

U.S. Bank

CRA Public File

Written Comments and Corporate Responses

State of Illinois

Q1 2021

**CRA Public File – Written Comments
Q1 2021
State of Illinois Rating Area**

Social Media Comment

Facebook Public Comment on January 19, 2021

When will you open the lobby at your branch's in Illinois? It is a big inconvenience to us.

U.S. Bank Response on January 19, 2021

Hello [REDACTED], thanks for reaching out. We don't have an estimated reopen date for our lobbies. However, the drive thrus remain open. Customers can also bank digitally using our website and mobile app, or by calling 800.USBANKS. Take care and stay safe. [REDACTED]