



Customers Can Now Complete Banking Tasks with U.S. Bank Skill for Amazon Alexa

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New feature extends U.S. Bank's history of innovation for consumers and businesses

MINNEAPOLIS--(BUSINESS WIRE)--Sep. 6, 2017-- U.S. Bank customers are among the first in the nation to be able to complete banking tasks, such as checking an account balance or making a payment to a U.S. Bank credit card, simply by speaking a command to an Amazon Alexa device. U.S. Bank is making the skill available to its customers after a successful employee pilot that took place this summer.

"Voice technology is going to be central to the future of digital interaction," said Gareth Gaston, head of omnichannel banking at U.S. Bank. "We've all become accustomed to speaking to our devices for simple things like getting directions to a restaurant or placing a call. Now, voice services such as Amazon Alexa are making it easy to check an account balance or hear a payment due date without picking up a phone or logging in to internet banking. It's a great example of innovation coming home for U.S. Bank customers."

U.S. Bank customers can ask Alexa to:

- check balances for any U.S. Bank checking, savings or credit card account;
- hear payment due dates and the amount due;
- obtain account transaction history and
- make payments to U.S. Bank credit cards.

To take advantage of the new service, U.S. Bank customers must have an Alexa device such as Amazon Echo, Echo Dot or Tap, plus the Alexa App on their smartphone and an Amazon account.

Bringing U.S. Bank to life through a skill for Amazon Alexa is the latest in a series of innovations at U.S. Bank that went live for customers this summer. In June, customers began to send money to other individuals digitally and within minutes using [Zelle](#); in July, the company released its [U.S. Bank Loan Portal](#), which simplifies the process of applying for a mortgage.

"Bridging the gap between what's on the horizon and when customers can use it for banking is exactly where U.S. Bank shines in innovation," said Dominic Venturo, chief innovation officer at U.S. Bank. "We've been working with voice for many years, understanding its potential both in terms of biometrics and in voice directed commands. It's that culture of innovation and collaboration, combined with a commitment to security and doing what's right for our customers that allows us to earn their trust, and ultimately, their business."

U.S. Bancorp (NYSE: USB), with \$464 billion in assets as of June 30, 2017, is the parent company of U.S. Bank National Association, the fifth largest commercial bank in the United States. The company operates 3,088 banking offices in 25 states and 4,826 ATMs and provides a comprehensive line of banking, investment, mortgage, trust and payment services products to consumers, businesses and institutions. Visit U.S. Bancorp on the web at www.usbank.com.

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U.S. Bancorp
Teri Charest, 612-303-0732
U.S. Bank Corporate Communications
teri.charest@usbank.com
@usbank_news