

# BREAKING NEWS:

## US BANK PROMISES TO CLEAN UP THEIR ACT

**What would you like to see added to the clean-up list?**



***Losing Paperwork  
Not Working with Homeowners  
Poor Customer Service***

At a meeting last December with **ESOP** members, **US Bank** made a promise to homeowners to clean up their act. Homeowners **DEMANDED** no more runarounds, false promises, and poor customer service.

**ESOP** members are now one step closer to getting US Bank to sign an agreement. **US Bank** will return to the ESOP office in early Spring.

Have your voice heard at the meeting. What has your experience been working with US Bank? Share your story with Ashley, community organizer, at (216) 361-0718 ext. 1005.

We look forward to working with you.



