

Bradmore Branch Closure Review



We're continuing our £250 million investment in our branches and digital services, to make sure we have the right number of branches in the right place, with the right services for our customers. We'll be improving some branches, closing others and opening new ones.




Since we launched TSB in September 2013, we've learned a lot about our customers and we know that the way you want to bank with us is changing. So we're making changes in our branches to offer better digital technology, and our Partners will always be on hand to help when only face-to-face will do.

As part of this plan, and following a careful and full review, we'll be closing Bradmore branch in November. There are a number of other branches you can visit, the closest one is Queen Street, Wolverhampton. This summary will tell you more about our review.

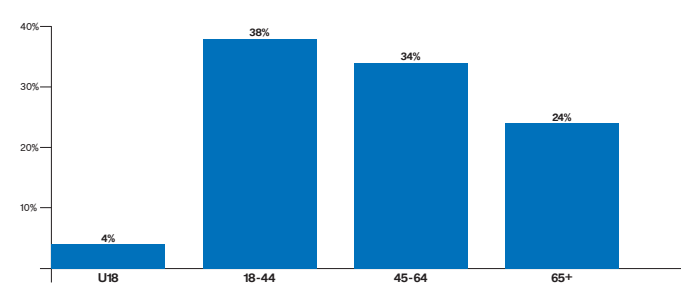
Bradmore branch information

 Branch opening hours	 Address
Monday 09:00 – 17:00	10 Trysull Road
Tuesday 09:00 – 17:00	Wolverhampton
Wednesday 09:00 – 17:00	West Midlands
Thursday 09:00 – 17:00	WV3 7HT
Friday 09:00 – 17:00	
Saturday Closed	
Sunday Closed	




Bradmore branch facilities

 0	 2	 0
ATMs available inside the branch	ATMs available outside the branch	Immediate Deposit Machines





Age of Bradmore customers



How customers use Bradmore branch

 5%	 7%	 39%
decrease in number of customers using the counter versus a year ago	decrease in ATM cash withdrawals versus a year ago	increase in online and mobile banking by branch customers

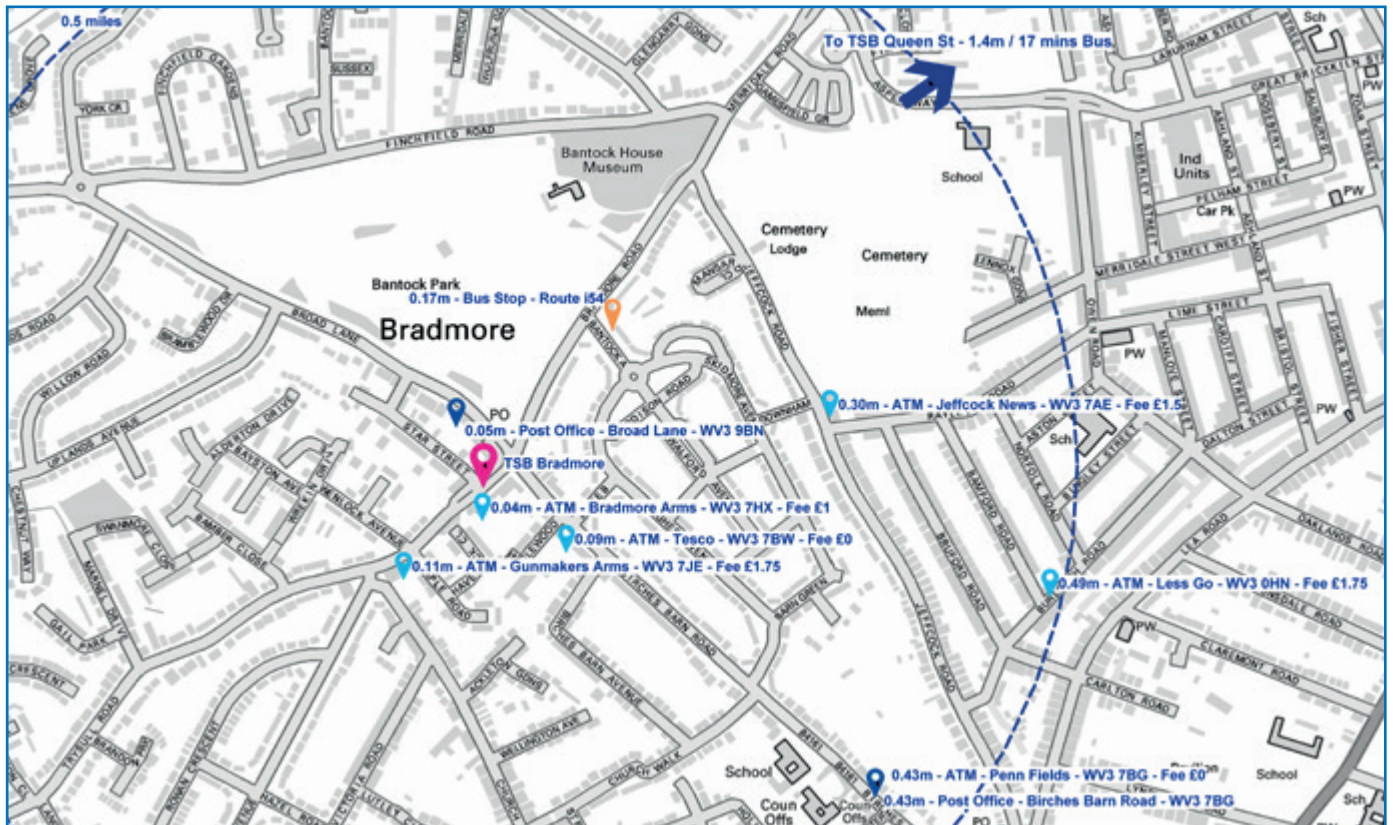
Bradmore branch personal customers bank with TSB in many other ways

