

# Dunbar Branch Community Engagement



## We're closing our Dunbar branch on 6 May 2020.

In our Branch Review we've published details of how we've decided to close this branch and the local information we've gathered about the area. This was shared with our Partners and customers. 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 everyday banking alternatives.

- The office of the local MP, Kenny MacAskill
- The office of the prospective parliamentary candidate, Martin Whitfield
- The office of the local MSP, Iain Gray
- 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 Dunbar and East Linton ward
- The Chief Executive of East Lothian Council, Alex McCrorie
- Local Chamber of Commerce
- Local Federation of Small Businesses
- Local Citizens Advice Bureau
- Post Office®
- Lending Standards Board

**Dunbar is  
closing on  
6 May 2020**

**Your closest  
branch will be  
North Berwick**

**Your account  
details will  
stay the same**

### What feedback we received

The Chief Executive of East Lothian Council wrote to TSB to request a meeting to discuss the closure of the Dunbar branch and explore options to keep the branch open. He stated that closure of the branch would disproportionately impact the elderly and vulnerable who are less able to make use of internet banking. He highlighted the needs of local businesses to make cash deposits and highlighted the impact that the 2017 closure of the Tranent branch had had.

## What we've done

We wrote back to the Chief Executive of East Lothian Council and explained that we would be happy to meet but that we would not be able to reverse the decision to close the branch as this decision was the result of a branch wide review which looked at a range of factors.

We highlighted that TSB holds twice as many branches per 10,000 customers compared to our competitors and as customer behaviour continues to change, we have had to take the difficult decision to close some of our branches. We provided local usage figures and explained the alternative ways in which local customers can continue to bank with us. We also highlighted the support measures we are putting in place to support customers to transition to other forms of banking.

Partners have been talking with customers about the closure, in particular those customers who need additional support with the changes; answering questions, discussing concerns and giving advice on alternative travel arrangements and how they can get to other branches and alternative cash machines.

We'll be running workshops for all customers, which will cover:

- alternative ways for day-to-day banking
- how you can use your local Post Office® and the services available
- fraud awareness and how to stay safe and protect yourself and others
- support with bereavement or caring for a relative
- demonstrations on how to register for and use online, mobile and telephone banking. You can book a private appointment if you'd prefer which will cover everything included in the workshops

If you'd like to book an appointment or workshop, or have any questions about the changes, including accessibility in your nearest branch, come in and see us before we close. Or you can call us on **01368 495 999\***.

Once this branch has closed, you can visit us at North Berwick branch at 41 High Street, North Berwick, EH39 4HH, or call us on **01620 704 998\***.

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## Other ways to bank with us

### Personal Customers



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



**0345 975 8758**  
Call. TSB Partner



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



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

### Business Customers



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



**0345 835 3858**  
Call. TSB Partner

\*Lines open during branch opening hours.

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 7am to 11pm, 7 days a week).

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).

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information. 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**.

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