



U.S. Bank Announces Assistance for Customers Affected by coronavirus

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MINNEAPOLIS--(BUSINESS WIRE)-- U.S. Bank today announced that it is making immediate adjustments to certain consumer and small-business products to make them more affordable for customers.

The temporary measures, which will be in place until March 31 and be re-evaluated as the situation evolves, are designed to help existing customers who have been affected by the novel coronavirus, COVID-19.

"We understand the financial pressure that many of our customers, both consumers and businesses, are facing due to the coronavirus and we're here to help," said Andy Cecere, chairman, president and CEO of U.S. Bank. "We're doing everything we can to limit the virus' potential impact on our employees, customers and operations. The health and safety of our employees and the financial needs of our customers are our top priorities, and we are acting aggressively to ensure those."

Customers are encouraged to visit the U.S. Bank [coronavirus webpage](#) or contact our designated line at 888.287.7817 to speak with a customer service representative about products or customer assistance programs that may be available, including mortgage relief options.

Effective today, U.S. Bank is making temporary adjustments to several lending products and services to make them more affordable and accessible to existing customers affected by COVID-19.

For consumer customers we have made temporary adjustments to the Simple Loan, our transparent installment loan, and Personal Loan products. For business customers, we have made temporary adjustments to business products like Quick Loan and Cash Flow Manager. Details on these temporary offerings can be found on usbank.com/covid19.

About U.S. Bank

U.S. Bancorp, with more than 70,000 employees and \$495 billion in assets as of December 31, 2019, is the parent company of U.S. Bank National Association, the fifth-largest commercial bank in the United States. The Minneapolis-based bank blends its relationship teams, branches and ATM network with mobile and online tools that allow customers to bank how, when and where they prefer. U.S. Bank is committed to serving its millions of retail, business, wealth management, payment, commercial and corporate, and investment services customers across the country and around the world as a trusted financial partner, a commitment recognized by the Ethisphere Institute naming the bank one of the 2020 World's Most Ethical Companies. Visit U.S. Bank at usbank.com or follow on social media to stay up to date with company news.

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