

# Ellesmere Branch Community Engagement

**We're closing our Ellesmere branch on 10 February 2021.**

In our Branch Review we've published details of this closure and how we can support you through the changes and the alternative services you can use. 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, Owen Paterson
- The Leader and Chief Executive of Shropshire Council
- The Mayor and Clerk of Ellesmere Town Council
- The councillors for the Ellesmere Urban 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 wrote to TSB passing on concerns from a local councillor. He stated that the closure of the branch will cause problems for the community, shops and businesses. He suggested that we had justified the closure as being the result of a large update in digital forms of banking and was sceptical about this and also concerned about those who cannot use internet or other forms of banking. He was concerned about the loss of the cash machine and the subsequent impact on businesses. He also stressed that the town is growing and therefore needs access to banking.

We were contacted by the Mayor of Ellesmere who highlighted his concerns about the need for face-to-face banking and the impact on vulnerable customers. He requested a meeting with TSB, himself, the town clerk and the Chamber of Commerce.

**Ellesmere  
is closing on  
10 February  
2021**

**The closest  
branch is  
Oswestry**

**Your account  
details will  
stay the same**



## What we've done

At the meeting with the Mayor TSB explained the reasons for its decision. We also explained the steps we are putting in place to support vulnerable customers. We discussed the impact on businesses and concerns were raised about the length of queues at the Post Office® which TSB agreed to look into and provide an update on. Concerns were also raised about access to cash. TSB informed those at the meeting that it was unable to retain the cash machine but would provide details on how the local community could apply for an alternative cash machine. We followed up by providing information on the Community Access to Cash Pilot being trialled by industry as well as making them aware of the ability to request a cash machine through Link. We advised that a cash machine provider would be able to help them accurately assess need. The town council was also concerned about the CCTV on the outside of the building and how it would be retained and how it would be supplied with electricity. TSB put the Town Council in touch with the relevant people to help address this issue and engage with any future occupant.

## We're here to help

We're here to support customers through the changes, especially those 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 Banking App – download from your phone at [tsb.co.uk/mobile](https://tsb.co.uk/mobile)
- Internet Banking – visit [tsb.co.uk/online](https://tsb.co.uk/online) to create your account
- Telephone Banking – visit [tsb.co.uk/telephone](https://tsb.co.uk/telephone) to bank over the phone using our automated service

We're now able to support you with many services without the need to visit a branch. If you would like help with any of these services, please get in touch. You can talk to us online at [tsb.co.uk/contact-us](https://tsb.co.uk/contact-us) or call us on **01691 594 999\***. If you'd prefer, we can book a face to face appointment to talk through all the ways we can support you, including:

- how to register for mobile, online and telephone banking
- banking with a trusted friend or family member
- 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 Oswestry branch at 32 Church Street, Oswestry, Shropshire, SY11 2SS, and you can call us on **01691 594 998\***.

There are a large number of other branches you can visit, to find the one most convenient for you, please go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)

\*Telephone number available during usual branch opening hours. Details correct at time of print. This branch may close at lunchtime, for more information on opening hours go to [tsb.co.uk/branch-locator](https://tsb.co.uk/branch-locator)  
For more information about this closure, please visit [tsb.co.uk/our-branches](https://tsb.co.uk/our-branches)  
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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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