U.S. Bank
CRA Public File
Written Comments and Corporate Responses

State of California
Q1 2025

CRA Public File – Written Comments
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Social Media Comment

Instagram Public Comment on February 14, 2025
When are you going to reopen the 8 offices you closed during the wildfires in Sonoma County in 2017? It's been over 7 years now and there are still only 3 remaining.

U.S. Bank Response on February 14, 2025
@(name redacted). Thank you for reaching out. To enhance our service capabilities, we have consolidated some locations. Customers can manage their accounts any time through online banking at http://usbank.com, our mobile banking app, Customer Service at 800-872-2657, and at the ATM. A full list of branches and ATMs can be found at http://usbank.com/locations. Kind regards, (name redacted)

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State of California
Q3 2025

7/22/2025

(Address redacted)

Re: ADA ACCESSIBILITY ACCESS DISCRIMINATION:

To whom it may concern,

Please allow this legal letter to serve as my complaint under civil code 55.56 of section C. This legal letter is to inform the property owner/tenant that the property is in direct violation under the American with Disabilities Act of Title III,1990 herein ADA and California State Law.

By law your required to submit a premises liability insurance claim form to your insurance carrier.

The location at **475 EL Camino Real Millbrae, CA 94030** needs to be addressed immediately, or this public safety matter will be expedited for further investigation with the (DSA) Division of the state Architect.

While visiting this property I encountered architectural and accessibility barriers under the ADA 42 USC 12183 (a); 28 C.F.R. 36, appendix A (2007). Section 42 U.S.C. 28 Sub-part 36 12181. [42 USC 28 Sub-part 36. 12181] provides; "Anyone who owns operates, leases or leases to a place of public accommodation are responsible."

I am under government civil code 12926 section 51-52 and 54-55.32. Currently, I am seeing several Doctors and under my primary doctor's care for various types of medications that have different side effects.

My disabilities include the following: **Gout arthritis** in **knuckles** and **fingers, chronic pain, fatigue, high blood pressure, lower back sciatic nerve damage, mobility impairment,** and **vision impairment.** Due to these mobility impairments, I must use the assistance of a wheelchair or cane.

At times it is almost impossible to stand for a long period of time, physically and mentally. Normal daily activities that most people take for granted like reaching for an object, or turning on the faucet, grabbing, grasping, pinching, twisting, pushing, etc. require the assistance of my friend which makes me feel helpless.

A violation of ADA law is an automatic violation of California state civil rights law. A violation of California state law is an automatic violation of the federal ADA law.

The civil code 51-52 known as the Unruh Civil Rights Act provides statutory minimum damages of $4,000.00 per encounter. It provides free and equal access for protected classes and citizens of this jurisdiction.

The Unruh Civil Rights Act (Civil Code 51 et seq) prohibits discrimination based on disability with

respect to accommodation, advantages, facilities, privileges, or service in all business establishments of every kind whatsoever The US Department of Justice strongly encourages disabled person to pursue all legal causes of action including informal resolution and filing in federal district court. There are no viable defenses. Public safety defense is inapplicable.

In conclusion, I would like to thank you for taking the time to address this public safety matter. I believe that we can resolve this matter under fair, equitable and reasonable terms with remedial corrections for public safety.

Monetary compensation under the Unruh Civil Rights Act, Civil Code 51 and 52 and remedial corrective actions must also be included.

I look forward to receiving a timely response within 2-5 business days of this receipt. I provided a copy to an outside entity for their review.

Sincerely,

(Name redacted)

Corporate response to written comment regarding the Millbrae, California branch

U.S. Bank sent a letter to the comment writer on 9/30/2025, acknowledging the comment writer's concerns about the Millbrae branch. The letter also shared that the concerns have been shared internally and that U.S. Bank's facilities management team is reviewing the branch location for conformance with the Americans with Disabilities Act requirements. U.S. Bank will contact the comment writer after this review has been completed.

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Social Media Comment

Facebook Public Comment on October 27, 2025
Totally disgusted by US bank. They keep closing branches. Forced ti use Yuba City branch. Terrible manager!

U.S. Bank Response on October 28, 2025
Hello (name redacted), thank you for letting us know about your experience at our branch. This is not how we want our customers to feel and would like to speak with you to see how we can help. If you would like to do so, please send us a private message with your phone number. An Ambassador will be in touch directly. All the best. (Name redacted)