hi. I am A US BANK customer. I would please like to know WHY US BANK decided to close THE FOREST PARK ILLINOIS MADISON STREET LOCATION and will there ever be a NEW US BANK branch location in FOREST PARK ILLINOIS? Thank you. Have a great day!

U.S. Bank Response on June 10, 2021

Hello [REDACTED], thank you for reaching out. We understand that closing a branch is a disruption, but we are dedicated to helping our customers and employees during this transition. Customers' banking preferences and behaviors are changing, influencing how and where we operate. As a result, we are consolidating some of our physical locations. Customers can manage their accounts any time through online banking at [usbank.com](https://www.usbank.com), the U.S. Bank mobile banking app, our Customer Service at 800.872.2657, and at the ATM. If you're looking for a branch, a full list of U.S. Bank branches, and ATMs, can be found at [usbank.com/locations](https://www.usbank.com/locations). [REDACTED]

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Chicago-Naperville-Elgin, IL-IN-WI MSA Rating Area
Q3 2021

**CRA Public File – Written Comments
Q3 2021
Chicago Rating Area**

Social Media Comment

Facebook Private Comment on September 9, 2021

As a customer I am extremely upset that my local branch located on Laramie and Madison in Chicago zip 60644 is not open. There is a line in the drive through that is ridiculous. I need to know why it is closed. Yet in the “other” areas of the city your lobby is open. I should not have to travel outside of my area for a lobby to be open.

U.S. Bank Response on September 9, 2021

Hello, [REDACTED] Thank you for reaching out. We’ve temporarily 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]