Small Heath, Birmingham
Branch Closure Review

Our Small Heath, Birmingham branch is closing in June

We’ve put together this guide to share with you how we’ve made the decision and let you know about other ways to bank with us.

We’ve noticed the way our customers like to do their everyday banking is changing. And we’ve used this information to help us decide what changes to make.

To make sure we’re offering our customers the right services in the right places, we’re investing £250 million into our branches and digital services. We’ll be improving some branches to offer better digital technology and opening some new ones, but this does mean closing some too.

Following a careful and full review, we’ll be closing our Small Heath, Birmingham branch in June. There are a number of other branches you can visit, and the closest one is Sparkhill, Birmingham, and you can also use our Saltley branch. This guide will tell you more about the review and our Partners are always on hand if you’d like to speak to them in person.

About the branch

<table>
<thead>
<tr>
<th>Opening times*</th>
<th>Address</th>
<th>What’s available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 09.00 – 17.00</td>
<td>407-409 Coventry Road</td>
<td>0 ATMs inside the branch</td>
</tr>
<tr>
<td>Tuesday 09.00 – 17.00</td>
<td>Small Heath, Birmingham</td>
<td>1 ATMs outside the branch</td>
</tr>
<tr>
<td>Wednesday 09.00 – 17.00</td>
<td>B10 0SP</td>
<td>0 Deposit Machines</td>
</tr>
<tr>
<td>Thursday 09.00 – 17.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday 09.00 – 17.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday Closed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunday Closed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

About our customers

Age of our branch customers

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>10%</td>
</tr>
<tr>
<td>18-44</td>
<td>42%</td>
</tr>
<tr>
<td>45-64</td>
<td>22%</td>
</tr>
<tr>
<td>65+</td>
<td>6%</td>
</tr>
</tbody>
</table>

How are they using the branch now compared to last year?

- 6% decrease in the number of customers using the counters
- 1% increase in ATM withdrawals
- 43% increase in online and mobile banking

How else do they bank with TSB?

- 89% use another TSB branch or online, mobile or telephone banking
- 80% use another TSB branch as well as Small Heath, Birmingham branch
- 11% only use Small Heath, Birmingham branch
- 24% also use the Post Office®

What about Business Banking customers?

- 3% of branch customers have business accounts
- 81% use at least one other TSB branch
Your closest branch from Small Heath, Birmingham will be Sparkhill, Birmingham

Sparkhill, Birmingham
538 Stratford Road
Sparkhill
Birmingham
B11 4BD

Opening times*
Monday 09.00 – 17.00
Tuesday 09.00 – 17.00
Wednesday 09.00 – 17.00
Thursday 09.00 – 17.00
Friday 09.00 – 17.00
Saturday Closed
Sunday Closed

How can I get there?
• It’s about 2.3 miles from our Small Heath branch
• That’s about 15 minutes by car
• And about 22 minutes by bus on the Inner Circle 8c

Other ways to bank with us

Personal banking customers
Click [tsb.co.uk]
Tap our Mobile Banking App
Call 0345 975 8758

Business Banking customers
Click [tsb.co.uk/business]
Call 0345 835 3858

If you’re not already registered for online banking, go to [tsb.co.uk] to find out more.

Your closest Post Office®
If you’re a personal banking customer, you can also use any Post Office® branch to:
• withdraw money
• check your balance
• pay in cash and cheques to your account

Address
361 Coventry Road
Small Heath
Birmingham
B10 0SH

Opening times
Monday 09.00 – 17.30
Tuesday 09.00 – 17.30
Wednesday 09.00 – 17.30
Thursday 09.00 – 17.30
Friday 09.00 – 17.30
Saturday 09.00 – 17.30
Sunday 09.00 – 17.30

It’s 0.1 miles from our Small Heath branch

*Opening hours can change and this branch may close at lunch time. Please visit [tsb.co.uk/branch-locator] for the latest information.

All distances quoted are approximate, based on the postcodes shown. Post Office® is a registered trademark of Royal Mail. For more information about our decision to close this branch, please visit [tsb.co.uk/investors/our-branch-programme]

We talked to the local community about closing our Small Heath, Birmingham branch

We have been speaking to the local community about the impact of the closure of TSB Small Heath, Birmingham and how we can help customers with this transition.

Who we spoke to

- The local Member of Parliament, Shabana Mahmood MP.
- Representatives of the Nechells ward of the Birmingham City Council.
- Birmingham Chamber of Commerce.
- Local Federation of Small Businesses.
- Citizens Advice Bureau.

What was said

- TSB was asked about the impact of the decision on customers who are most vulnerable to branch closures.
- TSB was also asked about what the closure will mean for TSB Partners who work at the Small Heath branch.
- TSB was questioned about access to banking services in the area and the distance to TSB’s closest branch and the nearest ATM.

What we’ve done

- We’ve written to our customers to let them know about the closure and the different ways they can bank with us. This information is available in our Small Heath branch, as well as online.
- Partners in our Small Heath branch have been chatting to customers, including those who are most vulnerable to branch closures – answering questions, discussing concerns, giving advice on alternative travel arrangements and how they can get to other branches and alternative ATMs. TSB is also offering customers ‘Get Me Started’ appointments, which help customers register for and use online, mobile and telephone banking.
- TSB has an arrangement with the Post Office. Personal customers are able to use any Post Office branch which offers financial services, including the local branch on Coventry Road, to check their balance, make cash withdrawals and make cash and cheque deposits.
- There will be no job losses as a result of this change.