 81%	 56%	 19%	 37%
use another TSB branch, online and mobile banking or telephone banking	use another TSB branch as well as Bradmore branch	only use Bradmore branch	also use the Post Office®

Bradmore branch business customers

 3%	 61%
of branch customers have business accounts	used at least one other TSB branch

Your closest banking alternatives from TSB Bradmore branch:



Queen Street	Opening hours	Distance from Bradmore branch	How do I get to Queen Street branch	How do I get to Queen Street branch	How do I get to Queen Street branch
2 Queen Street Wolverhampton West Midlands WV1 3JX	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 09:00 – 16:00 Sunday Closed	1.4 Miles	13 minutes By Bus	n/a By Train	n/a By Tram

TSB Branch
 Distance Rings
 Post Office
 ATM
 Bus Stop
 Tram Stop
 Train Stop

You can do your banking in many other ways

If you're a personal customer



tsb.co.uk



tsb mobile
banking app



0345 975 8758



tsb.co.uk/business



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

17 Broad Lane
Bradmore
Wolverhampton
West Midlands
WV3 9BN

0.26 miles from
Bradmore branch

Opening hours

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 – 12:30
Sunday	Closed

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

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237.

Bradmore Branch Closure Review



Community Engagement

TSB has been engaging with local stakeholders about the impact of the closure of the Bradmore branch on the local community.

Who we spoke to:

- The local Member of Parliament, Rob Marris MP
- Representatives of Merry Hill Council Ward
- Black Country Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau

What we heard:

- TSB was questioned about the distance some customers and small businesses may have to travel to an alternative branch.
- TSB was asked what the closure will mean for TSB Partners who work at the Bradmore branch.

What we've done to help customers with the changes:

- We have written to all of our Bradmore customers to provide them with information on the location of their nearest TSB branch on Queen Street and to let them know about alternative ways to bank with TSB.
- We are displaying important information on posters in the Bradmore branch to let customers know about the banking options that are available to them.
- Our Partners in our Bradmore branch are discussing customers' questions and concerns, providing advice on alternative arrangements and details on nearby ATMs. They are taking extra care to help our most vulnerable customers with the transition.
- Partners are also helping customers use and register for telephone, online and mobile banking.
- Our Bradmore customers will shortly be able to benefit from the newly refitted branch on Queen Street, which will provide more face-to-face meeting spaces, better banking technology and more TSB Partners on hand to help.
- TSB also has an arrangement with the Post Office. Personal customers are able to use their local branch located on Broad Lane, to check their balance, make cash withdrawals and make cash and cheque deposits.