

# Carluke Branch Community Engagement



## We're closing our Carluke branch on 22 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](https://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](https://postoffice.co.uk/branch-finder) for more information.

- The office of the local MP, Angela Crawley
- The office of the local MSP, Aileen Campbell
- The office of the regional MSP, Paul Wheelhouse
- The office of the regional MSP, Joan McAlpine
- The office of the regional MSP, Colin Smyth
- The office of the regional MSP, Emma Harper
- The office of the regional MSP, Brian Whittle
- The office of the regional MSP, Michelle Ballantyne
- The office of the regional MSP, Claudia Beamish
- The councillors for the Clydesdale West 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 contacted TSB to express her opposition to the closure and highlighted the impact it would have on the local community. She also stressed that many people were unable to move to online banking. She asked about impact assessments, job losses and efforts to support the local community.

**Carluke is  
closing on  
22 July 2020**

**Your closest  
branch will be  
Lanark**

**Your account  
details will  
stay the same**

## What we've done

TSB met with the local MP and highlighted the impact assessments that had been carried out regarding branch usage and the matrix of issues the bank uses to identify branches for closure, such as alternative means of banking available to the local community. We highlighted the steps we were putting in place to support local customers.

## 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](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online-banking](https://tsb.co.uk/online-banking) to create your account
- Telephone Banking – visit [tsb.co.uk/help/telephone-banking](https://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](https://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 **01555 799 997\*** 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 Lanark branch at 25 Bannatyne Street, Lanark, ML11 7JR, and you can call us on **01555 799 998\***.

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## Other ways to bank with us

### Personal Customers

 [tsb.co.uk/online-banking](https://tsb.co.uk/online-banking)  
Register for Internet Banking

 [tsb.co.uk/mobile](https://tsb.co.uk/mobile)  
Mobile Banking App

### Business Customers

 [tsb.co.uk/business/internet-banking](https://tsb.co.uk/business/internet-banking)  
Register for Internet Banking

 [tsb.co.uk/business/business-banking-app](https://tsb.co.uk/business/business-banking-app)  
Mobile Banking App

 [Find a branch to suit you at tsb.co.uk/branch-locator](https://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](https://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](https://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.  
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