

# Fleetwood Branch Closure Review



We're continuing our £250 million investment in our branches and digital services, to make sure we have the right number of branches in the right place, with the right services for our customers. We'll be improving some branches, closing others and opening new ones.

Since we launched TSB in September 2013, we've learned a lot about our customers and we know that the way you want to bank with us is changing. So we're making changes in our branches to offer better digital technology, and our Partners will always be on hand to help when only face-to-face will do.

As part of this plan, and following a careful and full review, we'll be closing Fleetwood branch in early November. There are a number of other branches you can visit, the closest one is Cleveleys. This summary will tell you more about our review.

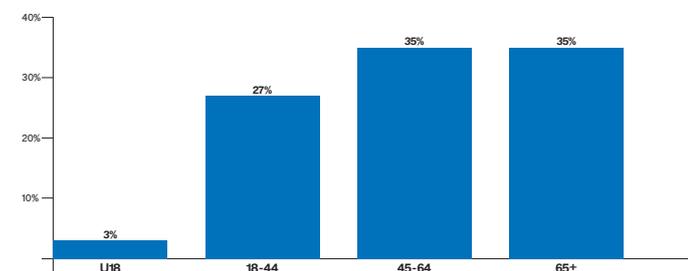
## Fleetwood branch information

 Branch opening hours	 Address
Monday 09.00 – 17.00	13 Lord Street
Tuesday 09.00 – 17.00	Fleetwood
Wednesday 09.00 – 17.00	Lancashire
Thursday 09.00 – 17.00	FY7 6DX
Friday 09.00 – 17.00	
Saturday Closed	
Sunday Closed	

## Fleetwood branch facilities

 <b>0</b>	 <b>1</b>	 <b>0</b>
ATMs available inside the branch	ATMs available outside the branch	Immediate Deposit Machines

## Age of Fleetwood customers



## How customers use Fleetwood branch

 <b>0%</b>	 <b>6%</b>	 <b>30%</b>
no change in number of customers using the counter versus a year ago	decrease in ATM cash withdrawals versus a year ago	increase in online and mobile banking by branch customers

## Fleetwood branch personal customers bank with TSB in many other ways

 <b>85%</b>	 <b>69%</b>	 <b>15%</b>	 <b>39%</b>
use another TSB branch, online and mobile banking or telephone banking	use another TSB branch as well as Fleetwood branch	use only Fleetwood branch	also use the Post Office®

## Fleetwood branch business customers

 <b>2%</b>	 <b>59%</b>
of branch customers have business accounts	used at least one other TSB branch

## Your closest banking alternatives from TSB Fleetwood branch:



### Cleveleys

77 Victoria Road West  
Cleveleys  
FY5 1AW

### Opening hours

Monday	09.00 – 17.00
Tuesday	09.00 – 17.00
Wednesday	09.00 – 17.00
Thursday	09.00 – 17.00
Friday	09.00 – 17.00
Saturday	09.00 – 13.00
Sunday	Closed

Distance from  
Fleetwood  
branch

3.4

Miles

How do I get  
to Cleveleys  
branch

20 minutes

By Bus

How do I get  
to Cleveleys  
branch

n/a

By Train

How do I get  
to Cleveleys  
branch

15 minutes

By Tram

TSB Branch
 Distance Rings
 Post Office
 ATM
 Bus Stop
 Tram Stop
 Train Stop

## You can do your banking in many other ways

### If you're a personal customer



[tsb.co.uk](https://tsb.co.uk)



tsb mobile  
banking app



0345 975 8758

### If you're a business customer



[tsb.co.uk/business](https://tsb.co.uk/business)



0345 835 3858

If you're not already registered for online banking, go to [tsb.co.uk](https://tsb.co.uk) to find out more.

## Your closest Post Office®

If you're a personal banking customer, you can also use any Post Office® branch to:

- withdraw money
- check your balance
- pay in cash and cheques to your account

### Address

204-206  
Lord Street  
Fleetwood  
FY7 6SW

0.4 miles from  
Fleetwood branch

### Opening hours

Monday	09.00 – 17.30
Tuesday	09.00 – 17.30
Wednesday	09.00 – 17.30
Thursday	09.00 – 17.30
Friday	09.00 – 17.30
Saturday	09.00 – 17.30
Sunday	Closed

All distances quoted are approximate, based on the postcodes shown. Post Office® is a registered trademark of Royal Mail. For more information about our decision to close this branch, please visit [tsb.co.uk/investors/our-branch-programme](https://tsb.co.uk/investors/our-branch-programme)

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# Fleetwood Branch Closure Review



## Community Engagement

TSB has been engaging with local stakeholders about the impact of the closure of the Fleetwood branch on the local community.

### Who we spoke to:

- The local Member of Parliament, Cat Smith MP
- Representatives of Pharos Council Ward
- Local Citizens Advice Bureau
- Local Federation of Small Businesses
- North and Western Lancashire Chamber of Commerce
- Fleetwood Jobcentre

### What we heard:

- A number of stakeholders asked about the distance that some customers would need to travel to use their nearest TSB branch, and what this might mean for vulnerable customers.
- The local Chamber of Commerce questioned the distance some small business customers would have to travel to deposit cash.

### What we've done to help customers with the changes:

- We have written to all of our customers detailing the closure and alternative ways to bank with TSB. We have also displayed this information on posters in the Fleetwood branch.
- Our Partners in our Fleetwood and Cleveleys branches have also been discussing customers' particular questions and concerns, providing advice on alternative arrangements, including travel routes to the nearest branch and helping them use and register for online, mobile and telephone banking.
- We have also ensured that the Cleveleys branch is open longer hours than Fleetwood, to allow customers more time to visit the branch.
- TSB also has an arrangement with the Post Office. Personal banking customers are able to use the local Fleetwood branch to check their balance, make cash withdrawals and deposit cash and cheques.