

Brough Branch Community Engagement



We're closing our Brough branch on 7 July 2020.

In our Branch Review we've published details of why we've decided to close this branch and the local information we've gathered about the area. This was shared with our customers and Partners. You can view this at tsb.co.uk/our-branches

We've also written to customers who use this branch, to let them know about the changes. We always let customers know about these changes at least 12 weeks before the branch closure takes place. This makes sure we have time to talk with them about banking options, especially for customers who require additional support with the closure.

As part of our Branch Review we've also talked with the local community about the impact of the closure and how we can help customers with this change. This Community Engagement summary explains who we contacted in the local community and any feedback we received about the closure.

Who we contacted

We shared information with key members of the local community shown below about how customers' use of the branch has changed, what other TSB branches are nearby and how we are working with the Post Office® to provide banking alternatives. Visit postoffice.co.uk/branch-finder for more information.

- The office of the local MP, David Davis
- The councillors for the Dale ward
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

What feedback we received

The local MP asked what conversations, if any, TSB entered into with the providers of other local cash machines to guarantee these services would continue to be available in the future. He also highlighted that the Brough Post Office® offers a very basic range of financial services which would impact local residents who need a wider range of advice. He also cited the impact on elderly and frail residents. He highlighted that the closest cash machines are a 20 minute round trip on foot away from the high street and asked what assessment has been undertaken of the impact of the removal of TSB Brough branch on the town's community.

**Brough is
closing on
7 July 2020**

**Your closest
branch will be
Hull, Hessle**

**Your account
details will
stay the same**

What we've done

We wrote to the MP to explain the rationale for the closure. We highlighted the support plans we had in place to help support customers transition to other forms of banking and stressed that where we cannot provide the support the customer needs, we will help them to switch provider. We highlighted to the MP that TSB conducted a detailed review and analysis of its current network, including its usage, proximity to alternative branches, the needs of vulnerable customers and the accessibility of alternative services such as free to use cash machines and the Post Office®.

We also highlighted wider industry activity, such as the Community Access to Cash Delivery Fund, supported by the industry, which allows communities to apply for access to cash provision if there is a local need.

We're here to help

We're working hard to provide increased support for customers, especially with customers who would benefit from extra help with their banking. We'd encourage you to make sure you're set up to bank with us using one of the options below, so you can access your banking from home or elsewhere 24/7:

- Mobile App – download from your app store or visit tsb.co.uk/mobile
- Internet Banking – visit tsb.co.uk/online-banking to create your account
- Telephone Banking – visit tsb.co.uk/help/telephone-banking bank over the phone using our automated service

We've also launched a new service, TSB Smart Agent, so you can chat to a TSB Partner online. To find out more visit tsb.co.uk/contact-us

If you don't have access to these services and are worried about not being able to visit a branch, please call us on **01482 759 994*** and we can book a telephone appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- how to set up third party access
- support with bereavement or caring for a relative
- fraud prevention
- business banking
- the local Post Office® services available

Once this branch has closed, the nearest will be Hull, Hessle branch at 5 The Weir, Hessle, Hull, HU13 0SA, and you can call us on **01482 759 996***.

Other ways to bank with us

Personal Customers



tsb.co.uk/online-banking
Register for Internet Banking



tsb.co.uk/mobile
Mobile Banking App

Business Customers



tsb.co.uk/business/internet-banking
Register for Internet Banking



tsb.co.uk/business/business-banking-app
Mobile Banking App



Find a branch to suit you at tsb.co.uk/branch-locator

*Telephone number available during usual branch opening hours. This branch may close at lunchtime, for details please check on tsb.co.uk/branch-locator
Post Office® is a registered trademark of Royal Mail.

Details correct to the best of our knowledge at time of print, but please check for your convenience. For more information about our decision to close this branch, please visit tsb.co.uk/our-branches

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week), or **0345 835 3858** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week), or **0345 835 3852** for Business Banking customers (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.)

Not all Telephone Banking and Business Telephone Banking services are available 24 hours, 7 days a week. Calls may be monitored or recorded.

If you need to call us from abroad, or prefer not to use our 0345 number, you can also call us on +44 20 3284 1581 or +44 203 284 1576 for Business Banking customers.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration No. 191240.