

Normanton Road, Derby Branch Closure Review



We have talked with the local community about closing our Normanton Road branch on 13 December 2019.

Who we spoke to

- The office of the local Member of Parliament, Margaret Beckett
- Representatives of the Arboretum Ward of Derby City Council
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Lending Standards Board - the governing body responsible for overseeing the Access to Banking Standard

What was said

- TSB was asked about the impact of the closure on those customers who require additional support and assistance
- TSB was asked about the impact on the staff that work at the Normanton Road branch
- TSB was asked about what alternative branches would be available to customers

What we've done

- We've written to our customers to let them know about the closure, why we have come to this decision and the different ways they can bank with us. This information is available in our Normanton Road branch, as well as online
- Partners in our Normanton Road branch have been speaking with customers, particularly personal and small business customers who use the branch regularly and those that require additional support and assistance – 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, helping them to register for and use online, mobile and telephone banking
- We have confirmed that there will be no job losses as a result of the closure of the branch
- We explained that our East Street branch is under a mile away and is open six days a week

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Details correct to the best of our knowledge at time of print 16 October 2019, 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.

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**. If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3843** (lines open from 7am to 11pm, 7 days a week).

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