

Access to cash.

Supporting access to cash for our customers.

From 18 September 2024 the FCA are imposing new Access to Cash requirements for all UK banks. As part of these new requirements, all banks are responsible for maintaining access to cash across the UK. LINK will be working with banks and local communities to assess whether there are any access to cash gaps across the UK, to make sure customers have convenient access to vital cash services when they need it.

Who are LINK?

LINK are funded by the UK's banks and building societies to assess needs, provide new services and carry out cash access assessments to make sure people in every corner of the UK can access cash.

LINK also offer a number of services to customers of most UK banks and building societies such as a UK wide cash machine network.

Access to cash assessments.

When a bank announces a branch closure, or when a community requests a cash access assessment, it's important that local communities are kept engaged to make sure they have appropriate access to cash.

We work with LINK to carry out assessments of locations to check if they need better access to cash services. These reviews will be published and available on the **LINK website**.

If you're concerned there may be an access to cash gap in your area, you can request an access to cash **assessment**.

You may want to check first to see if LINK have already made an assessment for access to cash in your area, and made a **recommendation for improvement**.

Want to know how decisions are made about cash?

You can find out more about the LINK process **here**.

Not sure where to withdraw or deposit your cash?

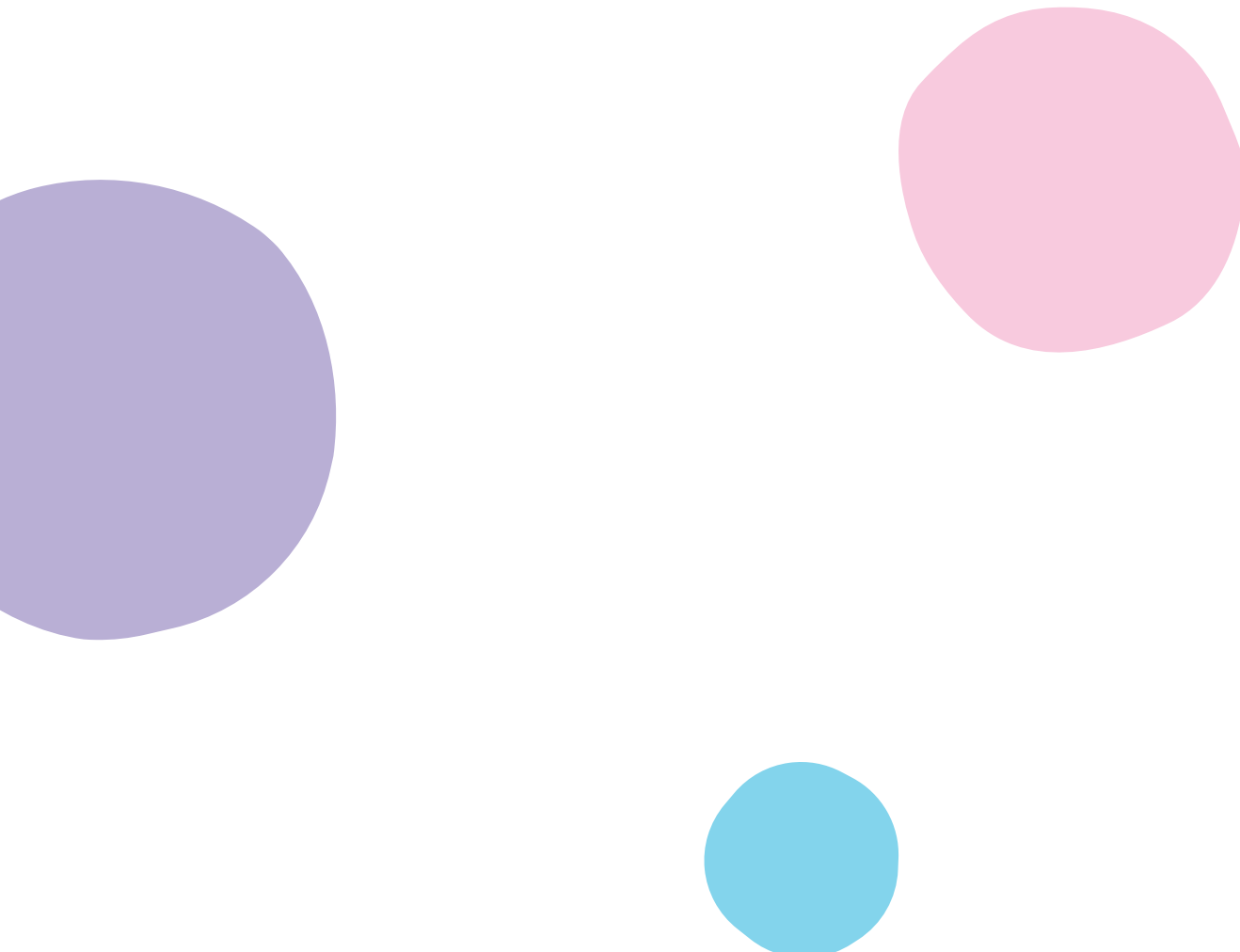
You can find out about your options for accessing cash services on **LINK's Cash Locator**.

Where can TSB customers access cash services?

How to access cash at locations nationwide:

TSB Branches and cash machines	TSB Pods	Banking Hubs
CAUK LINK deposit and self-serve machines	Post Office	Paypoint





Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758** or **0345 835 3858** for business banking customers, chat to us in the Mobile Banking App, or visit us in branch. This information is available in large print, braille and audio. 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 are open Monday to Friday 8am to 6pm, Saturday 9am to 2pm).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit www.relayuk.bt.com to read how they manage your data.

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 **+44 203 284 1575** 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.